



## **Data Privacy and Security Position Statement**

Issued on 21.02.2023

### **Commitment**

stc is committed to maintaining data privacy and security measures in order to protect customer information. stc respects the rights and freedoms of individuals including the fundamental right to protect personal data. stc understands that safeguarding customers' personal information is of utter importance to mitigate risks related to data breaches.

This privacy statement has been formulated to help customers understand the nature of the information stc collects through its website, services, and information requests and how this personal information will be handled and stored.

### **Purpose and scope**

The scope of this Data Privacy and Security statement includes all data processed and/or collected by stc on all media and system platforms through any communication channel. This statement ensures data governance is instituted throughout the company. stc employees are provided with regular training to reinforce their understanding and implementation of data privacy and security measures.

This statement applies to all sectors and business units in stc. All stc staff and contractors working either on permanent or temporary basis are obliged to follow the outlined standards.

### **Data collection**

The information stc collects from customers is categorized under:

- Personal identification information given to stc during registration, such as name, national ID number, passport number, address, email, nationality, gender, bank account and credit card details
- History of customer contact with stc such as through emails, call center, customer care center
- Usage information such as time and duration of usage, data usage, incoming or outgoing phone calls
- Information stc gets from customer use of services or websites (such as IP address, hardware model and settings, operating system, browser type, and network details, web beacons/pixel tags, cookies, and details of when, where and how the service was used.)

Data must only be collected when there is a legitimate business purpose that is aligned with the strategic intent of stc. Data must only be collected when the required data owner approval has been obtained.

The collected information is used for:

- The processing of services, such as orders and payments
- Meeting stc legal and regulatory requirements
- Market research to understand customer needs and tailor products and services
- Offers of new products and services that are relevant to the customer



#### **Data protection**

stc will implement the necessary actions to ensure that the information it collects and stores is properly handled. The personal information collected will be used for legitimate purposes and will not be processed for other purposes. As part of the stc's efforts to maintain data privacy and security, the following measures are followed:

- Deploying security controls such as identity authentication, regular network risk assessment and updates, stringent monitoring and detection systems;
- Adopting ISO 27001 certified for information security management;
- Providing regular training and awareness initiatives for all employees and parts of the company's supply chain to ensure a culture of compliance to internal privacy and security regulation;
- Group Chief Technology Officer, who will focus on security concerns, and who must possess the knowledge and expertise in preventing data breaches and managing them when they occur;
- Carrying out regular cyber-security stress test to measures its performance in all areas of cybersecurity;
- Conducting reviews to measure compliance across all policies, processes and procedures. This statement and subordinate procedures and standards shall be reviewed at least annually or when significant changes occur to stc's or its environment to ensure their continuing suitability, adequacy and effectiveness;
- Ensuring that processed data is only shared with authorized users and systems to prevent data misuse. Shared data (both internally and externally) shall not have any linkage to personal identity to stc's customers;
- All data storage, archiving, management and destruction activities must be aligned with applicable regulatory requirements, proper governance, controls and audits. Detailed explanation of the stc's data management policy can be found in it's internal Data Governance Policy;
- Periodically implementing internal and external audits on its data processing systems;
- Protecting the privacy of minors and their personal information. The company shall undertake the necessary measures to ensure responsible content promotion and technology use;

#### **Approvals and review**

This statement has been reviewed and approved by senior management, and will be periodically reviewed, taking into account any organizational, legal or business changes that may take place.

Olayan Mohammed Alwetaid  
stc Group CEO