
TERMS AND CONDITIONS FOR THE FAFANUKA PLATFORM

The following terms and conditions apply to the Fafanuka Platform ("the Service) and by utilising the Service you will be deemed to have read, understood, and accepted these terms and conditions.

1 Description of the service

The Service is a mobile-based solution for the dissemination of information regarding Non-Communicable Diseases (NCDs). It will provide useful tips on how to prevent, detect and manage a number of NCDs that will include but will not be limited to diabetes, cardiovascular diseases, cancer, epilepsy, commencing with Diabetes.

2 Eligibility

- 2.1 The Service is available to both post and prepaid subscribers on Safaricom's network.
- 2.2 The Service is not available when a Safaricom subscriber is out of the country or on Safaricom's roaming service.
- 2.3 The Service cannot be activated while using free Short Messaging Services (SMS) or free airtime awarded because of any Safaricom promotion.

3 How to activate the Service

- 3.1 Dial *215#
- 3.2 Select the number against the preferred service option to subscribe
- 3.3 Click send and follow the instructions
- 3.4 You will receive an SMS reply confirming successful activation.

4 How to opt out of the Service

Dial *215# and select "Unsubscribe" or dial *456*20# and unsubscribe.

5 Charges

- 5.1 Each SMS received will be charged at Ksh 10.00.
- 5.2 There will be a total of one(1) SMS per week per Service.
- 5.3 USSD sessions are at 1/- charged to the consumer.

6 Other terms and conditions

- 6.1 Safaricom reserves the right to vary or amend any feature of the Service or to amend these terms and conditions at any time. Such changes shall be advertised on Safaricom's website www.safaricom.co.ke and may also be published in the local press. Such changes shall not affect any Service you have requested prior to the effective date of the changes.
- 6.2 The standard terms and conditions for the Safaricom Pre Pay and Post-pay services will apply to the Service unless expressly varied by these terms and conditions
- 6.3 Subscribers' registration and subscription details will be visible to Safaricom and the partners but will only be used for reporting and analysis.

7. Privacy

7.1 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.

7.2 Collection

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

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

7.3 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 Service. 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.

7.4 Minors

When registering a minor as a Safaricom subscriber, a person with parental authority shall open and maintain an account in their name for and on behalf of the minor. For purposes of these Terms and Conditions, 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.