

# Privacy Policy

## Introduction

NTC (shall mean “National Telecommunication Corporation”) is committed to protect the privacy of your personal data collected on the backend and on various mobile operating systems. This statement summarizes the policies regarding the collection, use, and transfer of your personal data, and the security measures NTC employs to protect such data.

When we say “NTC,” “our,” “we,” or “us,” we’re talking about National Telecommunication Corporation. This Privacy Policy (“Privacy Policy”) applies to all of our apps (specifically including **GoSmart**), services, features, software, mobile operating systems and website (together, “Services”) unless specified otherwise.

## The Information We Collect

We collect different types of information through the Service, including: information that you provide us directly; information about you that we automatically collect from log data and aggregated user data; information that you give us about your friends. We may use this information in different ways. We will not sell, share, or rent this information to others in ways different from what is disclosed in this Privacy Policy. NTC, its partners and affiliates are the sole owner of information collected on the backend.

NTC reserves its right to share your personal information with its licensees and affiliates.

### A. Information that you provide us directly

What is it?

- Information you give us when you register/authenticate an account with the Service.
- Information that you post on your GoSmart user profile (this might include profile pictures, biodata, and other information).
- All other content that you share on any part of the Service (this might include Contacts information, Chat messages, Call history);
- Information you give us during any communications you have with us (information you might send us i.e Logs)
- Interactions that you have with other users or content on the Service (via Call/Chat).

- When you give us contact information of your friends from your mobile devices to connect your contacts and address book information with your GoSmart account.

#### How do we use it?

- To enable you to access and use the Service;
- To list your profile in the GoSmart directory of users so that other GoSmart users can see your profile information when added you as friend. Please note the information you list about yourself in your profile will be viewable to other GoSmart users;
- To enforce our privacy policy;
- To customize your experience, to test and introduce new features and products, and to improve and monitor the effectiveness of our Service;
- For any other purposes that we specifically communicate to you when we collect that information;
- To communicate with you regarding your use of the Service, and to advise you of changes to the Service;
- To find and connect you with your friends and contacts who are GoSmart users.
- To use your email address or other contact information to send you updates or any other information related to the Service.

#### Other things you should know:

- We reserve the right to disallow, cancel, remove or reassign certain usernames and permalinks in appropriate circumstances, as determined by us in our sole discretion, and may, with or without prior notice, suspend or terminate your account if activities occur on that account which, in our sole discretion, would or might constitute a violation of this Privacy Policy or an infringement or violation of the rights of any third party, or of any applicable laws or regulations.

#### **B. Information that we automatically collect:**

##### What is it?

- We automatically collect some of the information about your mobile device, tablet, and other devices when you use our Service. Among other things, we collect session data, and mobile device identifiers such as your device's IMEI.
- We may also collect and/or aggregate information about your location, mobile information (including device name, OS version etc ) and network information (including response time,

access point speed and download speed etc) on demand or when required to check for any issues reported.

#### How do we use it?

- We may analyze, evaluate, and/or aggregate this information to help us understand your issue and the issues of our other users, to analyze trends, to optimize your user experience and improve the Service.

### Information Security and Integrity

To prevent unauthorized access, maintain accuracy of data and ensure proper use of information, NTC has put in place appropriate physical, electronic and managerial security procedures to safeguard all information collected online.

We will not process your personal information in a way that is incompatible with what is outlined in the Privacy Policy, and will use our best efforts to ensure that data is accurate, complete, current and reliable for its intended use. We also will use our best efforts to protect your information from loss, misuse, unauthorized access, disclosure, alteration and destruction.

### Changes to the Privacy Policy

NTC reserves the right to modify or amend the Privacy Policy at any time and for any reason. Please check back to this Privacy Policy from time to time to stay informed.

Nothing contained in this Privacy Policy is intended to create a contract or agreement between NTC and any user visiting the site or providing identifying information in any form. If you have any questions about your personal information contact us.

### Contact

If you feel that this company is not abiding by its posted privacy policy, you should contact [support.gosmart@ntc.org.pk](mailto:support.gosmart@ntc.org.pk)