

26<sup>th</sup> June 2015

The Chief Executive Officer

Multichoice Kenya Ltd

Westlands

Nairobi.

**Mr. Steve Isaboke**

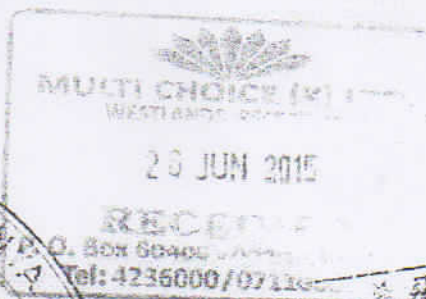
**RE: ACCOUNT NO: 515:**

**BREACH OF MY PRIVACY**

**BY YOUR STAFF MR. SIMON AND SENIOR MANAGER AT GOTV MS JACKIE MWAURA**

I refer to the above named account to which I am your subscriber and wish to record the following grave concerns;

1. That at 11:55 am on the 26<sup>th</sup> June 2015 , one of your staff members going by the name Simon called me from telephone number 0711 – 066 163 and requested for information on the exact location of my residence ostensibly for purposes of normal systems upgrade.
2. That at 11:56 am on the 26<sup>th</sup> June 2015 , Simon called me again and asked for my specific apartment number. Being concerned about the overly intrusive nature of his inquiries, I asked him to disclose the true nature of his call, to which he responded that he had been given the instructions to get the information by her boss a one Ms Jackie Mwaura who is a senior member of your staff at GoTv.
3. It then became apparent that there was no routine system upgrade or other service related query and I thereafter called your customer care helpline 0711 – 066 000 and sought to know if there were calls of the nature I have described, being made since I had not reported any problem with my service.
4. That I was promptly informed that the said call was not within the normal course of service by the Company and nobody seemed to know the reason why the said Simon and the said Ms Jackie Mwaura were indeed interested in ascertaining the exact location of my residence and my apartment number.
5. That from the information that you have, I believe that you will be able to freely identify the said Simon and fully explain to me the purpose of the call and the intention of Ms Jackie Mwaura.
6. That the attempt to extract personal information without justifiable cause by a member or members of your staff has made me apprehensive and concerned about my personal safety and privacy, as well as the safety of the information that I have provided to you and continue to provide to you as a subscriber.



7. That given the current security situation in the country, the risk of sensitive information being accessed through and by your staff by unscrupulous and criminal elements is very real. To that end, I need an immediate written explanation as to why Simon and Ms Jackie Mwaura needed that information that they have sought, since it is clearly not related to the performance of their employment tasks or the betterment of the service provided to me.
8. That I wish to draw your attention to the provisions of The Constitution Of Kenya, 2010, regarding personal privacy and dignity, and further, to the provisions of the Kenya Communications Act.

The aforesaid actions constitute a breach of my right to privacy and security, and I reserve the right to take the appropriate legal action to seek the necessary remedy or remedies should I not receive a proper written explanation **NOT ONLY** from the Company **BUT ALSO** from the 2 named members of your staff **WITHIN THE NEXT 48 HOURS** failure to which action will be taken *without further reference to you and at your own risk as to costs.*

**TAKE FURTHER NOTICE** that the acts complained of do constitute a criminal offence or offences and I reserve the right to report the same to The Directorate Of Criminal Investigations, so that the said perpetrators, including the Company, may face justice.

Yours Faithfully,

Cc: General Manager - GOTV Kenya

Cc: Multichoice – Head Office – South Africa