Vodafone Vanuatu Privacy Policy

Vodafone Vanuatu provides the VODAFONE mobile application (the "App") to Vodafone service plan users. We are committed to protecting the privacy of our users. This Privacy Policy outlines how we collect, use, and safeguard your personal information. By using the Vodafone App, you consent to the practices described in this policy.

Information We Collect

1. During Onboarding
Name

Connection Number

Email

2. During App Use (Error Information)

In case of an error in the App, we collect the following information:

Operating System Version

Page of the App Where Error Occurred

Date and Time of the Error

How We Use Your Information
We collect your personal information during onboarding to create and manage your user profile within the App. The email address provided during onboarding may be used to send important updates and notifications related to the App.

Error information collected during App use is used exclusively for diagnosing and fixing technical issues within the App, enhancing user experience, and ensuring the App functions properly.

Data Sharing and Security
We do not share any sensitive data collected from the App with any third party. All data transmissions between the App and our servers use industry-standard encryption protocols to ensure the confidentiality and security of your information.

Cookies
No third-party cookies are stored on the App throughout user journey.

Data Storage and Deletion
User data collected during onboarding and App use is securely stored as a user profile on our servers. This data is retained throughout your journey with Vodafone service. However, please note that this data is immediately deleted when you change your mobile base plan from Vodafone to another service provider.

Changes to this Privacy Policy
We reserve the right to modify this Privacy Policy at any time. If we make material changes to this policy, we will notify you through the App or by other means prior to the changes becoming effective. We encourage you to review this Privacy Policy periodically.

Contact Us
If you have any questions about this Privacy Policy or the practices of the Vodafone App, you can contact us at:

Marketing@vodafone.com.vu

Thank you for using Vodafone App