

PRIVACY SUPPLEMENT- JoMobile App (General)

This privacy supplement gives some general information around app usage. For further information about privacy, please see our [main privacy policy](#). If you're using an app together with another service such as mobile, read those sections too.

There are a range of Vodacom apps, including the JoMobile App. The privacy policy also applies to those apps, but there will also sometimes be an additional privacy supplement provided with the app itself with more information. In those cases, both will apply.

When you download or use a Vodacom app, information may be accessed from or stored on your device. This will let it operate and function as well as remember you.

To provide you with the service, communicate with you and to work to improve our services, we'll need to collect information about your device (for example, type, unique identifiers, its operating system, if you're using 3G, 4G or 5G, etc.), app ID and information about your use of the app. Additional information may also be collected to provide you with the requested service.

Each app will set out the preferences it requires to operate, some of which you may be able to opt out of in some cases.

Opting out of certain preferences may, however, affect the functionality of certain services and apps. For example, if you opt out of the location-based feature on your device, you may find that an app doesn't operate.

It's important to flag that, where you choose to download or use an app not operated by Vodacom, those apps are subject to their own terms of use and privacy and cookies policies. Make sure you're familiar with those before downloading or using that app. We can't be responsible for the security and content of such third-party apps.

If you have any queries in any aspect of this privacy supplement, please visit our Vodacom shops or Customer Care Service desks or you can email us at customercare@vodacom.co.tz and a member of our dedicated team will respond to you.

JOMOBILE APP (ANDROID)

To provide you with features of JoMobile App, to send you approval process for the planned activities, and to help track planned activities, JoMobile App will share certain information from your device within our company. This privacy supplement explains the information that is collected by JoMobile App and how it will be used. For further information about privacy, please see our [main privacy policy](#)

What information we collect

Information about your interactions with us:

When you use the basic features of JoMobile, filling planned activity, approving planned activity and tracking approvals, information about such interactions is recorded on our servers.

Usage of JoMobile App

Information about how many times the app has been used and app version,

Basic Account Information

Information like email address, mobile number and tittle.

What information we don't collect

We understand that some of the information we collect may be seen as sensitive. Therefore, we have designed the app to reduce the sensitivity of the collected information. For example, we don't collect information about:

- Numbers you dial or receive calls from
- Sender or receiver information from text messages, emails or internet chat messaging on your device
- Any content of your communications, such as text, email or chat content or your browsing history
- Information about which features of the apps you use or what content you send, receive or otherwise consume through an app

How we use this information

We use your data for planned activities approval process and tracking

How do you protect my data?

Vodacom takes technical and organisational security measures as required by law and by industry standards to protect your personal data from unauthorised access, use or disclosure. We take steps to ensure that we only use your personal information as described in this privacy notice and to honour the choices that you have made. We only partner with service providers who contract to provide the same level of information security that you can expect from Vodacom.

For how long do you keep my data?

Detailed information about your collected information is kept no longer than 12 months after it has been collected.

Vodacom may retain aggregated and statistical reports that have been generated using the listed information for a longer period, but as these reports do not identify you as a user, they will not be used in a way that impacts your privacy.

For information about other data retention with Vodacom, please refer to our [main privacy policy](#)

The service is offered by Vodacom Tanzania Plc, which is also the controller of your personal data. If you have any queries in any aspect of this privacy supplement, you can email us at vodacomnoc@vodacom.co.tz and a member of our dedicated team will respond to you.

JOMOBILE APP (IOS)

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What information we collect

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Usage of JoMobile app

Information about how many times the app has been used and app version,

Basic Account Information

Information like email address, mobile number and title.

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