# fibertime™ map mobile application Privacy Policy

**Effective Date:** 01 September 2026
**Last Updated:** 04 September 2026

## 1. Introduction

fibertime™ map (“we”, “our”, or “us”) provides a mobile application that enables authorized field agents to manage Fiber-to-the-Home (FTTH) network equipment ("infrastructure") for fibertime™ and and to capture details of new fibertime™ customers ("fibertimers"). All personal information is handled in accordance with the Protection of Personal Information Act, 2013 (POPIA) of South Africa, Apple's App Store Review Guidelines and Privacy policies, and Google Play's User Data policies.

This Privacy Policy explains how we collect, use, disclose, and safeguard information used or collected in the fibertime™ map mobile application (“App”).

By using the App, you agree to the collection and use of information in accordance with this policy.

## 2. Information We Collect

### 2.1 Personal Information
We may collect the following:
- Name
- Email address
- Organization/company name
- Account credentials
- Street Address
- Cell phone number
- ID/Passport number

### 2.2 Location Data
fibertime™ map collects location data to enable:
- Mapping of infrastructure
- Capturing coordinates of fiber equipment and subscriber locations

Location data may be collected:
- In the foreground (while using the app).
- In the background (for continuous job logging).

### 2.3 Photos and Media
The app allows users to:
- Capture and upload photos of infrastructure and field installations

These images are stored securely and linked to network records.

**2.4 Device and Usage Data**
We may collect:
- Device type and OS version
- App usage logs
- Crash reports
- IP address

**2.5 Network and Operational Data**
The app displays and processes:
- Status of network equipment
- Fiber routes and topology

This data is provided by the fibertime™ map backend system.

**3. How We Use Data**
We use collected data to:
- Provide and maintain app functionality
- Enable FTTH network mapping and asset tracking
- Improve user experience and app performance
- Monitor and analyze usage trends
- Provide customer support
- Ensure security and prevent unauthorized access

**4. Data Sharing and Disclosure**
We do not sell personal data.
We may share information:
- When required by law or regulatory authorities
- To protect rights, safety, and security of users and systems

**5. Data Storage and Security**
- Data is stored on secure servers managed by fibertime™ map or its cloud providers
- We implement industry-standard security measures including encryption and access controls
- Access to sensitive data is restricted to authorized personnel only

**6. Data Retention**
- We retain data as required for operational, legal, or compliance purposes
- Users may request to remove data at any point by contacting us using the communication channels listed in Section 12.

**7. Permissions Used**
The app may request the following permissions:

- **Location Access:** To capture and track FTTH asset locations and routes
- **Camera Access:** To capture images of field equipment
- **Storage Access:** To upload and manage captured images

Permissions are requested only when needed and can be controlled via device settings.

**9. Children's Privacy**
fibertime™ map is not intended for use by individuals under the age of 18. We do not knowingly collect data from children.

**10. Third-Party Services**
The app may use third-party services (e.g., analytics, cloud hosting) that collect information in accordance with their own privacy policies.

**11. Changes to This Policy**
We may update this Privacy Policy from time to time. Updates will be posted within the app or on our website with a revised "Last Updated" date.

**12. Contact Us**
If you have questions or concerns about this Privacy Policy, contact us at:
**Email:** support@map.fibertime.com
**Company:** Fibertime Networks (Pty) Ltd
**Address:** 1st Floor Oude Bank Bldg, 8 Bird St Stellenbosch 7600 South Africa

**13. Consent**
By using the fibertime™ map mobile application, you consent to this Privacy Policy.