

Vodacom Visitors – Privacy Supplement

This privacy supplement explains how Vodacom processes your personal information when you visit Vodacom premises. Importantly, this supplement is designed to provide additional and more specific information to that already provided by Vodacom's privacy statement. For more information on the Vodacom privacy statement please [click here](#) or go to the [Vodacom Privacy Portal](#).

Last updated: [17 April 2025]

What is Vodacom Premises?

Vodacom premises refers to buildings where Vodacom conducts its business on a regular basis or on a temporary basis. Regular premises includes, but not limited to, office buildings, warehouses, retail shops and construction sites. Temporary premises includes, venues hired for business functions or places where Vodacom employees gather for official business or events.

How to contact us

Your opinion matters to us – if you have any questions about this privacy supplement, you can email us at: Privacy@vodacom.co.za or you can write to our privacy team at:

The Privacy Office – Legal Affairs
Vodacom (Pty) Ltd
Corporate Park
082 Vodacom Boulevard
Midrand
1685

Personal information we collect about you

Information we collect about you

Vodacom might collect the following information about you when you visit our premises:

- Name and Surname;
- Identification Number (ID);
- MSISDN (Mobile Number),
- Email address;
- Company Name;
- Photo;
- Vehicle particulars; and
- CCTV footage.

Vodacom will process your personal information based on:

- Our legitimate interests in managing visitors to our premises for safety and security purposes;
- Your legitimate interest in the event of an emergency; and
- Legal obligations – to ensure that there are records of all the people in a building or site in the event of an emergency.

We may also use your personal information to communicate with you for various purposes.

How we use your personal information

Your personal information is collected and processed in order to:

- Manage access of visitors to our premises;
- Identify bona fide visitors on our premises
- Fulfil health, safety and security requirements through the maintenance of a register, and
- Respond to inquiries and requests made during your visit.

We may share information about you with:

- With third parties in the event of emergency; and
- Companies who engage in the planning and visitor's management, where applicable.

How long we keep your personal information for

The personal information processed when you visit our premises will be retained in alignment with other legislative purposes such as maintenance of registers.

Keeping your personal information secure

In case you need more information on how Vodacom uses your personal information and/or maintains the security of your information, and your rights to access and/or delete the information Vodacom holds, please contact the Privacy Officer at Privacy@vodacom.co.za

We have specialised security teams who constantly review and improve our measures to protect your personal information from unauthorised access, accidental loss, disclosure, or destruction.

If we have a contract with another organisation to provide us with services or a service on our behalf to process your personal information, we will make sure they have appropriate security measures and only process your information in the way we have authorised them to. These organisations will not be entitled to use your personal information for their own purposes. On a regular basis, our security teams will check them to make sure they meet the security requirements we have set.

Your rights

At Vodacom, we are committed to processing personal information honestly, ethically, with integrity, and always consistent with applicable laws and our values. Below we set out details on how you can exercise your rights. Please note, under certain circumstances these rights may be limited if we still have lawful grounds to process your personal information. If you have a question or cannot find the answer, please contact us at Privacy@vodacom.co.za.

Right to correct personal information

You have the right to correct information held about you if it is not accurate. To request a correction or updating your profile, you may contact our Customer Operations team.

Right to access personal information

You have the right to make a request for a copy of the personal information that Vodacom holds about you.

Right to object to use of personal information

You have the right, in certain circumstances, to object to Vodacom processing your personal information.

Right to deletion

You have the right to make a request for deletion of the information that Vodacom holds about you where Vodacom does not need it.

Right not to be subject to automated decision-making

Under certain circumstances, you cannot be subject to decisions based solely on automated processing, including profiling, that may significantly affect you.

Right to institute civil proceedings

If you believe there has been interference with the protection of your personal information, you have the right to take civil action.

How to lodge a complaint (Vodacom)

Should you believe that Vodacom has used your personal information contrary to applicable law, you undertake to first attempt to resolve any concerns with Vodacom directly. We will do our best to help but if you are still unhappy, you can contact the Privacy Office at Privacy@vodacom.co.za. If you are not satisfied with such process, you have the right to lodge a complaint with the Information Regulator at:

How to lodge a complaint

If you want to contact us about any of your rights or should you believe that Vodacom has used your Personal Information contrary to applicable law, you undertake to first attempt to resolve any concerns with Vodacom directly. Kindly contact our customer care team on 082 135. We will do our best to help but if you are still unhappy, you can contact the Deputy Information Officer at privacy@vodacom.co.za. If you are not satisfied with such process, you have the right to lodge a complaint with the Information Regulator at:

The Information Regulator (South Africa)

The Information Regulator (South Africa)
Woodmead North Office Park
54 Maxwell Drive, Woodmead
Johannesburg
2001

Email: infoereg@justice.gov.za

Complaints email: complaints.IR@justice.gov.za