

CODE OF CONDUCT

1. INTRODUCTION

This Code of Conduct contains Kastelo Mobiles' set of commitments to you and your rights, and is aimed at serving you, our client, as best as we can. You acknowledge and agree that by using your Kastelo Mobile SIM Card and/or all offerings related to the provision of the Mobile Services, you are engaging and entering into these terms with Kastelo Mobile (Pty) Ltd, a registered and approved Electronic Communications Service Licensee.

2. OUR COMMITMENTS

- 2.1. We are committed to acting in a fair, reasonable and non-discriminatory manner at all times during our engagements with you;
- 2.2. We will demonstrate professionalism, care and courtesy in all interactions with you;
- 2.3. We undertake to ensure that the Services are compliant with all Applicable Laws and aligned with our licensing;
- 2.4. We will provide you with accurate and complete information regarding the Services and pricing;
- 2.5. Personal Information will be processed lawfully, fairly and only upon your consent;
- 2.6. We undertake not to advertise in a misleading way;
- 2.7. We will guide you on your needs upon your request; and
- 2.8. We are committed to resolving complaints internally and referring unresolved complaints to ICASA.

3. YOUR RIGHTS

- 3.1. You have the right to access the Services in a non-discriminatory manner;
- 3.2. You have a right to receive information in your preferred language;
- 3.3. You have the right to choose a Service provider of your choice;
- 3.4. You have the right to access and query your Personal Information and records held by us;
- 3.5. You have the right of protection over your Personal Information, including the right not to have your Personal Information sold to third parties without your consent;
- 3.6. You have the right to port your mobile number per the relevant regulations;
- 3.7. You have the right to seek redress in the event of infringement;
- 3.8. You have the right to lodge complaints with ICASA.

4. SUPPORT, CUSTOMER CARE AND COMPLAINTS

- 4.1. If you would like to report a complaint, you can send us an email at complaints@kastelo.co.za
- 4.2. In the event that your complaint remains unresolved, you can refer it to ICASA or the National Consumer Commission; the details of which are stipulated below.

ICASA	NATIONAL CONSUMER COMMISSION
Email: consumer@icasa.org.co.za	Email: complaints@thencc.org.co.za
Phone: 011 566 3000	Phone: 012 428 7000 / 012 428 7726