

Connecting Africa

Voice Communication Platform

CNS Link for Zoom Services

Privacy Policy for Bayobab Zoom Application

With open next-gen digital solutions

August 13, 2026

1. Purpose of the document

MTN GlobalConnect Solutions Limited trading as Bayobab (MTN Digital Infrastructure) Privacy Policy includes Bayobab's policies and practices related to the collection, use, storage, sharing, and protection of customer information in connection with our Cloud Number Service (CNS) providing Connectivity, Voice and Numbering services into Zoom Cloud Communication and Collaboration applications. This Privacy Policy also explains your rights to limit the use of your information and your ability to request updates or corrections where applicable.

You agree to Bayobab's Privacy Policy when you access our websites, portals, applications, products, or related voice services, or otherwise interact with Bayobab.

This Privacy Policy does not cover information collected directly by third-party platforms, websites, applications, or services that may integrate with or operate independently from Bayobab services, even where such services are co-branded, interconnected, and bundled with Bayobab offerings.

2. Information Collection

Personally identifiable information

This is information Bayobab collects that identifies or could potentially identify you or your organization, including names, business addresses, telephone numbers, email addresses, payment and billing information, support interactions, customer correspondence, onboarding information, and authorized contact details.

Bayobab may maintain records relating to account setup, billing and payment history, products and services subscribed to, installation and onboarding activities, maintenance records, customer support interactions, complaints, service requests, and customer feedback.

Aggregated information that does not identify you or your organization, as well as non-personal information such as URLs, cookies, IP addresses, browser details, connection information, and device-related data, is generally not considered personally identifiable information.

Bayobab may require personally identifiable information for security, onboarding, compliance, or operational purposes to validate that an individual is an authorized contact or permitted user of a customer account or service.

In addition to personal information, Bayobab processes telecommunications service information generated through the use of the Services. Such information includes numbering resources, call metadata, routing information, service configuration, usage records and related operational information necessary to provide and support telecommunications services.

Bayobab may have to share your personally identifiable information with other companies or entities (third parties) with which we have a business relationship in order to provide the service you have requested. These third parties do not have the right to use the personal information we share with them beyond what is necessary to deliver your requested service. Bayobab does not collect personally identifiable information about individuals except when such individuals specifically provide such. For example, such personally identifiable information may be gathered from the registration process. Information will be gathered on a voluntary basis.

Bayobab shall not transfer personally identifiable information on individual users to unaffiliated third parties without the approval of the user at the time of collection. At such points of collection, the user will have the opportunity to indicate whether he/she would prefer not to receive promotional and/or marketing information about other products, services, and offerings from Bayobab and/or any third parties. Further, notwithstanding any such preference not to receive promotional information by the user, Bayobab reserves the right to contact the user regarding account status, changes to the terms and conditions and other matters relevant to the underlying Services and/or the information collected.

Voice Services Information

Bayobab may maintain records relating to voice communication across Zoom applications. This may include:

- Numbering resources including respective number allocations
- Service type with related configurations
- Service connectivity details including routing configurations
- Call detail records (CDRs) including information such as call timestamps and duration
- Traffic details with usage information recorded in minutes or seconds for calls
- Session and interaction records

- Service activity including operational logs and detailed reporting
- Related billing and reconciliation information.

Such information will be used for service delivery, number management, routing, rating, billing, reconciliation, invoicing, service assurance, fraud prevention, operational management, network security, and compliance with applicable Telecommunication and Regulatory obligations. Where this information is associated with customer account information, telephone numbers, or identifiers, it may constitute customer-proprietary or telecommunications-related information subject to applicable telecom or data protection regulations.

Network Information

- Bayobab may also collect technical and operational information relating to connections, bandwidth usage, session activity, IP addresses, service performance, and related network information required to provide, maintain, secure, and improve the services.
- Bayobab will monitor traffic, service activity, and network usage for purposes including operational management, quality assurance, fraud detection, service optimization, and security.

3. How Customer Information is Used

Bayobab only uses customer information to provide, operate, support, maintain, secure, and improve its services. This may include use of customer information for sales, onboarding, service activation, number provisioning, billing, charging, collections, customer administration, technical support, maintenance, service assurance, reporting, communications, network management, fraud prevention, security management, product improvement, and compliance with applicable legal and regulatory obligations.

Bayobab may process billing, routing, and service usage information, including call detail records (CDRs), call flow records (inbound or outbound calls), traffic information, and session metadata, for billing, charging, reconciliation, operational reporting, fraud management, and regulatory purposes.

Bayobab may use customer information to:

- Validate customer identity and account authorization
- Manage customer relationships and support interactions
- Monitor and improve service quality and performance
- Identify unauthorized or fraudulent use of the service;
- Communicate service notices, operational alerts, maintenance updates, outages, and support information
- Provide information regarding products, services, upgrades, or capabilities that may be relevant to customers, subject to applicable communication preferences and laws.

4. Customer Information Disclosed to Third Parties

Bayobab considers customer information confidential and only discloses information to affiliates, carriers, authorized service providers, infrastructure providers, integration partners, subcontractors, software vendors, support providers, or related entities where reasonably necessary to provide, operate, support, secure, or bill the services.

Bayobab may work with third parties to develop, integrate, market, enhance, or support products and services. Customer information may be shared with such parties only to the extent reasonably necessary for the relevant business purpose and subject to appropriate confidentiality and security obligations.

Bayobab may disclose information:

- Where required by law, regulation, subpoena, court order, lawful authority request, or telecom regulatory obligation
- To protect Bayobab's rights, services, systems, networks, customers, or property

- To investigate fraud, abuse, unauthorized activity, or security incidents
- To enforce applicable service terms, policies, or agreements
- In connection with a merger, acquisition, restructuring, financing, or transfer of ownership or business operations.

Bayobab may also disclose aggregated or non-identifiable information where permitted by Law.

Bayobab further reserves the right to perform statistical analyses of user behaviour and characteristics in order to measure interest in and use of the various areas of the Site and the Services and to inform advertisers of such information as well as the number of users that have been exposed to or clicked on their advertising banners if applicable. We may disclose your information to other companies in our Group of companies, including their respective partners, agents and sub-contractors, for any of the above purposes. In addition, we may disclose your information where we are legally obliged to do so in terms of the laws of the Republic of South Africa.

Bayobab may sometimes permit third parties to offer subscription and/or registration-based services through our site. Bayobab is not responsible for any actions or policies of such third parties, and users should check the applicable privacy policy of such parties when providing personally identifiable information to them.

Voice Services Information

- While providing Voice Services into Zoom Applications, Bayobab may process and disclose personally identifiable information necessary to deliver communication services, including caller identification, numbering services, routing, emergency service support, interconnection, service delivery and related telecom functionalities.
- Your name and telephone number may be transmitted and displayed through caller identification services unless such functionality has been restricted or blocked by the customer or applicable service configuration. Caller identification restrictions may not prevent the display of such information in all circumstances, including where required for emergency services, lawful interception, fraud prevention, routing, or regulatory obligations.
- While providing Voice Services into Zoom Applications, Bayobab receives and processes traffic and operational information such as calls made and received, call duration, number allocated, routing configurations, traffic call flows, session records, connectivity activity, and related billing records. This

information is used for service delivery, billing, reconciliation, service assurance, routing, fraud management, network security, operational management, and compliance with applicable telecom and regulatory obligations.

- Where applicable, Bayobab may process and maintain records relating to service type, quantity, technical configuration, service location, routing details, connectivity setup, and usage activity associated with the subscribed services.

Customer Consent and Opt-Out

Customers are responsible for ensuring that their use of the services provided by and through Bayobab complies with applicable laws, telecom regulations and communication requirements,

Customers must ensure that they have the appropriate rights, approvals, authorizations, and consents required from Enterprise or End-User to use assigned numbering resources, caller identification, voice routing, and related communication services.

Where required by law, customers must provide clear mechanisms and appropriate notices allowing end users to manage communication preferences or opt out of future communications.

Bayobab may send operational, service-related, maintenance, billing, or security communications relating to the services. Customers may also receive marketing or product-related communications from Bayobab subject to applicable communication preferences and laws. Customers may opt out of receiving marketing or promotional communications where permitted by law. This does not apply to operational notices, billing communications, security alerts, maintenance notifications or other communications necessary for the provision of the Services.

Customer Proprietary Network Information (CPNI)

Bayobab may collect information available solely by virtue of its relationship with the customer, including telecommunications services purchased, cloud numbers, location (destination), traffic usage, and amount of use of such services. Related billing and usage information may constitute Customer Proprietary Network Information (CPNI) or telecommunications-related information under applicable laws and regulations.

Bayobab treats such information as confidential and processes it in accordance with applicable telecom, privacy, and data protection obligations.

5. Disclosure of Customer Information Required by Law

- Bayobab may disclose customer information to government authorities, regulators, law enforcement agencies, courts, or other authorized entities required by law, legal process, regulatory obligation, or lawful request. Specific to Voice Services, customer information, routing records, traffic information, session information, or telecommunications-related information may be disclosed where required to comply with applicable telecom, lawful interception, emergency services, national security, or regulatory obligations.
- Bayobab may disclose customer information to government authorities, regulators, law enforcement agencies, courts, or other authorized entities where required by law, legal process, regulatory obligation, or lawful request.
- Depending on applicable law and the nature of the request, Bayobab may not be permitted to notify customers regarding such disclosure requests.

6. Customer Information Access and Retention

Bayobab retains customer information only for as long as necessary to provide the Services, comply with contractual obligations, satisfy telecommunications regulatory requirements, resolve disputes, enforce agreements, prevent fraud, or meet applicable legal, tax and accounting obligations. Customer information is maintained within systems, applications, and environments protected through authentication, access controls, monitoring, and operational safeguards designed to limit access to authorized personnel and service providers with a legitimate business need.

Once information is no longer required, Bayobab may delete, anonymize, archive, or securely destroy such information in accordance with applicable policies and legal obligations.

7. Customer Rights and Account Verification

Subject to applicable law, customers may request access to personally identifiable information maintained by Bayobab, including billing and account-related information. Customers may also request correction of inaccurate or incomplete information by contacting Bayobab through the applicable service desk support or privacy contact channels.

Bayobab may require reasonable verification of identity, authority, or account ownership before processing requests relating to customer information or account access. Customers contacting Bayobab regarding account or service matters may be requested to provide account-related information such as account number, authorized contact details, billing information, telephone number, service identifiers, password, PIN, or other verification information.

8. Website Monitoring and Security

Bayobab websites, portals, and digital platforms may use cookies and related technologies to monitor usage activity, improve functionality, optimize user experience, support analytics, and enhance security. Bayobab web servers may collect limited information relating to browser type, IP address, connection details, device information, usage activity, and navigation behaviour to support website operation, service optimization, analytics, and security monitoring.

Customers are encouraged to implement appropriate security measures such as password protection, endpoint security, firewalls, antivirus protection, and access controls when using internet-based communication and connectivity services. While Bayobab applies reasonable technical and organizational safeguards, no network, transmission method, platform, or electronic storage environment can be guaranteed to be completely secure or uninterrupted.

Customers are encouraged to review Bayobab's applicable [Terms of Service, Acceptable Use Policy, and related service policies](#) regularly to ensure they have the latest operational, legal, and service information relating to Bayobab services.

9. Updates to this Privacy Policy

Bayobab may update this Privacy Policy from time to time to reflect changes in services, technologies, legal requirements, regulatory obligations, or operational practices.

The latest version of this Privacy Policy will be made available through the applicable website, platform, or service portal.

10. Contact Us

For questions regarding this Privacy Policy or Bayobab's handling of customer information, please contact:

Privacy Department: RandC@Bayobab.Africa

Support Portal: Support: Mobility-CSC@bayobab.africa