

Vodafone New Zealand Microsoft Privacy Statement

Dated: August 2013

This Microsoft privacy statement sets out how your personal information is used by Vodafone in connection with the provision of the Microsoft services (the "Service"). It should be read in conjunction with Vodafone New Zealand's general privacy statement available here: <http://www.vodafone.co.nz/about/legal-stuff/terms/privacy/>. This Microsoft privacy statement also includes advice about when and why your personal information may be shared with our suppliers and partners in delivering the Services to you, including our partner Microsoft.

Your organisation

The Services are offered only to organizations, and are not offered to individuals. As the Service you are using is operated by Vodafone for your organisation and you use the Services on behalf of your organisation, representatives of your organisation may have access to your personal information to enable them to properly manage and administer the Services you are using. If you have any questions about this access and how your organisation handles your personal information, please contact your organisation.

Information collected

When you use the Services, we collect a range of information about you. This section explains the types of information we collect. The next section then describes the purposes for which that information is used.

Account Information

Your account information is the information we collect when you create an account, including your name, organization, postal address, e-mail address, telephone number, facsimile number, job title, and company information, as well as information about the nature of a user's usage of our Service.

Connection Information

Your connection information is information we automatically receive as a result of certain technical standards on the web – this includes the URL or address of the site from which you came and the site to which you are going when you leave our site or services and the times of access. We also receive the number of your mobile or the Internet protocol (IP) address used by your organization or ISP for your connection (or the proxy server you use to access the web), your mobile handset model or computer operating system and type of browser you are using, as well as the name of your mobile operator or ISP, and your country of origin.

Usage Information

Your usage information is the information we collect from and about your use of our products and services, such as service visits, including the pages viewed, the links you click and other actions taken in connection with the Service's web sites.

Service Specific Information

This may include information collected to assist administrators or other users, including information from Active Directory ("AD"), or collected to compile a new AD, such as an end-user's first and last name, title, e-mail addresses or aliases, and phone numbers (including office mobile, alternate, pager, fax, or others). Additional information collected may include what components of the Service a user has access to, and information about those components, such as the names of Microsoft® Office SharePoint Online sites associated with your account. Individual components of the Service, such as Microsoft® Exchange Online or Microsoft® Office SharePoint Online, may collect and use personal information, such as e-mails, files, or documents.

This list of types of information collected is not intended to be a complete or exhaustive of the types of information Microsoft may retain or log in the course of running or improving the Service.

Purposes for which Your Personal Information May be used by us

Authentication

This is the security process by which our services technically check that the right person is accessing the right account or profile. You should keep any credentials such as user name or password secure – please don't share them with anyone else! Information used for this purpose will include your Account Information, Service Specific Information and your Connection Information.

Personalisation

This means that a service might address or welcome you by your chosen username. Information used for this purpose will include your Account Information.

Service Delivery

This refers to the use of information that is required either by us or our partners, including Microsoft, to provide the service that you have requested and to offer ongoing support. Information used for this purpose may include your Account Information, Connectivity Information, Service Specific Information and Usage Information.

Service Improvement

This means that information will be used either by us or our partners, including Microsoft, to:

- help develop and deliver better products and services tailored to your interests and needs.
- provide a more enjoyable, customised service and experience.
- remove products and services, which are not used.

Information used for this purpose may include your Account Information, Connectivity Information and Usage Information.

Customer Services and support

Your information will be used so that if you have a problem with any of our products and services, and contact us, then we will have the right information to help you. This may include diagnosing further problems with your account, to understand your organization's needs, or to improve our services or the support experience. Information used for this purpose may include your Account Information, Connectivity Information, Service Specific Information and Usage Information and other information related to any support incident or query.

Additionally, we may send periodic e-mails informing you of technical service issues. You will not be able to choose to opt out to these mailings, as they are considered an essential part of the service you are using.

Customer Relationship Management

Information will be used by us to:

- Enhance the services provided, develop new products and services that meet your needs, and improve the offers that we or they might make to you.
- Exclude you from marketing campaigns for products or services that you have already subscribed so that you do not receive irrelevant marketing communications.
- Keep you informed about new products, services, offers and discounts that may be of interest to you. This may be in the form of marketing communications or in the form of tailored content that you see on our services.

Information used for this purpose may include your Account Information, Connectivity Information and Usage Information.

Marketing Communications

This refers to the communications that you might receive to your mobile device or your email address informing you about new products or services, about discounts or offers, all of which may enhance your experience and use of our products and services. To opt out of our marketing, please contact Admin365@vodafone.com. Information used for this purpose may include your Account Information, including email and mobile number.

Disclosures

We may share information about you and your use of our products and services with companies within the Vodafone Group** for the purposes set out in, and subject to the terms of, this privacy statement.

It may be necessary to share your personal information with third parties who are involved in the delivery of the products and services used by you, including Microsoft.

In the event that we undergo re-organisation or are sold to a third party, any personal information we hold about you may be transferred to that re-organised entity or third party for the purposes and subject to the terms of this Privacy Statement and our terms and conditions.

From time to time Vodafone may be obliged by law or order of a court or other judicial or regulatory authority to disclose your personal information to meet any legal or regulatory obligations – for example the law enforcement agencies are able to require phone, internet and communications related information from us where it is relevant to their investigations into criminal activity. Where that is the case we will only disclose your information to the extent strictly required by applicable law.

**For the purposes of this section, "Vodafone Group" means Vodafone Group Plc (www.vodafone.com) and any company or other entity in which Vodafone Group Plc exercises control either because it owns (directly or indirectly) more than 50% of the issued share capital or otherwise has management control. Details of Vodafone's operations worldwide can be seen here (companies where Vodafone Group Plc exercises control are referred to as 'subsidiaries').

Security and anti-virus

We recognise that our customers are increasingly concerned about how companies protect personal information from misuse and abuse. We use specialist security teams who are constantly reviewing and enhancing our technical, physical and managerial procedures and rules to protect your personal information from unauthorised access, accidental loss and/or destruction.

Vodafone implements industry best practices for security across its operations, and requires adherence to international information security standards, including ISO 27001. We ensure your information is stored in controlled environments and we use encryption to protect your information if it is transmitted over the public networks, such as the internet.

The Service scans uploaded files for viruses or other aspects of files that may be harmful to the service (malware). Files identified as possibly malware or infected with malware may be retained and used to improve our and Microsoft's anti-malware functionality.

Suppliers, Outsourcing and International Transfers

Where we have contracted with a third party to provide some part of our products or services that you are using, we will ensure that your personal information continues to be protected. To do this we take the following steps:

- Define the specific security measures that we require from our third party suppliers to protect your personal information – these security measures will be substantially similar to those deployed by us. We will also undertake checks, including physical audits where appropriate, to ensure that the third party supplier is capable of meeting our requirements.
- Require our third party suppliers to process your information only as strictly authorised by us to fulfil the service that they have been contracted to provide on our behalf. Those third parties will not be entitled to use your personal information for their own purposes.
- Require them to sign a contract guaranteeing to comply with those security requirements and to only act upon our instructions, and agreeing that we can audit them to ensure that they comply with those security requirements.
- During the lifetime of the contract we will monitor for ongoing compliance with the defined security measures.

Cookies and web beacons

We use a persistent cookie to provide the Services and improve the sign-in experience. This helps us to recognise you on subsequent visits to the website so that you don't have to re-enter your registration details each time you visit us, although you will have to enter your username and password for authentication purposes. Cookies may also be used for other purposes such as: service improvement, service delivery and collecting usage information.

When you sign in to a site using a Windows Live ID, Microsoft Passport Network, or Microsoft Online credentials, Microsoft will store your unique ID number, and the time you signed in, in an encrypted cookie on your hard disk. This cookie allows you to move from page to page at the site without having to sign in again on each page. When you sign out, these cookies are deleted from your computer.

If you are using a public computer or do not otherwise want this information to be stored, you can select the appropriate radio button on the sign-in page, and this cookie will not be used.

Most browser software (such as Internet Explorer, Firefox, Chrome and Safari) allows you to choose whether to accept cookies or not – you can either refuse all cookies or you can set your browser to alert you each time that a website tries to set a cookie. [Click here for more information about cookies.](#)

Please note that if you refuse our cookie or delete it at a later date, you will have to enter your registration details each time you visit our site or wish to use one of our web-related services or products.

Microsoft web pages may contain electronic images known as web beacons—sometimes called single-pixel gifs—that may be used to assist in delivering cookies on our and Microsoft's sites and allow us to count users who have visited those pages and to deliver co-branded services.

How to exercise your privacy rights and contact us

How to obtain a copy of the personal information that we hold about you - Subject Access Requests

You can write to us at any time to obtain details of the personal information we may hold about you. It would be helpful if you could provide a brief description of the information that you would like from us.

Please contact us via email at Admin365@vodafone.com and include in the subject header the letters "SAR".

Your request should include:

- Your name as it appears in your profile

- Your mobile phone number
- Email address
- Proof of identity (e.g. a copy of your passport or driving licence).
- An explanation of the personal information that you believe is held and that you would like a copy of.

We may charge you for providing the personal information that you have requested.

Here is how you can exercise your privacy rights and contact us about our privacy practices

Please send an email to Admin365@vodafone.com if you want to:

- Opt out of receiving marketing communications
- Obtain a copy of your information – see above.
- Ask to amend any of your information that you think is inaccurate.
- Request the deletion of any information that you believe is no longer required for our legitimate business purposes.
- Ask any general questions about our privacy practices.

Specific Features of the Business Productivity Online Suite – Standard Service

Microsoft® Online Services Sign In

The Microsoft Online Services Sign In application configures an end user's machine for use with the Service, and changes Microsoft Outlook and Windows network settings on your computer. The client also stores your authentication information in order to keep you logged into the network. You have the option of either storing your complete authentication information or signing in with your password at the beginning of each session.

Migration Tools

The Migration Tools application will automatically migrate the AD and e-mails from your existing mail solution to Microsoft Online Services and Exchange Online.

Security Notice: The migration client will create additional unencrypted copies of your personal information on your computer. Please consult the migration client documentation for information on how to find and remove these files from your computer.

Microsoft® Directory Synchronization Tools ("Directory Sync")

Directory Sync transfers information from your AD to Microsoft for use with the AD for the Service. If you load the client and turn on the Directory Sync feature in the Microsoft Online Administrative Centre, Directory Sync will collect all information in AD and then regularly and automatically connect with Microsoft to provide updates to the online version of your AD. This feature will update AD information for each new end-user, including, if available, the new end-user's first and last name, title, e-mail addresses or aliases, and phone numbers (including office mobile, alternate, pager, fax, or others). Directory Sync uses this information to create a new account for the end-user in the Service. Directory Sync also transmits your IP address and authentication credentials, in the course of running this feature.

Microsoft® Exchange Online

Microsoft® Exchange Online is the hosted e-mail component of the Service.

Microsoft® Office Outlook 2007: In Outlook, the Outlook privacy statement describes what information is transmitted to Microsoft. If using Outlook in conjunction with Microsoft Exchange Online, significant additional information will be transmitted to and stored by Microsoft, as part of this Service. This includes all information in your Service mailbox, as long as you are connected to Microsoft Exchange Online.

Administrator Access: Microsoft will create logs of administrator access to customer data.

Microsoft® Office SharePoint Online

Microsoft® Office SharePoint Online is the document sharing and collaboration component of the Service.

Security Notice: Users who are not on a computer using the Microsoft® Online Services Sign In application you may be prompted to enter credentials when accessing SharePoint Online sites. When responding to these prompts, do not click on "Remember My Password". Additionally, close the browser or log-out of SharePoint each time a site is accessed in this way.

If you do click "Remember My Password", the SharePoint will be accessible to anyone using Windows credentials on that computer until the authentication credentials are removed. Authentication credentials can be removed from the "Stored User Names and Passwords" section of "Windows User Management" in Windows Vista.

Microsoft® Office Communications Online

Microsoft® Office Communications Online ("OC Online") is the instant messaging and presence component of the Service

For privacy impacting features of the Office Communications products, please see the privacy statements for Microsoft Office Communication products. Privacy impacting features specific to OC Online are as follows:

Presence functionality is automatically included in OC Online and the Microsoft Suite.

"Contact List" and end-user contact information cannot be accessed by administrators through the Microsoft Online Services Administration Centre. Administrators can access the "Contact list" their users by contacting Microsoft Online Services Technical Support.