

# MS Medianet App Privacy Policy

Terms used in this Multi – Screen Privacy Policy have the same meanings as in the Multi – Screen Terms of Use which is accessible at <https://medianet.mv/downloadfile/bfa9d6de5922a57b27b3afad6a7e153>

4 Reference to "Privacy Policy" in this document shall mean the Multi – Screen Privacy Policy (also known as "MS Privacy Policy").

Medianet provides a subscription service through their Multi – Screen Application which allows Customers to access Medianet Content streamed over the Internet to MS Ready Devices.

This Privacy Policy provides the details of Medianet's policies with the collection, use, and disclosure of Customer User Information if a Customer uses the App. If you choose to use our App, then you agree to the collection and use of information in relation to this policy. The Customer User Information that we collect is used for providing and improving the App and the Service. We will not use or share your information with anyone except as described in this Privacy Policy.

## 1. Information Collection and Use

1.1 For a better experience, while using the App, we may require you to provide us with certain personally identifiable information, including but not limited to mobile number, email and National ID card number or work permit number or passport number for foreigners.

1.2 The information that we request will be retained by us and used as described in this privacy policy.

## 2. Log Data

We want to inform you that whenever you use the App, we collect data and information (through third party products) on your phone called Log Data. This Log Data may include information such as your device Internet Protocol (IP) address, device name, operating system version, the configuration of the app when utilizing our Service, the time and date of your use of the Service, and other statistics.

## 3. Cookies

Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites that you visit and are stored on your device's internal memory. The App does not use these "cookies" explicitly. However, the app may use third party code and libraries that use "cookies" to collect

information and improve their services. You have the option to either accept or refuse these cookies and know when a cookie is being sent to your device. If you choose to refuse our cookies, you may not be able to use some portions of this Service.

## 4. Service Providers

We may employ third-party contractors and consultants to ensure effective use of the App and its features.

We want to inform subscribers of this App that these third parties have access to your Customer User Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

## 5. Security

We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

## 6. Links to Other Sites

This App links to QuickPay, the Medianet payment portal. We may, however, from time to time include or remove additional links appearing on our platform based on the need and circumstances.

## 7. Children's Privacy

The App does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from children under 13. In the case we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to carry out the necessary actions.

## 8. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, you are advised to review our website periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on the website. These changes are effective immediately after they are posted on this page.

## 9. Support

Any questions or comments regarding the App should be directed to Medianet at Ground Floor, M. Hudhuasurumaage, Orchid Magu, Male, Maldives Male', Republic of Maldives or if by Telephone to: +960 332 0800 or if by Email to [customerservice@medianet.com.mv](mailto:customerservice@medianet.com.mv).

## 10. Other

10.1 This Privacy Policy shall form a part of our Medianet Multi – Screen Terms of Use.

10.2 In the event of any conflict between a provision in the MS Privacy Policy and the Medianet Multi - Screen Terms of Use, the provision(s) in the Medianet Multi – Screen Terms of Use shall prevail insofar as the provisions conflict.