

Personal Data Protection Statement of A1 Macedonia DOOEL Skopje

1. General Information

The present Personal Data Protection Statement of the Communication Services Company A1 Macedonia DOOEL Skopje (hereinafter referred to as the "**Statement**") shall refer to the protection of personal data upon providing public electronic communication network services by the Communication Services Company A1 Macedonia DOOEL Skopje, with registered address at "Ploshtad Presveta Bogorodica br. 1, 1000 Skopje, Republic of North Macedonia and Company Identification No. 7068310 (hereinafter referred to as "**A1 Macedonia**"). When using products and services in the area of electronic communications provided by A1 Macedonia, you are revealing your personal data. The present Statement shall set forth which personal data are to be collected, the manner of processing, the purposes for which such data are to be collected, as well your rights in regards to such data.

The Statement shall contain as follows:

- contact information of the personal data protection officer;
- personal data categories processed by A1 Macedonia;
- processing purposes for which personal data are intended, as well as the legal grounds for processing thereof;
- customers or categories of personal data users, if any;
- personal data transfer to third countries, if any; and
- the rights that you, as personal data entities, have in terms of personal data processing.

The provisions contained herein shall prevail in the event of unconformities with the other provisions referring to personal data protection envisaged in the General Terms and Conditions for the Use of Public Electronic Communication Services of A1 Macedonia, the Personal Data Privacy Policy applicable to any visits to A1 Macedonia's webpage at www.A1.mk and in any other acts of A1 Macedonia.

A. Personal Data Processing Controller shall be:

- Communication Services Company A1 Macedonia DOOEL Skopje,
Ploshtad Presveta Bogorodica br. 1
Skopje, Republic of North Macedonia
Tel.: +389 2 3100077

B. A1 Macedonia, in the capacity of personal data controller, has appointed person in charge of personal data protection (hereinafter "**Personal Data Protection Officer**"), whose contact information is stated below:

- E-mail: dpo@a1.mk, tel.: +389 77772438.

2. Categories of Personal Data Subject to Processing

A1 Macedonia shall process the following personal data categories:

- a) Your basic personal data: name and last name, address, citizen's personal identification number (EMBG), date of birth, contact information (email, phone number), academic title or profession, information on the type of service agreement and your payment history;

- b) additional personal data that you or any third parties have made available upon entering your service agreement or throughout your service agreement duration, such as additional data based on payment of bills, bank account number, age; this does *not* include special personal data categories, notably, data on racial or ethnical origin, political views, religious or philosophical beliefs or membership in trade unions, as well as any genetic data, biometric data, any data referring to health or data on natural entities' sexual lives or sexual orientation;
- c) Your electronic communications data, as follows: (i) data required to track and identify communication source; (ii) data required to identify communication identification; (iii) data required to identify date, time and communication duration; (iv) data required to identify communication type; (v) data required to identify users' communication equipment or the equipment deemed to belong to users; and (vi) data required to identify mobile communication equipment location
- d) data on your communication traffic, such as data processed to provide communication transfer through a public electronic communication network or for billing thereof, such as number of minutes per call, number of SMS, number of international calls, call duration, quantity of data traffic etc, but it shall not include any communication contents;
- e) data we collect through cookies found in your browser, such as IP addresses used to access the Webpage, accessing time etc. Any cookies information you shall receive upon your first visit of the Website of A1 Macedonia based on which you shall be able to provide your consent or refuse the use thereof. It is important to point out that cookies settings can be adjusted in your web browser and that A1 Macedonia shall use any information received through cookies only based on your consent and in line with the Personal Data Privacy Policy applicable upon any visits to A1 Macedonia's webpage at www.A1.mk.

3. Personal Data Storage Period

In line with the Law on Electronic Communications (**LEC**), we shall keep your basic and additional personal data for a period of one year as of the date of issuing of the last bill for services provided.

Please be informed that we shall not delete your personal data if:

- they are required for processing upon electronic communication services, that is, connectivity services, billing and we are authorized to process such data only by expiry of any outstanding debts in line with general regulations regulating legal obligation relations. In that sense, your personal data, including any data from your communication traffic, shall be kept and processed at the latest by the expiry of all legal terms related to calculation of costs for use of public electronic communication services and for network interconnection fees, but only by the expiry of the legal timeframes in which a bill can be objected or payment can be done; and/or
- procedure for forced collection of due receivables for electronic communication services has been initiated before competent authorities; and/or

- an objection for certain use of products or services has been filled within legally provided timeframes, until the finalization of the objection procedure in line with applicable regulations (e.g.: LEC, Law on Consumer Protection etc.).

Data on electronic communications shall be stored for a period of 12 months as of the date of communication, to enable availability of these data for the purposes of preventing or detecting crimes, initiating criminal proceedings or to protect any security and defence interest of the Republic of North Macedonia.

Service use data shall be stored in line with the LEC, and they shall be deleted immediately once there is no more need to process such data for the provision of our communication services. Data related to the contents shall not be stored.

Instead of deleting, there is an option of *anonymizing* your data. In that case, any information proving any connection to person's identity shall be permanently deleted and there shall be no possibility for individual identification. In that sense, once your personal data have been anonymized, we no longer process personal data in the sense of the Law on Personal Data Protection.

4. Personal Data Processing Manner and Purpose

Your personal data shall be processed for the following purposes:

a) Service contract realization:

We shall process personal data for the purpose of providing and charging for electronic communication services in line with the LEC. In addition, we use your personal data to realize service agreements and based on your consent, to publish your data in publicly available phonebook, as well as to share information with you in the form of direct marketing. Your personal data shall also be processed in the event of an objection/complain filed by your in line with the legally valid regulations (the LEC, the Law on Consumer Protection, the Law on Personal Data Protection etc), as well as for any notifications that we are to send in line with applicable legal regulations (e.g. notifications on increased service use, due payment reminders, roaming notifications etc.), as well as to improve our product and service offer, all in line with the applicable legal regulations.

b) Disclosure of personal data misuse and errors:

In the event there is need for internal processing of your personal data, to identify or remove any issues with our network or services, to track any kind of fraud and/or misuse. We also use your personal data to plan and optimize our network.

c) Verification of payment capacity and collection of receivables:

Before concluding a service agreement (and throughout the existing contractual relations with you), we, as personal data controller, may check your payment capacity as our (potential) client. In the event we already have your personal data regarding your creditworthiness from a previous contract with you (and we still have such data stored in line with the applicable law and the present Statement), we may use such data to assess your payment capacity in the event you would wish to enter a new service agreement with us. If your payment capacity is to be verified through competent authorities or any other third parties established to collect and process

data for liabilities of entities and/or other data for the purpose of providing report to data entities, we may ask for your consent if applicable positive regulations in the Republic of North Macedonia require so.

If your credit rating is low or we are unable to provide any information on your creditworthiness, we may refuse to sign a service agreement or we may ask for additional security from you, or offer you our prepaid services.

To collect any outstanding debts, A1 Macedonia shall take any and all legal measures for direct or indirect debt collection, including hiring authorized collection agencies or law firms to conduct forced debt collection. In addition, A1 Macedonia shall initiate procedure for forced debt collection from its subscribers before any authorized bodies (courts, notaries public, bailiffs), including collection of default interest and process costs. Before resorting to any such course of action, we shall first initialize an internal debt collection procedure according to which we shall inform you regarding your overdue debt and the deadline in which payment can be done.

d) Profiling

Profiling shall be any form of automatic personal data processing, consisting of using personal data to assess certain personal aspects related to natural entities, and notably related to the analysis and the prediction of aspects that refer to performing professional obligations by such persons, their economic condition, health, personal preferences, interests, confidentiality, behavior, location and movement patterns.

A1 Macedonia shall process your personal data by way of profiling for the purpose of direct marketing to gain better insight into the products and services you frequently use, and accordingly, offer you products and services to match your needs and behavior, which may yield additional benefits. Such data processing is based on an explicit consent provided by you, as well as if such consent is required for signing and realizing a service contract between you and A1 Macedonia; or it is allowed by a law applicable to A1 Macedonia, in which in addition appropriate measures to protect rights and freedoms and legitimate interests of the personal data subject have been properly taken.

For example:

- if we notice that you travel abroad, we may offer you a tariff plan better adjusted to the use of our services abroad;
- if we notice that you often watch our movie TV channels, we may offer you special bundle featuring similar contents;
- if we notice that you use extra data traffic than the one contained in your tariff plan, we may offer you other plan or option featuring higher volume of data traffic.

In this sense, we shall process data in terms how to use our products and services, the communication channels and your demographic and other data, pursuant to legal grounds.

A1 Macedonia shall process personal data, including profiling, in the event there are relevant legitimate processing interest that prevail over interests, rights and freedoms of personal data entities, or for introducing, realizing or defending their legal requirements. In that sense, A1 Macedonia shall process personal data through automatic processing, including profiling, as follows:

- analysis of subscriber's behavior and bill payment dynamics to improve bill payment benefits and extrajudicial settlement for debt payment in the event of service agreement termination;
- analysis of subscriber's behavior, to prevent potential frauds;
- collecting data on the general subscriber's behavior patterns (traffic realized, mobile data used etc.), as information upon creating tariff plans,
- collecting subscriber's data to analyze service activation and service quality.

e) Direct Marketing

Based on a consent obtained from you, during the term of our service agreement, A1 Macedonia may contact you via the following communication channels:

- Calls
- SMS/MMS
- E-mail
- Social media
- App/TV
- In writing (by mail)

f) Legitimate relations

A1 Macedonia may process your data in the case there is legitimate processing interests that supersede the interests, rights and freedoms of the personal data subject, or for the purpose of introducing, exercising or defending personal legal requirements (e.g.: for the purpose of conducting certain researches etc.), in cases when following an Analysis of the legitimate interest by A1 Macedonia, it has been established that there is such legitimate interest for the said personal data processing.

g) Processing personal data by processors

Pursuant to the Law on Personal Data Protection, A1 Macedonia may hire data processor to process data on behalf on A1 Macedonia, and in such event A1 Macedonia shall hire processor providing sufficient guarantee for the application of appropriate technical and organizational measures in a way in which data processing shall be conducted in line with the legal regulations and shall ensure protection of any rights pertaining to personal data subject. We may forward your basic personal data, communication traffic data, and any other data for the purpose of providing various services, including bill printing and delivery, marketing services, software maintenance etc.

5. Personal Data Transfer

To process your personal data for the purpose of meeting our regulatory obligations before you or our regulatory obligations, we may hire personal data processors outside the territory of the Republic of North Macedonia (e.g. entities producing and maintaining software solutions used by A1 Macedonia etc.). That shall be done exclusively based on the provisions of the personal data protection regulations, thus ensuring secrecy and protection of your personal data. If data transfer is done outside the European Union or the European Economic Area, such transfer shall only take place if the required legal conditions are met. Such trade companies may use personal data only in the manner envisaged in the present Statement and in line with the instructions and guidelines provides by A1 Macedonia in which it shall set certain obligations vis-à-vis such trade companies based on a mutual personal data processing agreement. For example, if we process your personal data based on your consent to do so, withdrawing such consent shall also reflect to the data processors above.

6. Consent Management

- a) You shall be able to alter the status of your consent at any given time (to provide or to withdraw your consent) in the manner set forth in the subscription agreement you have signed with A1 Macedonia, via the following channels: SMS, Telesales; My A1 (both mobile and web app) and at any A1 Macedonia store.
- b) The consent for personal data processing for direct marketing that you have provided in the capacity of subscriber or the withdrawal thereof shall always be valid for products and services that you have decided it shall be valid for (e.g. if you have multiple A1 Macedonia phone numbers, your consent shall only be valid for the number you have selected).
- c) In terms of the profiling consent, your consent shall be valid to all A1 Macedonia products and services used.

7. Rights of Personal Data Subjects

- a) Right to access:
Personal data subjects shall be entitled to a confirmation from the personal data controller if their personal data are being processed or if processed, to obtain access to their personal data and to the following information:
 - purpose of processing;
 - personal data categories processed;
 - users or categories of users to whom personal data have been revealed or are to be revealed, notably users in third countries or international organizations;
 - the timeframe in which personal data are to be stored, and if that is not possible, criteria applied to setting such period;
 - the existence of right to ask from the controller correction or deletion of personal data or limitation of personal data processing associated to personal data subject, or a right to object such processing;
 - the right to file an application before the Agency for Personal Data Protection;
 - when personal data is not collected from the personal data subject, any information available for their source;
 - the existence of automated decision-making process, including profiling and at least in those cases when significant information for processing logics is involved,

as well as the significance of envisaged consequences arising from such processing vis-à-vis the personal data subject.

b) Right to correction

Personal data subjects shall be entitled to ask for and to get their incorrect personal data corrected by A1 Macedonia within 15 days as of the filing of the request. Having in mind the purpose of data processing, personal data subjects shall be entitled to supplement incomplete personal data, based on giving additional statement.

c) Right to delete ("right to be forgotten"):

Personal data subjects shall be entitled to ask their personal data to be deleted, and A1 Macedonia shall delete their personal data, provided that one of the following conditions is met:

- your personal data are no longer necessary for the purpose for which they were initially collected,
- in the event you have withdrawn your consent for personal data collection when such data have been processed based on a consent and if there is no other legal grounds for processing;
- in the event of objection in terms of personal data processing and if you consider there are no overruling legitimate processing objectives,
- in the event personal data have been processed illegally,
- if personal data need to be deleted to observe any legal requirements, and
- if personal data have been collected in relation to offering information society services.

d) Right to limit data processing:

You may ask from us to limit your personal data processing as follows:

- if you object the accuracy of data during a period allowing us to confirm the accuracy of such data;
- if data processing proves to be illegal, but you object the act of data deletion and instead, ask for data use limitation;
- if we no longer require personal data for the envisaged processing purpose, but however, you ask for your personal data for introducing, exercising or defending your legal claims; or
- if you have filed objection in terms of personal data processing pending verification, if A1 Macedonia's legitimate interests upon personal data processing overrule your interests.

e) Right to personal data transferability:

You shall be entitled to get your personal data you have provided to A1 Macedonia in a structured, usually used, machine-readable format, and you shall be entitled to transfer such data to any other controller without any objection from A1 Macedonia, if:

- processing has been based upon consent, or based on a contractual obligation; and
- processing is done automatically.

f) Right to objection:

Based on the specific situation connected with you, you shall be entitled to file an objection to A1 Macedonia at any time, against the processing of your personal data, in events when data processing is required to perform work of public interest or

when exercising public authorization by the controller envisaged by law, as well as when processing is required for the purposes of legitimate interests of the controller or of any third party, except when such interests do not prevail over the interests or the basic rights and freedoms of the personal data subject requiring personal data protection. Personal data controller may no longer process personal data, except if it able to prove that there are relevant legitimate processing interests that prevail over interests, rights and freedoms of personal data entities, or for introducing, realizing or defending their legal requirements.

- g) The right to file an application before the Agency for Personal Data Protection;
If you believe that A1 Macedonia has violated the legal regulations upon processing your personal data, please contact us using the contact info above to check the grounds of your request. You, in the capacity of personal data subject, shall be entitled to file a request before the Agency for Personal Data Protection of the Republic of North Macedonia in any case.
- h) Exercising your rights:
Should you wish to exercise any of the rights above, please contact us on the contact details stated in item 1 of the present Statement.
- i) Misuse of rights:
If you choose to exercise your rights arising from legal provisions too often with obvious intent of misuse, we may charge you certain fee or refuse to process your application.

8. Amendments to the present Statement

A1 Macedonia may amend the present Statement at any time and you shall be timely informed thereof, including by publishing the amended version on A1 Macedonia's webpage.