



PRIVACY POLICY

ABC Solar (Pty) Ltd

1. INTRODUCTION

1.1 ABC Solar (Pty) Ltd ("ABC Solar," "we," "our," or "us") is committed to protecting the privacy of all individuals whose personal information we collect, store, and process in compliance with the **Protection of Personal Information Act, 4 of 2013 (POPIA)**. This Privacy Policy outlines how we collect, use, store, and protect your personal information.

2. DEFINITIONS

2.1 **"Personal Information"** means any information that identifies or relates to an identifiable, natural, or juristic person, including but not limited to names, contact details, identification numbers, and financial information.

2.2 **"Processing"** means any operation concerning personal information, including collection, recording, organization, storage, updating, retrieval, dissemination, or destruction.

2.3 **"Data Subject"** refers to any natural or juristic person whose personal information is processed by ABC Solar.

2.4 **"Information Officer"** refers to the individual responsible for ensuring compliance with POPIA, being Nii-Odartey Mills of ABC Solar, assisted by the Deputy Information Officer, Sherry Wang.

3. COLLECTION OF PERSONAL INFORMATION

3.1 ABC Solar collects personal information in the following ways:

3.1.1 When you purchase our products or services.

3.1.2 When you contact us via phone, email, or our website.

3.1.3 When you enter into a contractual relationship with us.

3.1.4 When required by law or industry regulations.

3.2 The personal information we collect may include:

3.2.1 Full name and contact details (email, phone number, address).

3.2.2 Business or company details.

3.2.3 Financial and banking details (for payment and invoicing purposes).

3.2.4 Correspondence and communication records.



4. PURPOSE OF PROCESSING PERSONAL INFORMATION

- 4.1 We process personal information for the following purposes:
 - 4.1.1 To fulfill our contractual obligations and provide our products and services.
 - 4.1.2 To manage client relationships and respond to inquiries.
 - 4.1.3 To process orders, payments, and invoices.
 - 4.1.4 To process transactions and manage customer relationships.
 - 4.1.5 To comply with legal and regulatory obligations.

5. DISCLOSURE OF PERSONAL INFORMATION

- 5.1 We may disclose personal information to:
 - 5.1.1 Employees, contractors, and service providers who require it to fulfill their duties.
 - 5.1.2 Third-party service providers assisting in business operations.
 - 5.1.3 Regulatory authorities, law enforcement, or other legal entities when required.
 - 5.1.4 Business partners with whom we collaborate (subject to confidentiality agreements).

6. SECURITY MEASURES

- 6.1 We implement reasonable technical and organizational security measures to protect personal information from unauthorized access, loss, or misuse.

7. DATA RETENTION

- 7.1 We retain personal information only for as long as necessary to fulfill the purposes outlined in this policy or as required by law.

8. DATA SUBJECT RIGHTS

- 8.1 Under POPIA, individuals have the right to:
 - 8.1.1 Request access to their personal information.
 - 8.1.2 Request correction or deletion of their information.
 - 8.1.3 Object to the processing of their personal information.
 - 8.1.4 Withdraw consent (where processing is based on consent).
 - 8.1.5 Lodge complaints with the Information Regulator.



9. TRANSFER OF PERSONAL INFORMATION

9.1 If personal information is transferred outside South Africa, we ensure adequate protection measures are in place in accordance with POPIA requirements.

10. COOKIES AND WEBSITE USAGE

10.1 Our website may use cookies to enhance user experience. By using our website, you consent to the use of cookies in accordance with our Cookie Policy.

11. CONTACT INFORMATION

11.1 For any privacy-related inquiries, please contact:

11.1.1 **Information Officer:** Nii-Odartey Mills

11.1.2 **Deputy Information Officer:** Sherry Wang

11.1.3 **Email:** nii@abcsolar.co.za / sherry@abcsolar.co.za

11.1.4 **Phone:** 010 541 2699

11.1.5 **Address:** Sandton City Office Towers, Sandton City, Rivonia Rd, Sandhurst, Sandton, 2196

12. CHANGES TO THIS PRIVACY POLICY

12.1 We may update this Privacy Policy from time to time. The latest version will always be available on our website.

12.2 By using our services, you acknowledge that you have read and understood this Privacy Policy.