

Valid from March 2023

Personal Data Privacy Policy applicable to all visits to TELEKABEL's website www.telekabel.com.mk

The present Personal Data Privacy Policy shall set forth the manner in which TELEKABEL DOOEL Stip shall collect, use, maintain and disclose data collected from users (hereinafter referred to as "User") when visiting its website available at www.telekabel.com.mk (hereinafter the "website"), as well as when making electronic payment of bills through the portal Moj Telekom www.moj.telekabel.com.mk, which is an integral part of the website of TELEKABEL.

The present Privacy Policy shall exclusively refer to the website and shall not concern any user personal data that TELEKABEL collected otherwise. This Privacy Policy shall not refer to any other personal data collected by other websites that users have accessed via our website.

Every user when logging and using the online services of TELEKABEL, declares that he is familiar and agrees with our Privacy Policy.

What type of information we collect?

Please be informed that your privacy is always observed when visiting the website.

Due to system protection, every time you visit the TELEKABEL website, our web server temporarily registers your domain and IP address on the work page, along with some other technical data in the session. When visiting the website, TELEKABEL processes your personal data (personal identification data and contact information), only if you voluntarily provide it by logging on the portal My Telekom www.moj.telekabel.com.mk, for the purpose of using our services and products, such as: activation or deactivation of certain services, information about the status of your subscriber relationship, electronic bill payment, prize games, polls..

When electronically collecting bills, TELEKABEL does not have access to the data related to your payment card or bank account. Credit card and bank account data will be stored and used exclusively by NLB Tutunska Banka in order to collect invoices by performing a transaction. The invoice collection transaction is redirected and processed through the credit card collection portal of NLB Tutunska Banka. The portal uses modern data protection and all processes take place through a secure connection with the bank. TELEKABEL neither collects nor has access to the information related to your card or your bank account.

For what purposes is the collected data and information used?

TELEKABEL processes your personal data for:

- enabling online use of our services and products, with the intention of improving the user experience by improving the quality of service to customers, ie more efficient response to your requests and providing the necessary support.
- administration of the content, promotions, surveys and other functionalities of the website, in order to improve its quality and the services we offer through it.

Your personal data will not be processed for any purpose other than the purpose for which it was collected. Processing of your personal data for another purpose can be done only with your prior consent.

How is personal data processed?

The processing of your personal data TELEKABEL performs in accordance with the regulations for personal data protection of the Republic of Northern Macedonia, taking all prescribed technical and organizational measures to ensure confidentiality and protection in the processing of personal data at its disposal.

TELEKABEL employees are obliged to keep secret all information (including personal data) that will be obtained during the performance of their duties.

TELEKABEL applies security measures when collecting, storing and processing information to protect against unauthorized access, alteration, disclosure or destruction of your personal data, as well as non-personal data, which are stored on our side. Personal data can be submitted only to the competent authorities, in accordance with the legally prescribed procedure.

Other information

Given the nature of the Internet, it should be noted that its use passively and automatically collects data on the habits and preferences of its users.

When users visit the website, TELEKABEL may record information related to them, which in itself is not sufficient to identify a particular person and are statistical indicators used to improve the quality of the website. Such information may include: the name of the Internet browser, the type of computer, as well as technical information about the connection that the user uses when visiting the website, such as operating system and Internet service provider, IP (Internet Protocol) addresses that are assigned by the ISP and are different for each user and similar information.

Browser cookies

Cookies are small text files that are stored on your computer or mobile device to enhance the user experience and are not linked to your personal information that you have previously provided to us. With the help of cookies, TELEKABEL monitors the movement of visitors to the website and thus collects data for a better understanding of the use of the website by visitors, in order to improve the user experience, optimize and enhance the functionality of the website. Cookies allow us to identify your browser the next time you visit the website. Cookies may store your preferences and other technical information, but they may not read data or information from your hard drive or mobile phone, nor may they read other saved cookie files from other websites.

TELEKABEL uses several types of cookies when operating the website:

- **Necessary cookies** - cookies that are necessary for the proper functioning of the basic functions of the website such as navigation, online shopping, billing, site traffic statistics, content optimization, etc. They are usually set up in response to some interaction you have with the website, such as cookie settings, login or filling out electronic forms. These cookies do not contain any personal information and can not be turned off with these settings. There are several cookie

options you can customize in your browser to block or notify you of these cookies, and some parts of the website may not work properly.

- **Analytics cookies** - cookies that allow us to count visits and sources of traffic, in order to measure and improve the performance of the website. They help us analyze which pages are most visited and see how visitors navigate through the website. All information collected by these cookies is anonymous.

- **Functional cookies** - cookies that enable better functionality and personalization of the content of the website. They can be posted by TELEKABEL, or by third parties, whose services we have provided on the website. If you do not agree to the use of these cookies, some parts of the website will not work properly.

- **Marketing cookies** - cookies that can be placed through the TELEKABEL website by external partners. Affiliates may use cookies to show you relevant ads on other websites. They do not directly store your personal information, but are aimed at identifying your browser and / or internet device.

There are only these types of cookies on the website that are stored on the user's computer, according to the browser settings that the user has set. By visiting the website, visitors can choose which type of cookies they want to be saved in the browser, through the option "Cookie settings". By clicking the "I Agree" button or by continuing to use the website, you agree to the cookies described in this document.

In the settings of your browser, users can choose to reject or delete cookies. If users select this option, certain parts of the website may not function as intended. To change cookie settings, click on: [Cookie settings](#).

Decision of the users

TELEKABEL wants to contact its customers to be informed in a timely manner about all offers and news regarding our products and services. With the first use of the electronic mailbox service at portal www.moj.telekabel.com.mk, the user agrees to be contacted by Telekabe by email or phone number. Users of this service will be informed about all important changes related to new offers and terms in the subscription agreement. Every Telekabel user will receive the invoices in the electronic mailbox of portal www.moj.telekabel.com.mk, to e-mail if the user has such a request and will not be sent by regular mail.

Re-marketing

The information that TELEKABEL collects through the use of cookies ("cookies"), is used for re-marketing through Google AdWords and Facebook, ie for its own advertising on other websites that the user will visit, based on a previous visit to the website www.telekabel.com.mk and provided consent for this activity.

Google, Facebook and other third parties, show AdWords or so-called "ads" through various websites and applications that the user visits and uses. These "ads" are also based on previous user visits to the TELEKABEL website through the use of cookies.

For example, when by visiting www.telekabel.com.mk the user was interested in a certain service or device without making a specific order, such activity generates information that can appear in the form of an ad on Google and Facebook and the user based on his previous interest, when visiting another website that also uses Google "ads" to be presented with an ad for TELEKABEL or for the content he visited on the TELEKABEL website. All data collected by TELEKABEL will be used in accordance with this Privacy Policy, ie the privacy policies of Google and Facebook for the data collected by them.

Users can customize the way Google and Facebook advertise to them by accessing the following pages: For Google: <https://support.google.com/ads/answer/2662922?hl=en> and for Facebook: https://www.facebook.com/ads/website_custom_audiences/.

The user can completely give up this way of advertising based on his previous interest by adjusting the cookie settings in the browser used by the user. DoNotTrack ("DNT") is a functionality that allows the user to set up their browser to inform websites that their Internet traffic does not want to be tracked.

The user can enable or disable the "DNT" functionality by visiting the "Preferences" or "Settings" section of the browser they are using.

Changes in the Privacy Policy

TELEKABEL reserves the right to update this Privacy Policy at any time. When we do, we will notify the website and revise the update date at the end of this document. The User agrees that it is his responsibility to periodically review the Privacy Policy and that he is aware of any changes.

Acceptance of the terms

By continuing to access and use the website www.telekabel.com.mk, the user accepts the provisions of this Privacy Policy.

If you do not agree to this Privacy Policy, please discontinue access to the website. If you have any questions related to personal data protection, you can contact us at the e-mail address moj@telekabel.net.mk

TELEKABEL DOOEL Stip

Date of update: March 2022