

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.