
TERMS AND CONDITIONS FOR THE SAFARICOM ANNIVERSARY SERVICE

The following terms and conditions apply to the Safaricom Anniversary Service (“**the Service**”) and by activating the Service you will be deemed to have read, understood, and accepted the same:

1. The Service

The Service gives Safaricom PrePay and PostPay subscribers an opportunity to:

- a. make voice calls at affordable rates on their birthdays and during their network joining anniversary for those celebrating three (3) years or more on the Safaricom network.
- b. redeem one-off gifts of 1GB or 60 Minutes as explained in clause four (4) below.

2. Eligibility

The Service is open to all Safaricom Prepay, Hybrid and PostPay subscribers.

3. Effective date

These terms will take effect on **15th March 2024**.

4. How to Participate

- (a) The eligible subscribers will be identified by Safaricom from the Network.
- (b) As a subscriber, you will receive a notification when you are eligible for the anniversary service.
- (c) On your birthday, you will be able to make calls all day across all networks for Kshs. 1/= per minute until midnight of the same day.
- (d) On the anniversary of you joining the Safaricom network, if you have been on the network for more than three (3) years, you will also be able to make the first call of the day for free.
- (e) You will also be able to redeem free 1GB of data on the day of your birthday.
- (f) Additionally, if we roll-out a new site in your area, you will be able to redeem a one-off 60 Minutes free of Talk Time when you latch on the new site in your area.

5. Other Terms

- (a) The Kshs. 1/= per minute call rate will be applicable for calls across all local networks.
- (b) You cannot access this service while roaming.
- (c) To redeem the gift, you will be requested to dialling *544*18# or any other link that may be communicated to you through an SMS on your eligible day.
- (d) The 1GB awarded will be valid for **three (3) hours** from the time of redemption.

When we come together, **great things happen.**

6. Privacy

(a) Definition

"Personal Information" means personal identifiable information as prescribed in the Data Protection Act which includes but is not limited to name, address, phone number, identification number, location data.

(b) Collection of information

We are required by law to collect certain personal information and are legally obligated to deny you the Promotion if such information is not availed.

Apart from the legal obligation mentioned above, we also need to collect your Personal Information for quality Promotion delivery. Please note that although this is voluntary, without such information we may not be able to provide quality Promotion.

(c) Privacy

We are committed to respecting and protecting the privacy of the information we collect from you. Our privacy statement, as updated from time to time, explains how we treat your personal information, who we share your information with, and measures taken protect your privacy when you use our Promotion. This can be found on Safaricom Data Privacy Statement. If unable to access the link or our website, please reach us on any of our customer care channels to receive a copy.

(d) Minors

When registering a minor as a subscriber, a person with parental authority may open and maintain a mobile number in their name for and on behalf of the minor. For purposes of this agreement, a person with parental authority shall include the birth parents of a minor, legal guardian or other person who can demonstrate legitimate authority over the minor's affairs.

7. Extension of Terms

(a) Save as modified above, these Terms and Conditions are supplemental to and subject to the published Safaricom Prepay and PostPay Service Terms and Conditions as well as the Safaricom PrePay and PostPay Data Bundles and other Services that you may be using.

(b) Safaricom reserves the right to amend or vary these terms and conditions or to withdraw this Service at any time. In any of these events, notice will be given via media advertisements (including at Safaricom's discretion, on the Safaricom website www.safaricom.co.ke) and will be effective immediately or as at the date referred in such notifications.

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