



Privacy Policy

Who we are

Fixed Mobile Telecoms is a next-generation telecoms provider that provides completely customisable business networks designed to handle any size organisation. We use world-class carrier equipment, including Juniper equipment for the routing layer, Arista for its switching fabric and Palo Alto for cloud security services. All are Gartner Magic Quadrant Leaders in their respective categories, and all are geared to support software-defined networking – the essence of our next generation network.

We provide a platform where innovation can flourish as we cater for the changing network demands of corporates.

Our website address is <https://fixedmobile.com>

Your Personal Data

The protection of your personal data is important to us. Our Privacy Policy informs you how we collect and use your personal data, who we share it with, and your rights relative to your personal data. It relates to personal data we collect from you during your online interactions with us through our website, or personal data that we may collect offline or receive from third parties.

What Personal Data we collect, why we collect it and how we collect it

In terms of the Protection of Private Information Act 4 of 2013, Personal Data means any information relating to an identified or identifiable natural and juristic person (data subject); a data subject is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

The personal data we collect depends on your interaction with us and may include your name; telephone number; email address; postal address; log-in and account information for authentication purposes and account access; your gender; and social media account information.

Collection of your personal information happens in various ways when you interact with us, for example when you access our Online Services, or interact with us in any way, or when you place orders for or use our solutions and services. When you create an account with us, we process your orders and payment transactions, perform business and administrative functions, and market our solutions and services to you. When you communicate with us, and we respond to your queries or requests, or when we obtain feedback from you on our services, or when you apply for employment with us.

Collection of personal data from third parties include public databases, social media sites, business partners with whom we offer co-branded services or engage in joint marketing activities with, and third parties that provide list enhancement or similar services.

Non-personally identifiable information (non-PII)

We may collect non-personally identifiable information (non-PII). This is data that cannot be used on its own to trace or identify you as a person, and include your browser and device information, website and application usage data, IP addresses, demographic information such as marketing preferences, geographic location, primary language, and information collected through cookies and other technologies or information that has been anonymised or aggregated. All non-PII information will be treated as personal data if linked with your personal data.

Sensitive personal data

Sensitive personal information includes information relating to your health, religion, political views, race or sexual orientation. We do not collect this type of information and ask that you do not share this information with us.

Use of your personal data

We use your personal data to ensure your experience with us is personalised and optimised, for legitimate business interests to manage our contractual relationship with you and to comply with our legal obligations. Your personal data may be used to enable you to effectively use our solutions and services, and to enhance your experience with our solutions and services, to send administrative information to you, to obtain feedback from you through customer satisfaction surveys, to respond to your enquiries, or to satisfy your requests, to inform you about and provide information on solutions (new or current), to send marketing communications to you, and to update our records.

Sharing your personal data

Your personal information may be shared with third parties as stipulated below:

1. Our business partners with whom we offer co-branded services or engage in joint marketing activities,
2. Operational service providers to provide services or expedite transactions on our behalf, including but not limited to processing of orders, assisting with sales-related activities or post-sales support, client support, email delivery, data analytics and auditing where you consent to the sharing of your personal data.
3. Any merger, joint venture, consolidation or restructuring, financing, or acquisition of all or a portion of our business, or sale of company assets by or to another company.
4. Legal reasons: your personal data may be shared in response to a request for information by a competent authority in accordance with, or required by any applicable law, regulation or legal process; where necessary to comply with judicial proceedings, court orders or government orders; or to protect the rights, property or safety of Fixed Mobile Telecoms Pty Ltd., our business partners, you, or others, or as otherwise required by applicable law.

Be assured that any third parties with whom we share personal data are contractually required to implement appropriate data protection and security measures to protect personal data and are not

permitted to use personal data for any purpose other than the purpose for which they are provided with or given access to personal data.

Security of your personal data

We are committed to the protection of your personal data from accidental or unlawful destruction, loss, alteration, unauthorised access or disclosure by using a combination of physical, administrative and technical safeguards and contractually requiring that third parties to whom we disclose your personal data do the same.

Your choices and rights

It is your right to choose not to provide personal data to us when requested, but such refusal could impact the effectiveness of our service delivery to you.

We adhere to applicable data protection laws as per the GDPR which provide you with certain rights concerning your personal data (if you are an EU individual), subject to any legal exceptions.

You have the right to:

1. Access personal data that we hold about you.
2. Rectify inaccurate personal data we hold about you without undue delay, and taking into account the purposes of the processing, to have incomplete personal data about you completed.
3. Request that we remove your personal data (the right to be forgotten) without undue delay in certain circumstances.
4. Limit the processing of your personal data in certain circumstances.
5. Receive your personal data from us in a structured, commonly used and machine-readable format and to transmit your personal data to a third party without obstruction (right to data portability) in certain circumstances.

Where we process personal data based on your consent, you have the right to withdraw your consent at any time for future processing.

Where we process your personal data based upon our legitimate interests or those of a third party, you have the right to object to the processing of your personal data at any time (including to any profiling).

Where we process your personal data for direct marketing purposes, you have the right to object to processing of your personal data at any time, including profiling to the extent that it is related to such direct marketing.

If you believe that your data protection rights concerning your personal data have been breached by Fixed Mobile Telecoms or that your personal data has been compromised in some way, you may lodge a complaint with the Information Regulator at inforeg@justice.gov.za

You may contact us with requests, complaints or questions regarding these rights on our website at <https://fixedmobile.com/contact-us/>

Cookies and Similar Technologies

When you access our website, we may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to our website.

This enables us to authenticate you, keep track of the information you provide us, enhance your browsing experience; personalise our interactions with you; manage and store your preferences and settings; compile statistical data; analyse the performance and usability of our Online Services; measure traffic patterns; and determine which areas of our Online Services have been visited.

These technologies collect information that your browser sends to our Online Services including your browser type, information about your IP address (a unique identifier assigned to your computer or device which allows your PC or device to communicate over the Internet), together with the date, time and duration of your visit, the pages you view and the links you click.

Our Online Services may also contain web beacons or similar technologies from third party analytics providers, through which they collect information about your activities across our Online Services to help us compile aggregated statistics.

Links to third party websites and applications

Our website may contain links to third party websites or applications. When you access these sites or applications you do so at your own risk. We are not responsible for and make no representations or warranties in relation to the privacy practices or content of any third-party websites and applications.

Direct marketing

From time to time we may send you direct marketing communications about our solutions and services. You may opt out of receiving marketing materials from us at any time and manage your communication preferences by following the unsubscribe instructions included in each marketing email.

Administrative messages forms part of your ongoing use of our solutions and services, and we will continue to send those to you which you will be unable to opt out of.

Your personal data will under no circumstances be provided to unaffiliated third parties for direct marketing purposes or sold, rent, distributed or made commercially available to any third party.

Retaining your personal data

Your personal data will be retained for as long as it is necessary to fulfil the purpose for which it was collected unless a longer retention period is required to comply with legal obligations, resolve disputes, protect our assets, or enforce agreements.

Updates to this Privacy Statement

Fixed Mobile Telecoms reserves the right to update this Privacy Policy at any time. All updates will be reflected below.

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