

Digital human rights



MTN's position on Digital Human Rights (Online Freedom of Expression, Privacy and Security)

More people worldwide have access to information, services and opportunities than ever before, with instant connections that transcend locations and borders. This has created significant innovations and opportunities for people to enhance their lives and enjoy greater access to rights and opportunities than ever before.

MTN is guided by the following globally-defined standards:

- The Universal Declaration on Human Rights
- The United Nations "Protect, Respect and Remedy" Framework and Guiding Principles
- The Ten Principles of the United Nations Global Compact as a signatory

MTN strives to conduct business in a way that is respectful of the rights of all people. We believe in the rights of all people to communicate, access and share information freely and responsibly, and to enjoy privacy and security regarding their data and their use of digital communications. Digital human rights predominantly relate to freedom of expression, access to information, privacy, and security of information.

Our response to digital human rights is underpinned by sound policy, principles and a due diligence approach to respecting the rights of its customers in a manner that is consistent with internationally recognised principles, while ensuring that MTN remains compliant with the terms of its various jurisdictional, license conditions and legal obligations.

MTN will attempt to avoid negative human rights impacts by exploring possible alternatives where it identifies a risk of these rights being infringed. Where operating conditions render it impossible to meet this commitment fully, we will seek opportunities to limit the scope, extent or duration of any negative impacts.

Key principles of MTN's policy on Digital Human Rights

- We believe in the rights of all people to freely communicate and share information, and to enjoy the right to privacy and security in their use of digital, telephonic and internet-based communications.
- In accordance with prevailing laws and licence conditions, we endeavour to protect, respect and ensure the rights of all customers using our solutions where laws and licence conditions may not appropriately recognise the rights of our customers.
- We will take reasonable steps to maintain data transmission and storage confidentiality and security.
- We will only gather customer data for legitimate commercial businesses and as permitted by licensing and legal obligations.



Key UN Global Compact Principles

1. Businesses should support and respect the protection of internationally proclaimed human rights.
2. Make sure that they are not complicit in human rights abuses.

Key UN SDG

