

THE PROTECTION OF PERSONAL INFORMATION (POPI) ACT 4 of 2013

Privacy Policy

DEFINITION OF PERSONAL INFORMATION

According to the Act “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. The POPI Act also includes the following items as personal information, which will be collected by Alpha Engineering Solar (Pty) Limited:

- Name and Surname
- Email address
- Telephone number

ABOUT THE COMPANY

Alpha Engineering Solar (Pty) Limited is an established and specialised engineering company that focuses on alternative energy provision systems for the residential and commercial market.

We, at Alpha Engineering Solar (Pty) Limited, have established a privacy policy that outlines our approach to handling any information collected during the operation of our website and business operations. This policy pertains to the entities referred to as 'us,' 'we,' or 'you.'"

We respect your privacy and are committed to protecting any personal identifiable information you may provide us through our website. This privacy policy explains what information may be collected on our website, how we use this information, and under what circumstances we may disclose the information to third parties.

This privacy policy applies only to information we collect through the website and does not apply to our collection of information from other sources.

This privacy policy, together with the terms and conditions posted on our website, set forth the general rules and regulations governing your use of our website. Depending on your activities when visiting our website, you may be required to agree to additional terms and conditions. Through browsing the website, you consent to the data practices described in this policy.

We conduct regular reviews of our compliance and this privacy policy to ensure its effectiveness. If there is a complaint, we will make diligent efforts to contact the individual involved, with the aim of addressing and resolving their concerns. Our commitment includes periodic assessments of our adherence to this privacy policy, and in case of a formal complaint, we will proactively reach out to the complainant to work towards resolving their issues.

If you have any concerns about the use of your information, or the contents of this privacy policy, please feel free to contact us.

COLLECTION OF INFORMATION

Information automatically collected

When you visit the website, we may passively collect information from you and store that information on our one drive, including your internet protocol address ("IP address"), browser type, operating system, device identifier, device model, software version, or mobile or ISP carrier information. We also use cookies and other technologies to collect information about your visit to the website, such as the date and time of your visit, the information you searched to find the website, or your activity on the website. "Cookies" are small files which may be stored on your computer/device during your use of the website and contain data about your use of the website. We may use session cookies (which expire when you close your browser) or persistent cookies (which stay on your computer until you delete them) to understand more about your activity on the website or on other websites.

Information collected from other sources

We may collect or receive information about you from other sources with which you interact (e.g., Facebook, solar monitoring platforms), companies that are our partners, or other third parties, to update or supplement the information that you provide or that we collect automatically. We may use this information to help us maintain the accuracy of the information we collect, to target our communications so that we can inform you of services or other offers that may be of interest to you, and for internal business analysis or other business purposes.

Our combination of your information

We may combine the information we receive from and about you, via the website and from third parties, to help us tailor our communications to you and to improve the website.

How we use your information

Alpha Engineering Solar (Pty) Limited may use the information that we collect from and about you to:

- Provide our services, including the setup of appointments.
- Verify your identity.
- Operate and deliver the services you have requested.
- Inform you of other available products or services.
- Contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.
- As otherwise described at the point of collection or for purposes which you expressly permit us to use the information.

Alpha Engineering Solar (Pty) Limited may also use de-identified information in an aggregated or anonymised manner to help us analyse the use of the website. This privacy policy does not limit our use or disclosure of de-identified information, and we reserve the right to use and disclose such information to our partners, and other third parties at our discretion. We will retain your personal information for as long as necessary to provide you with the services through the website or to otherwise administer and maintain the services and our website.

Alpha Engineering Solar (Pty) Limited does not sell, rent, or lease its customer lists to third parties. Alpha Engineering Solar (Pty) Limited may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In addition, our company may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Alpha Engineering Solar (Pty) Limited and they are required to maintain the confidentiality of your information.

Alpha Engineering Solar (Pty) Limited does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

Alpha Engineering Solar (Pty) Limited keeps track of the websites and pages our customers visit within our company, to determine what services are the most popular. This data is used to deliver customised content and advertising to clients whose behaviour indicates that they are interested in a particular subject area.

The website will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to:

- (a) conform to the edicts of the law or comply with legal process served on Alpha Engineering Solar (Pty) Limited or the site;
- (b) protect and defend the rights or property of our company; and,
- (c) act under exigent circumstances to protect the personal safety of users of Alpha Engineering Solar (Pty) Limited or the public.

How We Disclose Your Information

Alpha Engineering Solar (Pty) Limited may share your information with other entities or individuals in the following circumstances:

- **Select partners and affiliates:** We may share your information with our select partners and affiliates that we believe may have offers of interest to you.
- **Service providers:** We may share your information with our service providers that provide business, professional, or technical support functions for us. These service providers only provide access to your information to the extent necessary to process your information and/or provide services to Alpha Engineering Solar (Pty) Limited and may not use or share your information for any other purposes. Alpha Engineering Solar (Pty) Limited may disclose limited information about you to Service Providers to serve relevant advertising on third party platforms to you or to other audiences. If you do not want Alpha Engineering Solar (Pty) Limited to disclose your information to Service Providers (including affiliated third parties which may not share Alpha Engineering Solar (Pty) Limited) for their direct marketing or any other purpose, you may opt out of such disclosure by contacting us as per details on the website.
- **Your employer:** We may share your information with a potential employer, who would like to review your information for a possible opportunity.

- **Legal matters, safety:** We may access or share your information to satisfy any applicable law, regulation, legal process, or governmental request; in connection with an investigation on matters related to public safety; as permitted by law; or otherwise as required by law. We may disclose your information to protect the security of the website, servers, network systems, and databases. We also may disclose your information as necessary if we believe that there has been a violation of our Terms of Use (including investigation of potential violations thereof), any other legal document or contract related to the website, or the rights of any third party.
- **Fraud, security:** We may access and disclose your information to detect, prevent, or otherwise address fraud, security, or other technical issues.
- **Consent, other:** We may share information with third parties when we have your consent, or otherwise as described to you at the point of collection.
- **De-Identified aggregate or anonymous information:** Alpha Engineering Solar (Pty) Limited may also share de-identified aggregate, or anonymous information with third parties for their marketing or analytics use. For example, we provide Google analytics with de-identified data so that they may provide us with a better understanding of visitors' interactions with the website, including actions a visitor takes while accessing the website or sites to which a visitor navigates after leaving the website.

INFORMATION SECURITY AND DATA RETENTION

We are committed to protecting the security of your information. We maintain what we believe to be appropriate physical, electronic, and managerial procedures to safeguard and secure your information and to prevent unauthorised access, maintain accuracy, and ensure appropriate use of your information. The accuracy, safety, and security of your information also depend on you. Where we have given you (or where you have chosen) a password for access to certain parts of the website, you are responsible for keeping this password confidential.

We ask that you not share your password with anyone. Even though we do our best to protect your information, the transmission of information via the internet is not completely secure, and we cannot guarantee our security measures. We are not responsible for any unauthorised access to or acquisition of your information.

We will retain your personal information for as long as necessary to provide you with the services through the website or to otherwise administer and maintain the services and our website.

Alpha Engineering Solar (Pty) Limited secures your personal information from unauthorised access, use or disclosure. Our company secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure. When personal information (such as a credit card number) is transmitted to other website, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

YOUR RIGHTS REGARDING YOUR PERSONAL INFORMATION

You may access and/or update your personal information through your user profile. In some instances, you may have the right to:

- (a) request that Alpha Engineering Solar (Pty) Limited export a full listing of your personal information in a commonly used electronic form
- (b) withdraw your consent to Alpha Engineering Solar (Pty) Limited to process your personal information; and
- (c) request that Alpha Engineering Solar (Pty) Limited restrict the processing of or delete your personal information. Certain personal information, however, is necessary for us to provide information to you about the course or to provide services to you through the website or otherwise.

If you believe these rights regarding your personal information have been infringed upon, please contact us as described in the “How to contact us” section. You also have a right to lodge a complaint with data protection authorities.

To the extent the above rights apply in your country, they may be limited in some situations, for example, if Alpha Engineering Solar (Pty) Limited is under a legal requirement to retain certain information. If you wish to make a request described in this paragraph, or if you are otherwise unable to access and/or edit your personal information through your user profile, please contact us.

ADDITIONAL INFORMATION

Third-Party Content, Links, and Plug-Ins

The website may also offer you the ability to interact with social plugins from social media sites, which may allow us and/or the social media site to receive data from or about you, to better understand who is using the website, how people are using the website, how to improve the effectiveness of the website, our services and related content, to help us or those third parties serve more targeted advertising to you across the Internet, and to allow “Like” buttons and “Share” buttons to work. In some cases, we may know that you clicked on a social plugin, such as a Twitter follow button, or receive other information from the social media sites. Similarly, if you have previously provided personal information to a third party operating a plug-in on our website, then such third party may recognise you on our website. Your use of social network plugins is subject to each social media site’s privacy policy, which may be different from ours. As with linked website, we have no control over the information that is collected, stored, or used by social network plugins.

THE GENERAL DATA PROTECTION REGULATIONS (GDPR)

The General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information from individuals who live outside of South Africa.

Our international clients will be regulated by the rules and regulations set by the GDPR and/or by their data protection act according to their country.

Our obligation is to ensure that your information is protected by following and familiarising yourself with the rules and regulations set from an international guideline.

ALPHA ENGINEERING SOLAR (PTY) LIMITED CONSULTING COOKIE POLICY

Please read the following carefully to understand how Alpha Engineering Solar (Pty) Limited (“we”, or “us”) uses cookies when you visit our website (“site”). By using or accessing our sites, you agree to this cookie policy. This cookie policy may change from time to time and your continued use of the Site is deemed to be acceptance of such changes. Please check this cookie policy periodically for updates.

What are Cookies?

Cookies, pixel tags and similar technologies (collectively "Cookies") are files containing small amounts of information which are stored by your browser on any Internet-enabled device – such as your computer, smart phone, or tablet – when you visit a website. Most webpages contain elements from multiple web domains, so when you visit our Site, your browser may receive cookies from several sources.

Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies do lots of different and useful jobs, such as remembering your actions and preferences (such as login, language, font size and other display preferences), distinguishing you from other users of the Site, generally improving your online experience, and helping us to offer you the best product and services. We use cookies and other technologies to ensure visitors to our Site have the best possible experience and to provide targeted advertising. There are many different types of cookies. For a detailed list of cookies used on our sites, please refer to the section below on What types of cookies do we use?

How you can control or delete cookies

We provide you with several ways to manage cookies:

- You can refuse to provide your consent to our collection of non-essential cookies.
- You can disable first- or third-party cookies by use of your browser settings.

Our performance, functionality and targeting/advertising cookies are not strictly necessary for the Site to work but will provide you with a better browsing experience. You can delete or block these cookies, but if you do this, you may have to manually adjust some preferences every time you visit the site, and some features of the site may not work as intended. For example, you may not be able to visit certain areas of the site, or you may not receive personalised information when you visit our Site.

Control via your browser settings

Most internet browsers are initially set up to automatically accept cookies. If you do not want our website to store cookies on your computer or device, you can change or adjust your browser or device settings to block cookies or to alert you when cookies are being sent to your device.

If you use different devices to view and access our site (e.g., your computer, smartphone, tablet, etc.) you will need to ensure that each browser on each device is adjusted to suit your cookie preferences. The procedures for changing your settings and cookies differ from browser to browser.

Additional mechanisms for exercising choice

We, or other parties we do business with, may place, or recognise unique cookies or other technologies placed on your browser when you visit our site to collect information about your use of the website and your other online activities over time and across different website and apps. They may use that information to serve interest-based advertisements to you as you browse the Internet or to learn more about your choices for receiving interest-based advertising or to opt-out.

WHAT TYPES OF COOKIES DO WE USE?

Strictly Necessary Cookies

Strictly necessary cookies are necessary for the operation of our site. These cookies are essential in helping you to move around our site and use the features, such as accessing secure areas of the sites or using the shopping basket.

For example, we may use Strictly Necessary Cookies to:

- Remember the goods and services you selected when you get to the payment page.
- Identify you as being logged into the site.
- Provide access to protected areas of the site.
- Remember previously entered text so it is not lost if the page refreshes.

Performance Cookies

Performance Cookies simply help us improve the way our site works. We use these cookies to analyse how our visitors use our site and to monitor our site performance. They tell us how people use each page, which pages are most commonly viewed, or whether any errors have occurred. This allows us to provide a high-quality experience and quickly identify, then fix any issues that arise.

For example, we may use Performance Cookies to:

- Store preferences to see which method of linking between pages is most effective.
- Enable web analytics to provide anonymous statistics on how our site is used.
- To assist with error management in helping us improve the site by measuring any errors that occur.
- Monitor advertisement response rates and determine the effectiveness of our advertisements.

Functionality Cookies

We use Functionality Cookies to allow us to remember your preferences. For example, we may use Functionality Cookies to:

- Remember settings you have applied such as layout, colours, font sizes and page backgrounds.
- Remember we have already asked you if you want to fill in a survey.
- Detect if you have already seen a pop-up to ensure it does not get shown to you again.

- Process a request from a user to submit a comment or blog or forum post.

Targeting Cookies

Targeting Cookies help make sure that the advertisements you see on our sites are relevant to you and your interests. Targeting Cookies may also be placed on your device by our third-party service providers that remember you have visited the site in order to provide you with advertisements more relevant to you. We may use Targeting Cookies to:

- Collect information about browser habits to target advertising.
- Collect information about browser habits to target site content.
- Provide links to social networks.
- Provide advertising agencies with information on your visit so that they can present you with advertisements you may be interested in.

Many of the cookies placed through our sites are session cookies, while others are persistent cookies, and some are “first-party” cookies, while others are “third-party” cookies.

- **First-party cookies** are those set by a site that is being visited by the user at the time.
- **Third-party cookies** are cookies that are set by a domain other than that of the site being visited by the user. If a user visits a site and another entity sets a cookie through that site, this would be a third-party cookie.
- **Persistent cookies** are cookies that remain on a user’s device for the period of time specified in the cookie. They are activated each time that the user visits the site that created that particular cookie.
- **Session cookies** are cookies that allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

Google Analytics Cookies Our sites use Google Analytics Cookies, which monitor traffic levels, search queries and visits to our sites. These cookies enable Google to determine whether you are a return visitor to the site and to track the pages that you visit during your session. For more information about Google analytics cookies, please go and view [Google's privacy policy](#). Google has developed the Google analytics opt-out browser add-on for the Google Analytics JavaScript.

CHANGES TO THIS POLICY

We review our privacy practices from time to time and reserve the right to make changes to this privacy policy at any time. If we do make changes, we will give notice via the website features or by emailing you.

HOW TO CONTACT US

If you have any queries about this notice, you need further information about our privacy practices, wish to withdraw consent, exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed on our website.

Compliance to the Protection of Personal Information Act 4 of 2013 (POPIA), also known as the POPI

Act, is mandatory for organisations in South Africa.

Whilst the focus of the POPI Act is on compliance, our approach is to implement compliance in such a way that it delivers business value, so that it does not become a cost centre, or overhead, but rather allows for improvements in efficiencies and effectiveness, done in such a way as to meet the compliance requirements.

Contact details: solar@alphaengineering.co.za