



PRIVACY POLICY

Introduction

The National Agency for Information and Communication Technologies (herein after “ANTIC”) abides by relevant laws such as the Law relating to cybersecurity and cybercriminality in Cameroon, the Law Governing electronic Commerce in Cameroon, Personal Information Protection Act, etc. for the protection of personal information submitted by the customer to the public certification service and other services (provided by ANTIC such as security server certification service, domain registration agency service, transaction certification service, etc.), hereby notifies that the Privacy Policy has been established and executed as follows :

1. Personal information Processing

ANTIC collects the personal information listed hereinafter when a customer is going to use the public certification service and may also request for additional information from the customer (1) Personal information collected.

A. Public certification service

① Legal information and essential information collected under the Law relating to cybersecurity and cybercriminality and the Law governing electronic commerce include:

- Administration/Institution: Ministry name/Institution name, Corporation name, Budget Code/Business registration number, President name, CNI number of the president, Minister’s name, CNI number of the Minister, General Manager’s name, CNI number of the General Manager, Name of the employee, CNI number, Employment period, Information of the person-in-charge of certificate (organization, department, phone number, fax, e-mail), Phone number of the employee, Attorney name, CNI number of Attorney;
- Corporation: Business name / Corporation name, Budget Code/Business registration number, General Manager’s name, CNI number of the General Manager, Name of the employee, CNI number/Resident number (Only for foreigners), Employment period, Information of the person-in-charge of certificate (department, phone number, fax number, e-mail), Phone number of the employee (home/work, mobile phone number, fax), Attorney name, CNI number of Attorney;
- Tax bill issuing information: Address of the business site, Category of business, Type of business;
- Individual: Name, CNI/Resident number (only for foreigners), e-mail, Phone number (home/work, mobile phone number).

② Optional information

- Individual: Address

B. Security server certification service (SSL)

① Essential information

- Organization: Administration name/Institution name/Corporation name, Budget Code/Business registration number, President/Minister/Chancellor/General Manager name, Name of employee, Administration/Corporation Address

② Optional information

- Business: Information of the person-in-charge of certificate (organization, department, phone number, fax number, e-mail), Phone number of the representative

C. Domain registration service

① Information collected when subscribing to general membership

- Essential information: CNI/Resident Number (Only for Foreigners), Password, Name/Administration name/Institution name/Corporation name, CNI/Resident number/Budget Code/Business registration number, Name of person-in-charge (in case of corporation member), e-mail address, Address, Phone number, Mobile number, Legal representative information if under 14 years old;
- Optional information: Fax number, Name/Address in English/French (to secure the essential information under the domain's management regulations);
- Payment method for use of paid information and services: Bank details, Credit card details.

② Information collected when subscribing to i-PIN membership

- Essential information: CNI/Resident number, Password, Name/Administration name/Institution name/Corporation name, CNI/Resident number, Budget Code/Business registration number, Name of the person-in-charge (in case of corporate member), e-mail address, Address, Phone number, Mobile number, Legal representative information if under 14 years old;
- Optional information: Fax number, Name/Address in English/French (to secure the essential information under the domain's management regulations);
- Payment method for use of paid information and services: Bank details, Credit card details.

③ The following information can be created and collected in the service using process and business process treatment

- Service use log, connection log, cookie, connection IP information, payment record, Delinquent use record;
- Organization: Information on the person-in-charge of certification (organization, department, phone number, fax number, e-mail), Phone number of the representative.

D. Mobile key service

① Essential information

- Individual: Name, CNI/Resident number, Mobile Phone number, Mobile key password, Mobile service Corporation name

② Optional information

- Individual: e-mail

E. Transaction certification service

① Information collected when subscribing to general membership

Essential information

- Individual: Name, CNI/Resident number, Address, User ID, Password, e-mail
- Organization: Administration/Institution name /Business name/Corporation name, Budget Code/Business registration number, President/Minister/Chancellor/General Manager name, Address, User ID, Password, Transaction site and contents type, Phone number (work, fax), Information of the person-in-charge (organization, department, name, phone number, e-mail)

Optional information

- Individual: Mobile Phone number
- Organization: Information of the parson-in-charge

② Information collected when subscribing to i-PIN membership

Essential information

- Individual: Name, Address, user ID, Password, Email

Optional information

- Individual: Mobile number

F. e-Document storage service

① Essential information: Name, CNI, Password, Resident registration information, e-mail address, Address, Phone number, Personal identification question, Date of birth

② Optional information: Fax, Public certificate for encoding, Work name, Department, Position, Mobile number, Office phone number, Work address

G. Contract lifecycle management (CLM)

① Essential information: CNI, Password, Institution/Administration/Corporation name, Budget Code/Business registration number, Name/Gender of the person-in-charge, e-mail address, Representative phone number, Mobile number, President/Minister/Chancellor/Principal/General Manager Name, Representative e-mail

② Optional information: Fax, Date of birth, Address, Type of business, Category of business, Business site address

H. i-PIN service (ANTIC i-PIN)

Essential information

- Individual: Name, Resident registration number, User ID, Password, e-mail
- Organization: Administration/Institution/Corporation name, Budget Code/Business registration number, President/Minister/Chancellor/Principal/General Manager name, User ID, Information of the person-in-charge (name, position, phone number, mobile number, fax number, e-mail)

Optional information

- Individual: Mobile number
- Organization: Site address, Site name

(2) Personal information collection method

A. Public certification service

Service homepage (including the bulletin board, etc.), document submitted by the customer who visited ANTIC certification service, a local registration authority, etc.

B. Other services

Service homepage (including bulletin board, etc.), document submitted to ANTIC, etc.

2. Purpose of personal information processing

ANTIC processes collected personal information for the following purposes.

(1) Contract execution and charge settlement

Service provision, purchasing and payment of charges, delivery of information required for using the service, etc.

(2) Customer management

Personal verification of customer, personal identification, prevention of delinquent use by corrupt customers and prevention of unauthorized use, age verification, civil affair processing

such as complaint processing, customer response and consultation, delivery of notification, etc.

(3) Marketing and advertisement (publicity)

Provision of advertising information for an event, etc., publicity and marketing of the public certification service and other services, use for connection frequency or statistics of customer's service usage, etc.

3. Personal information retention period

ANTIC processes and retains personal information for each service as follows:

(1) Public certification service

ANTIC stores and manages customer information for 10 years after termination of the public certificate's effectiveness in accordance with the obligation to store the subscriber's certificate, etc. defined in the Law relating to cybersecurity and cybercriminality. Therefore, it cannot be deleted arbitrarily, even on the customer's request.

(2) Other services

ANTIC retains and uses the customer's personal information only for the service period's term. The personal information is immediately destroyed when membership secession is requested, on withdrawal of the consent for the collection and use of personal information, achieving the purpose of collection/use, service period expiry, business discontinuation, etc.

However, personal information is retained for a certain period when required by cases of service charge settlements, lawsuits or disputes, etc.

Also, ANTIC stores the member's information for the period set forth in the relevant laws, when it must be retained under e-Commerce Law, the Cybersecurity and cybercriminality Law, etc.

A. Commercial account book, important documents and sales slips: 10 years? important document, 5 years? slips (e-Commerce Law)

B. Transaction account book and evidence documents: 5 years (Basic Law for National Taxes, Corporate Tax Act, Value Added Tax Act, etc.)

C. Logging record needed to provide the communication fact confirmation data, IP address, etc.: 3 months (Law on communication Confidence Protection in Law relating to cybersecurity and cybercriminality, Law governing e-Commerce, Law on electronic communications)

D. Advertisement indication records: 6 months (Law on Consumer Protection in e-Commerce, etc.)

E. Contract or subscription withdrawal records: 5 years (Law on Consumer Protection in e-Commerce, etc.)

F. Payment and supply of goods records: 5 years (Law on Consumer Protection in e-Commerce, etc.)

G Consumer complaint and dispute processing records: 3 years (Law on Consumer Protection in e-Commerce, etc.)

H. Collection, processing, and use of credit information records: 3 years (Law on the Use and Protection of Credit Information in e-Commerce)

4. Provision of personal information to a 3rd party

(1) ANTIC does not provide or reveal customer personal information to a 3rd party without the subscribers' consent. However, personal information can be provided without a subscriber's consent in accordance with relevant laws when requested by government institutions, the Information & Communication Ethics Committee for criminal investigations, and when required to settle charges, and provided after processing so that a specific individual may remain anonymous.

ANTIC may share the customer's personal information with business partners or cooperative companies to provide better services, but it will go through the member consent request procedure after informing them of the purpose, content, reason, etc., and the information is not shared when the subscriber does not consent. Also, it goes through separate consent request procedures when the provision of personal information exceeds the previous consent's scope. In the case the provision of personal information is subsequently cancelled, ANTIC requests the relevant Corporation to delete the corresponding personal information.

(2) Public certification service

ANTIC provides certificate service to public and private organizations while waiting for private sector to operate the certification authority. ANTIC's customer satisfaction service is to survey customer satisfaction by optimizing customer consultation work relating to the public certification service. It may cause difficulty in public certificate fee payment, unless consent for the provision of personal information has been obtained, and it may cause inconvenience in using the service as the consultant is not able to verify the customer's personal information when counseling. Also, public certificate renewal and event information services cannot be provided, which may result in criminal exposure.

Receivers	Purpose	Information provision	Retention and use period
Service, the ANTIC customer satisfaction service	Customer response work such as customer consultant, telemarketing, etc.	All information collected for the public certification service	Partnership term
KICA, GUCE	Emergency deletion when illegal issuance, abuse, etc. is reported	Name, resident registration number, DN information, etc.	Immediate deletion if not an ANTIC customer Terminate public certificate validity and store for 10 years if an ANTIC customer

(3) Mobile key service

ANTIC notifies the following list of personal information provided by CPKI Service partnership work for ANTIC's public certificate, customer consultation, marketing, etc. registration agency work for customer consent. Customers can refuse the provision of personal information, but mobile key services using information, event information, event winning information, etc. services cannot be provided for those customers.

Receivers	Purpose	Information provision	Retention and use period
Service, the ANTIC customer satisfaction service	Customer response work such as consultation, etc.	Mobile number, Mobile communication, Corporation name	Service use period
Mobile communication companies (Camtel,	Verification of mobile phone	Resident registration number, Mobile number	Service use period

MTN, Orange, Nexttel)	owners		
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(4) Security server certification service

ANTIC publishes the following list of personal information required to issue certificates under the relevant laws for customer consent. If the customer does not consent to the provision of personal information they cannot obtain membership, certificate issuance and renewal services, and any other additional service.

A. Corporation names: ANTIC, Korea Internet & Security Agency, VeriSign, Comodo, Thawte, and Inicis

B. Purpose: Provision of certificate issuance information

C. Information Provision: All information provided by the owner and person-in-charge of certification (Refer to the personal information collection)

D. Retention and use period

Information retention applies within the duration of the effective customer certificate use period and is automatically deleted upon termination.

(5) Domain registration agency service

ANTIC publishes the following list of personal information for domain registration in accordance with the relevant laws for customer consent. If a customer does not consent, they cannot receive membership subscription, registration and domain extension services nor any other additional service.

A. Corporation names: ANTIC, Korea Internet & Security Agency, VeriSign, Comodo

B. Purpose: Provision of the information for domain registration

C. Providing information: All information provided by the owner and management person-in-charge of the domain

D. Retention and use period

It is retained for the duration of the customer's certificate's effective use period and is automatically deleted upon termination.

(6) Personal identification service (IPIN)

ANTIC publishes the following list of personal information provided for the provision of personal identification services in accordance with the relevant laws for customer consent. If a customer does not consent, their personal identification is not retained on websites featuring other personal identification institution personal identification services.

1. Personal information receivers

Information Service of CPKI, DGSN, DGRE, Interpol, Public IPIN Center

2. Purpose of personal information use by the personal information receiver

This allows personal identification with an IPIN, regardless of the personal identification institution, on all the websites using personal identification services.

3. Personal information provision

Name, age group, gender, native/foreigner information, linked information (CI), Duplication prevention confirmation information (DI)

4. Personal information retention and use period for the personal information receiver

Deleted immediately following completion of the personal identification service on the website being used

5. 3rd party personal information commissioning

(1) Public certification service

To provide public certification services and to improve customer access and convenience, ANTIC has signed a consignment agreement with 3rd party businesses for registration agency work to secure face-to-face confirmation windows for public certificate issuing. The face-to-face confirmation windows (registration agency institutions) visited by customers are therefore commissioned to collect and manage customer information before dispatch to ANTIC.

Registration agency institutions do not use or store the customer information for any other purpose than those for public certificate registration agency work unless the customer has expressly consented to this or it is defined in other laws.

To consult ANTIC registration agency institutions, [click here](#).

Go to consult registration agency institutions? [Click here!](#)

6. Access to Personal Information

(1) Public certificate service

ANTIC is doing its utmost to protect customer personal information. It strictly observes the individual's authority for personal information, and their personal information can be read and corrected at any time on the homepage menu. In accordance the Law relating to cybersecurity and cybercriminality (Article xx of the Law relating to cybersecurity and cybercriminality), the customer's public certificate and records of its termination and deletion must be stored safely for 10 years from the public certificate's expiry date.

(2) Other services

ANTIC is doing its utmost to protect customer personal information. It strictly observes the individual's authority for personal information, and their personal information can be read and corrected at any time on the homepage menu. The customer can withdraw their consent for the use of personal information by ANTIC, when cancelling membership achieved through the application menu.

7. Deletion of personal information

(1) Public certification service

ANTIC immediately deletes corresponding information at the end of the 10 years retention period. The deletion procedure and method are as follows:

A. Deletion procedure: Documents submitted by the customer to use the service are deleted after being retained for 10 years from the public certificate's expiry date under the Law relating to cybersecurity and cybercriminality.

B. Deletion method: Documents such as applications stored in a physical area are destroyed using a shredder, etc. by an authorized person in a controlled area. Personal information stored as an electronic file is deleted using a technical method that makes it impossible to restore the record.

(2) Other services

ANTIC immediately deletes the corresponding information in principle when the purpose of collecting and using the personal information has been achieved. The deletion procedure and method are as follows.

A. Deletion procedure

The information provided by the customer for membership subscription, etc. is moved to a separate DB (to a separate file, in case of paper) when its purpose has been achieved, and deleted after having been stored for a certain period of time (refer to the retention and use period) according to internal policy and any other relevant legal information protection measures. The personal information moved to the separate DB is not used for any other purposes unless it is legally required.

B. Deletion method

The personal information saved as an electronic file is deleted using a technical method making it impossible to restore the record.

8. Personal information protective measures

(1) Public certification service, Mobile key service

ANTIC uses a firewall (invasion quarantine system) to block the theft, leak, forgery, deformation of personal information by cracking (malicious hacking) and so on. The firewall is installed on each server and in the network to track illegal invasions. We also carry out regular backup of the customer's personal information to prepare against any possible accidents.

(2) Other services

ANTIC does its utmost to take technical and administrative measures to prevent customers' personal information from leaking. The subscriber can access their personal information using their password and can modify their own personal information using the membership ID and password. Therefore, the customer must ensure that this password is not revealed to other persons.

The customer is liable for membership ID, password, and personal information leaks. Therefore, ANTIC does not take any responsibility unless there is liability attributable.

To protect the membership ID and password, when using in the public areas such as a cybercafé, public internet access or when sharing the computer with other persons, pay particular attention to avoid revealing personal information by always logging out after using the service and close the browser window that has been used.

Also, create an ID and password by combining characters and digits, and change the password frequently to prevent accidental leaking of ID and password.

ANTIC uses a firewall (invasion quarantine system) to block the theft, leak, forgery, deformation of personal information by cracking (malicious hacking) and so on. The firewall is installed on each server and in the network to track illegal invasions 24 hours a day. We regularly back up the subscriber's personal information to prepare against any possible accidents.

In addition, ANTIC has minimized and controls staff handling personal information, and takes corrective actions immediately when any problem is found.

9. Certificate subscriber or legal representative

The subscriber or legal representative (for children under 14, for eldest) can inquire about and correct the subscriber's personal information or request the service's cancellation.

Inquiries about or correction of personal information can be performed using the 'Correct subscriber information' menu. When contacting the person-in-charge of personal information management to cancel the service by letter or e-mail, the cancellation request is immediately executed after processing the personal identification procedure.

10. Privacy Policy Amendment

The contents of this Privacy Policy can be read at any time on the homepage and may be amended according to changes in relative laws or for the provision of better service, visit the homepage periodically to check the contents. When the Privacy Policy is amended, ANTIC publishes it on the each service's homepage.

11. Person-in-charge of personal information management

Personal information inquiries should be sent to the following contact points and we will respond promptly.

Person-in-charge of the personal information protection

Name: ESSIANE ELLA Justin

Department: Chief of Public Key Infrastructure Center

Phone number: +237 242 08 64 97

Address: P.O. Box.: 6170, Yaounde-Cameroon.

e-mail: pki@antic.cm

Service information phone numbers

- Public certification service: +237 242 08 64 97
- Security server certification service (SSL): +237 242 08 64 97
- Domain registration agency service: +237 242 09 91 64
- Mobile key service, Transaction certification service: +237 242 08 64 97
- Public e-Document storage service: +237 242 08 64 97
- Contract term management service: +237 242 08 64 97

12. Notification obligation

When the Privacy Policy contents are amended, ANTIC notifies it on its homepage at least 7 days prior to the amendment's execution.

- Notification date: Sep 26, 2014
- Effective date: Oct 03, 2014