

Digital human rights

Frequently Asked Questions on Digital Human Rights (Online Freedom of Expression, Privacy and Security)

We believe in the rights of all people using digital communications to freely communicate and share information and opinions, and to enjoy the right to privacy and information security without interference. We endeavour to protect the rights of all people using our services in the respective jurisdictions in which we operate.

Frequently Asked Questions



Is there senior leadership oversight over Digital Human Rights matters?

Governance of Digital Human Rights is overseen by the Group Social and Ethics Committee on behalf of the MTN Group Board. It is tracked on an on-going basis by Group Executive Committee led by the MTN Group President and Chief Executive Officer (see our sustainability governance structure below). Regional Vice Presidents and Country CEOs play a key role at a country and regional level.



What steps does MTN take when requested to shut down the internet?

MTN undertakes a robust due diligence approach including: 1) Request validation and determining the urgency and impact of request is first done; 2) Request assessment to confirm if request is official, from legally authorised body, compliant to law and/or license terms, implications on rights, human lives and other factors; 3) Explore and act upon all possible options (seek request amendment, set aside, reject where possible, partially comply and as last resort comply with request); 4) Explore and act upon all possible options (seek request amendment, set aside, reject where possible, partially comply and as last resort fully comply with request); and 5) Provide remedies where relevant, monitor request to ensure compliance and provide updates to relevant stakeholders.



Why does MTN chose to keep operating in conflict markets?

We see significant potential in our markets to offer vital communication services despite some of the inherent risks. Suck risks are factors of doing business in these markets and are not limited to MTN. We are continuously evolving and innovating our risk framework and the way we conduct our business. We also transfer lessons from one market to another on an ongoing basis.



Does MTN conduct human rights risk and impact assessments?

Impact assessments are a key element in MTN's due diligence framework and risk assessments. Due to the evolving nature of risks in digital communication, we update our risks and impacts assessments on a periodical basis. Human rights forms part of the various factors that is taken into consideration as we conduct our business.



Does MTN offer remedies to customers affected by incidents such as freedom of expression restriction?

Yes, MTN has offered data refunds or offers of free data/airtime to customers affected when access to communications is restricted in certain situations.



Does MTN publish requests made by government or private entities to restrict access or requests for user information?

MTN continues to benchmark and evolve our disclosure and transparency mechanisms to respond to the needs of our stakeholders. While there are legal restrictions on publishing this information for a number of the countries in which we operate, we note that transparency of this nature is an important aspect of good corporate governance and stakeholder engagement.

Our sustainability governance and reporting structure

