

## **CONGO UNLOCKED PRIVACY POLICY**

We are committed to protecting your privacy. We will use the personal information provided to us for the purposes of providing the services and products available on the website and for other related activities. We will also disclose information where disclosure is required under a legal or regulatory obligation to do so.

Some pages of the website offer the facility to email us with an inquiry. Email is not a secure medium of communication. For this reason, we request that you do not send private information to us by email. Where we do receive personal information from you by email, we will only respond by email if it is through a secure route.

The protected pages of our websites, which form our online services, are however protected by access via a secure server. Pages utilizing this technology will have URLs that start with HTTPS instead of HTTP. This ensures that all information transmitted between your browser and our server is encrypted.

In addition, Data transmitted via the secure server is stored on databases, which are protected by further security measures (such as firewalls), and may only be accessed by authorized users. We have strict policies on the storing and disclosing of data to prevent unauthorized access.

### **SHARING PERSONAL INFORMATION**

The personal information that we collect from you may be transferred to, and stored at, a destination outside of the Congo Territory ("CD"). It may also be processed by staff operating outside the CD working for us or for one of our suppliers. Such staff may be engaged in among other things, the processing of any application you make for a product and, the provision of support, administration and IT services. By submitting your personal information, you agree to this transfer, storing or processing. We put in place contracts to ensure that our service providers protect your information and that it is treated securely and in accordance with the legal requirements of known Data Protection laws.

We may also share the information we collect with third party companies who provide to us products or services that support the services that we provide, such as our dealers and suppliers, merchants, banks, sms push services;

Credit reference agencies (unless we have agreed otherwise) who may share your information with other organizations and who may keep a record of the searches we make against your name;

Third Party company assists us in protecting the operation of the Congo Unlocked networks and systems, including the use of monitoring and detection in order to identify potential threats, such as hacking and virus dissemination and other security vulnerabilities;

Persons or Organizations to whom we may be required to pass your personal information by reason of legal, governmental or regulatory authority including law enforcement agencies and emergency services;

Third Party person or organisation as authorised by laws and regulations applicable in Congo or the Territory where our products are being used.

Companies who are engaged to perform services for, on behalf of Congo Unlocked; Credit reference, fraud prevention or business scoring agencies, or other credit scoring agencies;

Law enforcement agencies, regulatory organisations, courts or other public authorities in such instances that we have to, or are compelled by law.

If you have opted in to receiving marketing communications from us, we may also provide your personal information to carefully selected third parties who we reasonably believe provide products or services that may be of interest to you and who have contracted with Congo Unlocked to keep the information confidential, or who are subject to obligations to protect your personal information.

If you wish to opt-out of receiving Congo Unlocked marketing communications, please unsubscribe or send us email on the contact provided on our website. Please note that Congo Unlocked will still need to send you essential information about your account or changes to your service.

#### **INTERNET USE**

The internet is worldwide and if you are visiting this website from outside Congo, your visit will necessarily result in the transfer of information across international borders. By visiting this website and communicating electronically with us you are consenting to these transfers. Please contact us if you have any questions or concerns.

We may also include links to third party websites for your convenience. By giving access to such websites, we are not making any statement, warranty or representation as to the quality or contents of the other websites and do not have responsibility for those websites. Please note that when accessing another website by way of a hypertext link you may leave the Congo Unlocked website.

#### **CHANGES TO OUR PRIVACY POLICY**

We may update or change this Privacy Policy from time to time.

#### **IMPORTANT:**

Third party websites are not covered by this Privacy and cookies policy. By accessing this web site and any of its pages you are agreeing to the terms set out herein.

#### **FINANCIAL CRIME (FRAUD & MONEY LAUNDERING)**

To verify your identity and prevent financial crime we may use and share your information with companies who work for us and with appropriate organizations.

We may also search, send your details to, and use information from third party verification service providers and financial crime and credit reference agencies (third parties). This

involves checking your details against databases these third parties use. Congo Unlocked and these third parties may keep a record of the search, the results of the search, any suspicions of financial crime and the details may be used to assist other companies for verification and identification purposes. The search is not a credit check and your credit rating will be unaffected. These activities help to:

- prevent financial crime (e.g. fraud, money laundering)
- verify the identity of policyholders/ex-policyholders
- trace and validate beneficiaries or recover debt
- make decisions about your policy

Appropriate organizations may include (but are not limited to) the Congo Police Force, Congo Revenue Authority, National Social Security Fund, Congo Communication Commission. The third-party verification providers, financial crime and credit reference agencies may include (but are not limited to) Congo Communication Commission, telecommunication companies.

By proceeding with access to our website you are deemed to have accepted the Terms of Use for the website and the terms of this Privacy and cookies policy. By accepting/signing our product application form you are giving consent to these activities which will make it easier for you to do business with us and help prevent financial crime.

## **MARKETING**

Where we use your information for marketing purposes, we will give you the opportunity to tell us that you do not wish for it to be used in such a manner. If you wish to receive marketing information please tick the relevant box on the page where you are requested to enter your personal details for such purposes.

## **COOKIES**

What are cookies?

Cookies are small text files that some websites place on your computer or other device when you visit.

Websites commonly use cookies to improve the experience of the site or to remember aspects of your current or previous visits. This can include choices you've made or preferences you have chosen during that visit.

Session cookies are automatically deleted at the end of each browsing session (typically when the browser is closed).

Persistent cookies remain until the expiry date and time set by the website (or when manually deleted by the user).

How does Congo Unlocked use cookies?

Our policy is to use cookies to improve the way we do business with you or when they are essential to the way the site works. We may use cookies to;

- understand how people use our sites so we can improve them, and
- present the right information to people who have logged into our sites, for instance to manage their policies.

You can set your browser to reject cookies but if you do so you will be unable to use some areas of our website(s).

For information about how to block and delete cookies please visit [aboutCookies.org](http://aboutCookies.org). The words “We”, “Us” refers to CONGO UNLOCKED as a company.

The word items refer to the orders you make

1. Full payment must be paid by client before we make any purchase.
2. Client must collect items within two weeks from the time they are delivered in our Storage charges of \$2 per day will apply for any items not collected within two weeks of delivery.
3. Delivery dates are estimated and cannot be guaranteed due to many factors such as bad weather (for airfreight) and customs delay. but we will do our level best to delivery in time if possible.

Our deliveries are: Normal or Economy (UPS): 12 to 21 working days

Express (DHL): 5 to 10 working days

4. Client should be aware of what they instruct us to buy (quantity, size, color or any other detail...), If we buy anything and then later client realizes that there is a mistake, we cannot be liable for any mistakes made by client. If it's our mistake then we are fully responsible and we shall correct it at our expense. Most common mistake examples are wrong sizes of shoes, rings etc. this is because sometimes Client is not sure of their size.

5. We do not offer technical support, for technical support client should contact the manufacturer of the items.

6. Returns and warranties: Some US sellers give one-year warranty. In this case warranty only works within USA. If Client has problems with any item that is under warranty, the Client has to pay for return shipping costs of the item back to USA. We can help you with the return and work on the warranty Issues and then send the item back to you the Client for a small fee to cover shipping costs.