

Privacy Notice

At Robi, we understand that in today's digitally connected and data-driven world, sometimes it can be difficult to understand how your personal information is being collected and used. As part of our commitment to being transparent with our customers and business partners, we want to clearly explain our data privacy practices and how we protect your privacy so that you can make informed decisions.

As we recognize the importance of protecting and safeguarding the personal information that you have entrusted to us, we have established privacy policies that define and enforce the structure and accountability for the secure and respectful collection, use, and sharing of your personal information.

All our activities are underpinned by our T.R.U.S.T principles of being Transparent, respecting your Rights, using your personal data, implementing robust cyber security practices, and taking due care when data Transfer is required.

Please take a moment to make yourself familiar with our data privacy practices. Should you have any queries, feel free to reach us at datathon@robi.com.bd

Note that we may from time to time amend, modify, vary, or update this Privacy Notice and such updated version shall be available at www.robi.com.bd/en/datathon and you will be bound by such modifications, variations, or updates.

Information about Children

Individuals under the age of 18 are not permitted to participate the hackathon.

What personal data do we collect?

The types of personal data we collect or obtain may vary according to our relationship with a data subject (a person whose data we collect) and may include the following:

- Contact information (such as name, address, email address and telephone number)
- Identification information (such as date of birth, etc.)
- Demographic information (such as age range, gender, etc.)
- Photographs, such as those that you may submit for contests or prize-winning competitions.
- Rich Media data (such as picture(s), video(s), file(s), music, SMSs, call log and applications list).

When do we collect your personal data?

We may collect or obtain your personal data:

- When you sign up/register for Datathon
- When you purchase & use our services (including through our call centers, and sales channels)
- When you contact us or register for information relating to our products and/or services or for any other purposes(s)

- When you communicate with us (such as IVR, USSD SMS, text messages or other digital channels, emails, questionnaires, or surveys)
- any footage captured or recorded by our surveillance camera (CCTV) system.
- When you participate in any of our promotional events, incentives, or loyal programs.
- Whenever you enable cookies,
- When you send an email or mail to Datathon (to provide feedback or to ask a question regarding the Site or Services), any information contained in such communication is collected and retained to process your inquiries, respond to your requests, and improve the services.

Why do we collect your personal data?

Your personal data may be used or processed for the purpose of:

- Providing you with our products, services, and/or offers that may be of interest to you.
- Notifying you about benefits and changes to the features of our products and services
- Providing you with our latest offers, campaigns, and promotions (where you subscribe to such updates)
- Sending you service messages about our subscription or account registration.
- Using your data for participation in our customer surveys or meetings
- Compliance with laws and legal, contractual, and/or regulatory obligations protecting or exercising our legal, contractual, and/or regulatory rights and remedies.
- Sending you information via telephone calls, text messages, other digital channels, emails, etc., or social media about products and services offered by selected third parties that we think may interest you.
- health, safety, and security
- Other legitimate purposes

Who do we disclose your personal data to?

We may disclose your personal data:

- To third parties when disclosure is necessary or reasonable to protect our rights, protect your security, investigate fraud, or respond to a law enforcement request.
- To third parties (such as hosting services or support services).
- To our business partners for our marketing activities
- To third parties for credit checks and fraud management
- To third parties for research and development purposes
- To our dealers or agents

- To third parties for the purposes set out under “why do we collect your personal data?”

What are your rights?

We respect your rights and privacy by taking steps to ensure that your personal data is accurate, complete, not misleading, and up to date. As a data subject of Datathon, you have the following rights:

- Right to be informed,
- Right to access your personal data
- Right to correct/update the personal information you have provided to us.

You can request to access or update the personal information we hold about you by mailing datathon@robi.com.bd

If you wish to visit any customer care centers to access or update your personal information, we may ask you for information to validate your identity and confirm the scope of your request.

Please note that we may not be able to provide you with access to personal information in certain circumstances, such as where access may be restricted as permitted or required by law.

Transfers of Personal Data

We may transfer your personal data across geographical borders to other entities in compliance with the law. Where your personal data has been transferred to members of our group of companies and/or to third parties located outside of Bangladesh, the transfer of your personal data is carried out under organizational, contractual, and legal measures and with adequate levels of protection implemented as well as any additional local legal requirements for the parties receiving this information to safeguard your personal data.

How do we store and protect your personal data?

We may collect and store your personal data in electronic or physical form, depending upon the requirement. Information may be stored at our and third-party premises within IT Systems (e.g. external cloud storage, internal or third-party management systems, e-mail, database, hard drives), document warehouses, etc.

We endeavor, where practicable, to process your personal data in a safe environment by preventing any unauthorized or unlawful processing of personal data or accidental loss or destruction of, or damage to, such information. We have implemented various physical, technical, and administrative security measures to protect your personal data and our network from unauthorized access. Some of these measures include:

- Encryption of data in transit or at rest.
- Strict adherence to privacy and security practices.
- Periodic security assessment and reviews to upgrade our practices.
- Restriction of access to such data to personnel who have a need to know such data.

How long do we retain your personal data?

We will retain your personal data only for as long as such information is necessary for the purposes it was collected for. The retention period for personal data may also be affected by the requirements of applicable laws. In all cases information may be held for

- a) a longer period where there is a legal or regulatory reason to do so (in which case it will be deleted once no longer required for the legal or regulatory purpose) or
- b) a shorter period where the individual objects to the processing of their personal data.

Consequences of not providing personal data

We may require the collection of certain personal data about you and failure to provide such information may:

- This results in us being unable to process your application and/or provide you with our services.
- This results in us being unable to respond to your requests for our products/services.
- Limit or prevent access to certain features on our website/weblinks.
- This results in us being unable to update you on the latest updates regarding any promotions, our services/products, or launches.
- This results in your inability to receive an invitation to promotional activities organized by us.
- Negatively affects our ability to communicate with you.
- Resulting in our ability to enter into a contract with you or a counterparty or continue to contract with you or a counterparty.
- Negatively impact your chances of being selected for any potential employment, engagement, or internship

By submitting personal data to us, you acknowledge that:

- I. You have read and understood this Privacy Notice and agree and consent to the use, processing and transfer of personal data as set out herein.
- II. All information and representation provided are true and correct to the best of your knowledge, and you have not knowingly omitted any relevant information.