Privacy Statement

1. Introduction

Energy System Planning (Pty) Ltd (“ESP”, "we", "us", or "our") is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Statement explains how we collect, use, disclose, and safeguard your personal information in compliance with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) (POPIA) of South Africa.

2. Information We Collect

We may collect personal information that includes but is not limited to:

- Name, surname, and contact details (email, phone number, physical address)
- Identification or company registration details
- Financial and banking information
- Information related to our consulting services
- Any other information required to fulfill our contractual obligations

3. How We Collect Information

We collect personal information through various means, including:

- Direct interactions (e.g., when you contact us, fill out forms, or engage our services)
- Automated technologies (e.g., website cookies, analytics tools)
- Third parties (e.g., business partners, service providers, or public sources)

4. Purpose of Processing Personal Information

We use personal information to:

- Provide and manage our consulting services
- Communicate with clients and respond to inquiries
- Process payments and manage accounts
- Ensure compliance with legal and regulatory obligations
- Improve our services and website functionality
- Conduct marketing and promotional activities (where permitted by law)

5. Sharing and Disclosure of Personal Information

We may share personal information with:

- Employees and authorized representatives within our company
- Service providers and business partners who assist in service delivery
- Regulatory authorities, legal entities, or other parties when required by law
- Third parties with your consent or where necessary to provide our services
- Microsoft and IDrive, which provide ESP’s cloud storage and backup services.

We do not sell or rent personal information to third parties.

6. Data Security

We implement appropriate security measures to protect personal information against unauthorized access, alteration, disclosure, or destruction. These measures include encryption, access controls, and regular security assessments.

7. Storage of Personal Information and International Transfers

ESP stores client and project information in Microsoft SharePoint, with its Microsoft 365 data-at-rest location configured in South Africa.

ESP uses IDrive to back up Microsoft 365 information. Backup copies may be stored outside South Africa in IDrive’s data centres in the United States, Canada or Ireland. The specific location used for ESP’s backups has not been confirmed.

IDrive's published Data Processing Addendum describes safeguards including confidentiality obligations, restricted access, security measures and provisions governing international transfers. Further information is available at https://www.idrive.com/dpa.

8. Your Rights

Under POPIA, you have the right to:

- Access, correct, or update your personal information
- Object to the processing of your data
- Request the deletion of your personal information
- Withdraw consent for marketing communications
- Lodge a complaint with the Information Regulator of South Africa if you believe your rights have been violated

9. Retention of Personal Information

We retain personal information for as long as necessary to fulfill the purposes outlined in this statement or as required by law. When no longer needed, personal information will be securely disposed of.
Client and project personal information is retained for the periods specified in the applicable client contract, subject to legal retention requirements. When those periods expire, we securely delete or anonymise the information unless continued retention is legally required.

10. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to enhance user experience and collect analytical data. You can manage cookie preferences through your browser settings.

11. Changes to This Privacy Statement

We may update this Privacy Statement from time to time. Any changes will be posted on our website with the updated effective date.

12. Contact Information

If you have any questions or concerns regarding this Privacy Statement or how we handle personal information, please contact us at:
10 Selby Road, Parkwood, Johannesburg, South Africa
admin@espcg.com
+27114479852