

Ooredoo Oman

Data Governance Policy – External Version

1- Purpose:

The purpose of this Policy is to define high-level data governance standards, and recommend appropriate controls to be implemented for the maintenance and management of Ooredoo Oman (hereinafter referred to as the “Company”) Data, to ensure effective and efficient governance of Data across the Company.

2- Applicability:

This Policy applies to all activities related to Ooredoo Oman’s Data used to deliver products and services to Customers including, but not limited to, all internal users who have access to the Company’s information including Company employees, consultants, contractors, sub-contractors, vendors, suppliers and their employees and anyone who has been provided access to information or information assets owned by Ooredoo or operated by it.

3- Definitions:

In the application of this Policy, the following words and expressions have the meanings hereby assigned to them, unless the context otherwise requires.

Customers	Consumer or business consumers who have subscribed to or purchased products or services from the Company
Data	Factual information that can be analyzed or used in an effort to gain knowledge, create reports or make decisions. This information is related to Company information, which is stored within the Company’s systems, including, but not limited to, financial information, traffic information, system logs, customer life cycle information such as number of activation, termination and migration.
Third Party(s)	Any natural or legal person, public authority, agency or body other than the Company, which is not owned, associated or controlled by the Company.
Data Cleansing	The process of fixing incorrect, incomplete, duplicate or otherwise erroneous data in a data set. It involves identifying data errors and then changing, updating or removing data to correct them.
Data Custodian	A certain type of job role related to the aggregation, storage and use of data sets. In the Company, Data Custodian refers to Information Technology database administrator.
Data Governance Framework	The collection of rules, processes, and role delegations that ensure privacy and compliance in the Company’s enterprise data management.
Users	All of the Company’s employees, consultants, contractors, sub-contractors, vendors, suppliers and their employees, any third parties who have been provided access to information or information assets owned by the Company or operated by it.
Information Asset	Refers to tangible and intangible data that has value to the Company, including data relating or connected to Ooredoo and data entrusted to it by another party. This includes data in electronic and physical forms including, but not limited to, documents, emails facsimiles, envelops and data resulting from the use of applications.

Classification: **Public**

System Development Life Cycle (SDLC)	The System Development Life Cycle (SDLC) is a structured approach to software development that defines a series of stages or phases that must be completed to create a software application. These phases guide the process from initial idea through to deployment and maintenance. The goal of SDLC is to produce high-quality software that meets or exceeds customer expectations, is delivered on time, and is cost-effective.
Data governance	Data governance refers to the framework of policies, procedures, standards, and roles that ensures the effective management, quality, security, and accessibility of data within an organization. It establishes clear accountability for data assets, ensuring that data is used responsibly, consistently, and in compliance with relevant regulations and standards.
Access	Refers to permission or ability to obtain or use an information resource.

4- Policy Statements:

- A Data governance framework shall be established, implemented, operated, monitored, reviewed, maintained and improved upon to ensure that appropriate authority and control (planning, guiding and monitoring) is applied to data, and that data is managed in line with legislative and other compliance obligations.
- The Company shall be committed to continuously develop, implement and maintain data awareness and training programs for all Users to ensure understanding of the Company’s data governance policies, data quality, data security and privacy.
- The Company shall define, implement and maintain information security and privacy policies and standards for data classification, labelling and handling to avoid information leakage and unauthorized access according to the Company’s Information Security Policy.
- The Company shall ensure that data governance requirements are developed, considered and implemented alongside functional and technical requirements at all phases of project planning and implementation including System Development Life Cycle (SDLC).
- The Company shall be committed to comply with all applicable data privacy and protection laws and regulations.
- The company shall establish, implement and maintain an encryption management framework to protect confidential and sensitive data which Ooredoo receives, stores, manages, processes and transmits through Ooredoo Oman’s network.
- The Company shall ensure that its workforce is fully aware of data privacy and security requirements during collection, usage, transfer, retention and disposal.
- The Company shall ensure that appropriate technical and organizational control are in place to prevent unauthorized or accidental access, use, disclosure, loss or damage when data is being processed.
- Data shall be collected for specified, explicit and legitimate purpose, serving and supporting the business.
- Data shall be adequate, relevant and limited to what is necessary.
- Data shall be kept in a form, which permits identification of data subjects for no longer than is necessary.
- The Company shall comply with applicable Data Governance requirements from a legal, regulatory, statutory and contractual perspective.
- The Company shall establish processes and tools to monitor compliance and measure the effectiveness of data governance policies implementation.

Classification: **Public**

- The Company shall implement and maintain data quality procedures when recording and storing data to ensure data accuracy, completeness, relevance, reliability and validity.
- The Company shall apply data cleansing routines (manual or systematic) to existing data to maximize data quality.
- The Data Custodian shall ensure that newly created data are entered and updated accurately and according to data quality standards.