

# Privacy Policy

At Energy Independence (Pty) Ltd we know how our clients and visitors like you value your privacy, and we have created this privacy policy to ensure that you understand our policies and procedures, what personally identifiable information you must provide if you wish to use the website and, ultimately, just how we use such personally identifiable information.

This policy applies only to the web site located at [www.powerprovider.co.za](http://www.powerprovider.co.za), and not to any other web site or service. If you do not agree with this policy, then please do not proceed to use this website.

## **Personally Identifiable Information Collected by Energy Independence**

Energy Independence may collect and store personally identifiable information about you if you voluntarily submit such information to Energy Independence.

Personally identifiable information may include your name, email address, physical address and other information that specifically identifies you.

## **Non-Personally Identifiable Information Collected by Energy Independence**

Energy Independence may also automatically collect (through cookies, described below, and other methods) and store aggregate or anonymous information about user contact with and use of the website.

Examples of this type of information include demographic information, the type of internet browser you are using, the type of computer operating system application software and peripherals you are using, the domain name of the web site from which you linked to our website and your browsing habits on and usage of the website.

Non-Personally identifiable information may also include personally identifiable information that has been aggregated so that no one individual is specifically identifiable (such as, how many users in a particular city access the Site).

## **How We Use Your Personally Identifiable Information**

Energy Independence will only use your personally identifiable information as described in this policy.

Energy Independence may use the personally identifiable information we collect to contact you about our products and services or those of our clients or other third parties from time to time.

Except for the parties described below, we do not sell or share your personally identifiable information with third parties without your consent.

We may share your personally identifiable information companies that are affiliates of Energy Independence, technical consultants and other third parties who make our website available, enhance its functionality, or provide associated services (but only for the purpose of providing such services to Energy Independence).

Information obtained in connection with the website may be intermingled with and used by us in conjunction with information obtained through sources other than the website, including both offline and online sources.

We reserve the right to transfer any information to our successors in business and purchasers of website assets or a particular division or line of business.

We also reserve the right to access and/or disclose any information as required by courts or administrative agencies and to the extent necessary to permit us to investigate suspected fraud, harassment or other violations of any law, rule or regulation, the Site rules or policies, or the rights of third parties or to investigate any suspected conduct which Energy Independence deems improper.

## **How We Use Your Non-Personally Identifiable Information**

### **Cookies**

We may use cookies and similar technologies to collect non-personally identifiable information from you and to customise your use of the website.

A cookie file can contain various types of information, including a user ID that the site uses to track the pages you have visited.

Most browsers are initially set up to accept cookies; however, you can reset your browser to refuse all cookies or indicate when a cookie is being sent or you can flush your browser of cookies from time to time. (Note: you may need to consult the help area of your browser application for instructions).

If you choose to disable cookies or refuse to accept a cookie, you may not be able to utilise all features of the website.

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

## **Links and Embedded Content from other Websites**

The Site may contain links to web sites maintained by third parties.

Energy Independence is not responsible for the privacy practices of such third-party sites.

You should carefully read their own privacy policies before providing any information to such third parties.

Pages on this site may include embedded content (e.g. videos, images, articles, etc.).

Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

## Opt-Out Procedures

- You have the option to opt-out of receiving information from Energy Independence.
- This opt out messaging will appear at the bottom of every promotional email that is sent out to you by Energy Independence in relation to this website.
- Energy Independence also gives you the option to remove your information from its database of active users.
- If you no longer wish to take advantage of this website or to receive any form of direct contact from Energy Independence, whether it is email, discounts, newsletters, or other promotional offers or materials, or wish us to delete your personally identifiable information from our database of active users, send us a request marked "Privacy-Urgent", and contact us.
- However, Energy Independence is not responsible for removing information from third party lists or databases of any kind if we have shared your information with such third parties as permitted by this policy.
- Please note that, notwithstanding the fact that we may have removed your information from our list of active users, we reserve the right to keep any information submitted or collected for business reasons, such as archiving data.

## Reviewing or changing your information

- In order to ensure that the information we maintain is accurate, Energy Independence gives users the option to change or modify their information previously provided. If you would like to change your information currently in our database, please contact us.
- Energy Independence is not responsible for updating information contained in third party lists or databases.

## Who we share your data with

If you request a password reset, your IP address will be included in the reset email.

## How long we retain your data

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time.

Website administrators can also see and edit that information.

## Security

We are committed to taking reasonable steps to ensure the security of your information.

To prevent unauthorised access, maintain data accuracy, and ensure the appropriate use of information, we have put into place physical, electronic, and managerial procedures to help safeguard and secure the information we collect online.

## Protection for Children

- This website is not intended for users under the age of 13, and we have no intention of collecting personally identifiable information from children (i.e., individuals under the age of 13).
- If a parent or guardian learns that a child has provided us with personally identifiable information, that child's parent or guardian should contact us and send a request marked "Privacy – Urgent" if they would like the information submitted by the child deleted from our database.
- We will use all reasonable efforts to delete such information from our database.

## **Correctness of Information**

Whilst Energy Independence takes reasonable care to ensure the accuracy and completeness of the information provided by it on this website, any visitor or user to this website hereby agrees by accessing or using this website that Energy Independence, its officers, employees and agents do not accept any liability of whatsoever nature for any direct, indirect, incidental or consequential loss or damage of any kind or nature, howsoever arising from the use of or reliance on any such information.

## **South Africa**

Our website is maintained in the South Africa. By using the website, you freely and specifically give us your consent to export your personally identifiable information to South Africa and to store and use it as specified in this policy.

## **Your Consent**

We may amend our privacy policy at any time and will post those changes on this page, so you are always aware of what information we collect, how we use it and under what circumstances we may disclose it.

However, if we plan to materially change the way in which we use or disclose your personally identifiable information, we will provide you with prior notice and a chance to opt-out of such differing uses.

## **Contact Us**

If you have any questions about this privacy policy, the practices of this website, or your dealings with this website, you can contact us by emailing [support@powerprovider.co.za](mailto:support@powerprovider.co.za)

## **Effective Date**

This privacy policy was last updated on 20 March, 2024.

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