

Digital human rights

MTN's position on Digital Human Rights (Online Freedom of Expression, Privacy and Security)

More people worldwide have access to information, services and opportunities than ever before, with instant connections that transcend locations and borders. This has created significant innovations and opportunities for people to enhance their lives and enjoy greater access to rights and opportunities than ever before.

MTN is guided by the following globally-defined standards:

- The Universal Declaration on Human Rights
- The United Nations "Protect, Respect and Remedy" Framework and Guiding Principles
- The Ten Principles of the United Nations Global Compact as a signatory

MTN strives to conduct business in a way that is respectful of the rights of all people. We believe in the rights of all people to communicate, access and share information freely and responsibly, and to enjoy privacy and security regarding their data and their use of digital communications. Digital human rights predominantly relate to freedom of expression, access to information, privacy, and security of information.

Our response to digital human rights is underpinned by sound policy, principles and a due diligence approach to respecting the rights of its customers in a manner that is consistent with internationally recognised principles, while ensuring that MTN remains compliant with the terms of its various jurisdictional, license conditions and legal obligations.

MTN will attempt to avoid negative human rights impacts by exploring possible alternatives where it identifies a risk of these rights being infringed. Where operating conditions render it impossible to meet this commitment fully, we will seek opportunities to limit the scope, extent or duration of any negative impacts.

Key principles of MTN's policy on Digital Human Rights

- We believe in the rights of all people to freely communicate and share information, and to enjoy the right to privacy and security in their use of digital, telephonic and internet-based communications.
- In accordance with prevailing laws and licence conditions, we endeavour to protect, respect and ensure the rights of all customers using our solutions where laws and licence conditions may not appropriately recognise the rights of our customers.
- We will take reasonable steps to maintain data transmission and storage confidentiality and security.
- We will only gather customer data for legitimate commercial businesses and as permitted by licensing and legal obligations.



Key UN Global Compact Principles

1. Businesses should support and respect the protection of internationally proclaimed human rights.
2. Make sure that they are not complicit in human rights abuses.

Key UN SDG





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MTN’s approach to Digital Human Rights (Online Freedom of Expression, Privacy and Security)

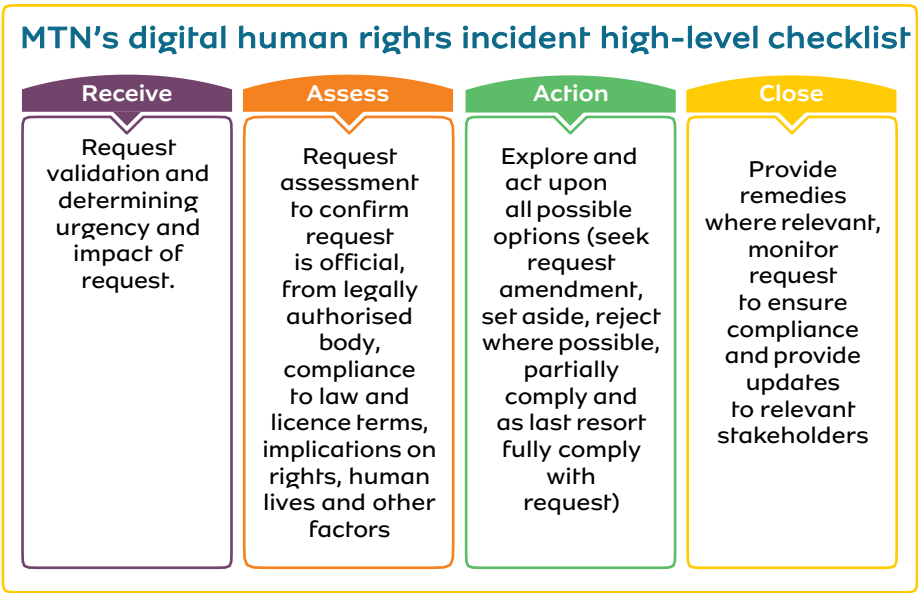
We believe in the rights of all people using digital communications to freely communicate and share information and opinions, and to enjoy the right to privacy and information security without interference. We endeavour to protect the rights of all people using our services in the respective jurisdictions in which we operate.

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MTN’s response to human rights is underpinned by sound policy, principles and a due diligence approach (see below) to respecting the digital rights of its customers in a manner that is consistent with internationally recognised principles, while ensuring that MTN remains compliant with the terms of its various jurisdictional, license conditions and legal obligations.

We are deeply committed to respecting human rights and remain vigilant of the risk of human rights infringements. We recognise that these risks are a part of doing business in our markets and are not limited to MTN. MTN will attempt to avoid negative human rights impacts by exploring all possible alternatives where it appears these rights may be at risk of being infringed. Where operating conditions render it impossible to meet this commitment fully, MTN will seek opportunities to limit the scope, extent or duration of any negative impacts.



MTN’s due diligence approach is iterative and ongoing due to the complex and rapid evolution of technology and regulation, taking into account the macro, social and political climate.



Frequently Asked Questions on Digital Human Rights (Online Freedom of Expression, Privacy and Security)

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Frequently Asked Questions



Is there senior leadership oversight over Digital Human Rights matters?

Governance of Digital Human Rights is overseen by the Group Social and Ethics Committee on behalf of the MTN Group Board. It is tracked on an on-going basis by Group Executive Committee led by the MTN Group President and Chief Executive Officer (see our sustainability governance structure below). Regional Vice Presidents and Country CEOs play a key role at a country and regional level.



What steps does MTN take when requested to shut down the internet?

MTN undertakes a robust due diligence approach including: 1) Request validation and determining the urgency and impact of request is first done; 2) Request assessment to confirm if request is official, from legally authorised body, compliant to law and/or license terms, implications on rights, human lives and other factors; 3) Explore and act upon all possible options (seek request amendment, set aside, reject where possible, partially comply and as last resort fully comply with request); 4) Explore and act upon all possible options (seek request amendment, set aside, reject where possible, partially comply and as last resort fully comply with request); and 5) Provide remedies where relevant, monitor request to ensure compliance and provide updates to relevant stakeholders.



Why does MTN chose to keep operating in conflict markets?

We see significant potential in our markets to offer vital communication services despite some of the inherent risks. Suck risks are factors of doing business in these markets and are not limited to MTN. We are continuously evolving and innovating our risk framework and the way we conduct our business. We also transfer lessons from one market to another on an ongoing basis.



Does MTN conduct human rights risk and impact assessments?

Impact assessments are a key element in MTN's due diligence framework and risk assessments. Due to the evolving nature of risks in digital communication, we update our risks and impacts assessments on a periodical basis. Human rights forms part of the various factors that is taken into consideration as we conduct our business.



Does MTN offer remedies to customers affected by incidents such as freedom of expression restriction?

Yes, MTN has offered data refunds or offers of free data/airtime to customers affected when access to communications is restricted in certain situations.



Does MTN publish requests made by government or private entities to restrict access or requests for user information?

MTN continues to benchmark and evolve our disclosure and transparency mechanisms to respond to the needs of our stakeholders. While there are legal restrictions on publishing this information for a number of the countries in which we operate, we note that transparency of this nature is an important aspect of good corporate governance and stakeholder engagement.

Our sustainability governance and reporting structure

