

RISK & MONETIZATION

117

Total Use Case 2025

433

Use case all time

PDPaaS as
New GTMAIncreased ~67%
Growth YoYHandover to New
DG CHairman

- Product Readiness
- GTM Strategy
- DPO BNSP Certification

AWARENESS & STAKEHOLDER MGT



AWARENESS

Poster, global
privacy news,
webinar, podcast,
sharing session.

E-LEARNING

Mandatory e-learning
UU PDP for Digital
Business & Technology
team member.

RELATION

Collaboration
with Komdigi
(FGD & Audiensi).

Throughout 2025, Telkom identified no violations against personal data processing requirements, including critical leaks, theft, or loss of customer data, nor did it incur any sanctions, fines, or legal proceedings related to customer privacy. Telkom and its Subsidiaries commit to protecting personal data through robust security policies and proactive monitoring to maintain the trust of customers and stakeholders. [SASB TC-TL-220a.3, TC-TL-230a.1, TC-SI-220a.3, TC-SI-230a.1, TC-IM-230a.1, TC-IM-220a.3]

Telkomsel's Strategic Priorities in Customer Data Privacy and Security



At Telkomsel, protecting customer data is not just a responsibility, but a primary commitment. This is reinforced by the establishment of a zero incident target related to customer data privacy since 2024 as part of Telkomsel's 2030 sustainability goals. To achieve this target, Telkomsel focuses its approach on three strategic priorities:

Figure 99. Strategic Priority Approach by Telkomsel

Increase

Improvements in Cybersecurity measures, Data Governance, and Data Protection

Implementing a Data Governance Framework, audits and maturity reviews, Data Protection Impact Assessment (DPIA), as well as ISO 27001 and 27701 certification.

Prevention

Prevention through Capacity Building and Security Enhancement

Organizing internal campaigns and training programs among employees, subsidiaries, and business partners, including mandatory e-learning programs on data privacy and cybersecurity certification for employees.

Detection

Detection & Monitoring of Potential Threats, as well as Data Protection Measures

Protecting the system through layered defenses that combine physical and digital protocols.

Telkomsel's strategies in Data Privacy and Security in more detail can be accessed in the Telkomsel Sustainability Report.

Data Use and Retention Policy to Protect Customer Rights

As a data controller and processor, TelkomGroup strives to ensure all personal data processing is conducted with the principles of transparency, accountability, and compliance with applicable regulations.

In line with the PDP Law, Telkom has a robust processing basis prior to personal data processing, in the form of contracts, valid and explicit consent, and other processing bases. In general, TelkomGroup customers have the right to modify, delete data, and receive notifications of any PDP incidents through communication channels that are easily accessible to them. Other rights of personal data subjects are specific and tailored to the service provided, processing basis, and the context in which the personal data is processed.

Telkom also pays attention to the privacy aspect by design, ensuring every application (Product/Project/Process) developed by TelkomGroup considers data privacy from the initial design phase.

Helping Our Customers to Understand Their Personal Data Rights [OJK F.24][GRI 2-25, 2-26, 418-1]

As data owners, customers have full rights over their personal data. To support their understanding of these rights, information about personal data subject rights, privacy terms and conditions can be accessed through the websites of each product within TelkomGroup ecosystem.

TelkomGroup also provides a dedicated service center through a hotline service for customers who have complaints or requests related to personal data protection.

Telkomsel customers can access information related to the privacy policy at <https://www.telkomsel.com/privacy-policy> or contact via e-mail to cs@telkomsel.co.id and phone number 188.

Meanwhile, IndiHome customers can find the privacy terms and conditions at <https://www.telkomsel.com/indihome/syarat-ketentuan> or contact customer service via e-mail customercare@telkom.co.id and phone number 147.

Throughout 2025, there were no complaints from external parties regarding alleged violations of customer privacy.

Telkom is committed to deleting personal data of customers who are no longer subscribing in accordance with the terms, and observes a minimum retention period of 3 months as stipulated by TelkomGroup's Data Operation Management Standards and Government Regulation No. 52 of 2000. All personal data collected by Telkom, whether obtained directly from the personal data subjects or through third parties, is processed in compliance with applicable laws and regulations, while upholding the principles of Personal Data Protection.



Owing to the current data protection mechanism, TelkomGroup ensures that customers' personal data remains protected, used ethically, and in accordance with applicable regulations. Throughout 2025, Telkom has protected 100% of customer data without any critical data leaks.