

Privacy Notice

stc Bahrain (Bahrain Telecommunications Company B.S.C.)

Last updated: 12 March 2026- Bahrain PDPL (Law No. 30 of 2018)

Who We Are

stc Bahrain (Bahrain Telecommunications Company B.S.C.) is a leading digital transformation provider in the Kingdom of Bahrain. We are the Data Controller for the personal data described in this notice, meaning we decide how and why your data is processed.

Commercial Registration 71117-1	Registered Address Building 948, Road 3618, Block 436, Seef District, Kingdom of Bahrain
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This notice applies to all stc Bahrain sectors and business units, and to all staff, contractors, and vendors handling personal data on our behalf.

Data We Collect

We only collect what we genuinely need. The main categories are:

Identity & Contact

Name, email address, phone number, date of birth, nationality, gender, and address — collected when you register for our services.

Service Usage

Call records, internet usage data, and device information generated while you use our network.

Payment

Billing details and payment card information required to process transactions.

Location

Network location data used to improve service quality and resolve network complaints.

Communications

Records of interactions with our support team, including requests and feedback.

Technical Device Data

Device ID and related data used for product recommendations and technical support.

Cookies & Online Data

When you use our website or app, we use cookies to keep you signed in, ensure the site works properly, and understand how it is used. You can manage cookie preferences in your browser at any time.

Important: Some data is required to fulfil your contract with us. If you do not provide it, we may be unable to deliver, or may need to suspend, the relevant service.

Why We Use Your Data

Every use of your data is tied to a lawful basis under the Bahrain PDPL:

Purpose	Legal Basis (PDPL)
Providing and managing your telecom and digital services	Contract
Billing, payment processing, and fraud detection	Contract / Legitimate interest
Verifying your identity	Contract / Legal obligation
Improving network performance and user experience	Legitimate interest
Customer support and complaint resolution	Contract
Marketing relevant offers and promotions	Consent (opt-in; withdraw any time)
Credit checks for eligible services	Legal obligation / Contract
Network security and fraud prevention	Legitimate interest
Roaming services and misuse prevention	Contract / Legitimate interest
Complying with government and regulatory orders	Legal obligation / Public interest
Protecting life or physical safety	Vital interest

How We Collect Your Data

We collect data through:

- Service registration and contracts
- Direct interactions — our website, mobile app, call centres, and stc stores
- Social media engagement
- Your usage of our network and digital services
- Customer surveys and feedback forms
- Third parties such as government entities, credit reference agencies, and international roaming partners

How We Protect & Share Your Data

We apply strong organisational and technical safeguards, including encryption, access controls, employee training, and regular internal and external audits.

We Do Not Sell Your Data

Your personal data is never sold to third parties.

When We May Share

Legal obligations: We may share data with public authorities where required by law — including for national security, judicial orders, or TRA directives — strictly in line with Bahrain PDPL controls.

Service delivery: We share data with trusted partners who help us deliver services, such as payment processors, technical vendors, and international roaming partners. All such parties are bound by written data protection agreements.

International Data Transfers

Your data may be transferred outside Bahrain only when necessary — for example, to enable international roaming — or when required to protect someone’s safety. All transfers comply with the Bahrain PDPL, including adequate safeguards, contractual protections, and consideration of the destination country’s data protection standards and any relevant international agreements.

How Long We Keep Your Data

We keep your personal data only for as long as needed to fulfil the purpose for which it was collected and to meet our legal, regulatory, accounting, and dispute-resolution obligations. Once the retention period expires, your data is securely destroyed in line with applicable Bahraini law.

Your Rights Under Bahrain PDPL

You have the following rights. Certain legal exceptions may apply. To exercise any right, contact us using the details in Section 09.

Your Right	What It Means
Right to be Informed	Know what data we hold and why we process it.
Right of Access	Obtain a copy of your data via the Privacy section in mystc BH.
Right to Rectification	Correct or update inaccurate data in your mystc account.
Right to Erasure	Ask us to delete your data when no longer needed, unless a legal obligation applies.
Right to Object	Object to processing that causes material or moral harm to you.
Opt Out of Marketing	Unsubscribe from marketing communications at any time.
Withdraw Consent	Withdraw any consent given (e.g. for marketing) at any time.
Right to Complain	Lodge a complaint with the Personal Data Protection Authority.

Contact Us

For any questions or requests about your personal data, reach us through any of the following channels:

App / Portal	mystc BH — Privacy section
Phone	124
Email (DPG)	DPG@stc.com.bh
In Store	Any stc Bahrain store
Telecoms Regulator	Telecommunications Regulatory Authority (TRA)
Data Protection Authority	Ministry of Justice, Islamic Affairs and Endowments (PDPA)

Changes to This Notice

We may update this notice from time to time to reflect changes in law, regulation, or our practices. Material changes will be communicated in advance where appropriate. We recommend reviewing this page periodically. The date at the top of this notice always shows when it was last updated.