

----- Forwarded message -----

From: **Telenor Customer Care Team** <[care@telenor.com.mm](mailto:care@telenor.com.mm)>

Date: Thu, Aug 12, 2021

Subject: Re: Automatic reply: Urgent request for erasure of personal data

To:

Dear

Thanks for contacting us. After having discussions with our internal teams, below is response to your request.

Telenor Myanmar adheres to a comprehensive privacy policy, available from the TML website, as well as Myanmar law and telecoms license requirements. The privacy policy outlines when and what data TML will record from its customers to offer services, and how these data will be treated.

Customers who have entrusted Telenor Myanmar as their telecommunications provider have consented to Telenor Myanmar's Terms and Conditions, that also refers to Telenor Myanmar's privacy policy. As per the Privacy Policy Telenor Myanmar will "process your personal information in accordance with Telecommunication Law, other relevant laws, rules and notifications in Myanmar". The current requirement in Myanmar is that an operator needs to store call data records for a minimum of five years. Telenor Myanmar, as a Myanmar licensed operator, is therefore obligated to comply with this five year storage requirement.

It should also be noted that the European General Data Protection Regulation (GDPR) does not in general apply to Telenor Myanmar.

We hope this clarifies your request and that Telenor Myanmar will have your continued support going forward.

Please feel free to contact us if you need any further information.

Best Regards,  
Telenor Customer Care Team

On August 09, 2021 wrote:

Dear Telenor Team Customer Care,

I am following up regarding my July 30 email. Can you kindly tell me when I can expect a response?

regards,  
[REDACTED]

On Fri, Jul 30, 2021 at [REDACTED] Care <[Care@telenor.com.mm](mailto:Care@telenor.com.mm)> wrote:

Dear Customer,

Thank you for your email.

We have acknowledged that we have received your email and we will get back to you as earliest as possible, latest by the next working day.

Sincerely,

Team Customer Care

Marketing Group | Telenor Myanmar

Mobile: +95(9) 9790097900 , 979

E-mail: [care@telenor.com.mm](mailto:care@telenor.com.mm)

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