



Privacy Policy

Effective Date: February 22, 2025

1. Introduction

Welcome to **EnergyWize Solutions Inc.** ("Company", "we", "our", "us"). We are committed to protecting your personal information and your right to privacy. This privacy policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, or otherwise interact with us. If you have any questions or concerns about our policy or our practices with regard to your personal information, please contact us at energywizesolutions@gmail.com.

2. Information We Collect

We collect personal information that you voluntarily provide to us when you register on our website, express an interest in obtaining information about us or our products and services, participate in activities on our website, or otherwise contact us.

The personal information that we collect depends on the context of your interactions with us and the website, the choices you make, and the products and features you use. The personal information we collect may include the following:

- **Personal Information Provided by You:** Names, phone numbers, email addresses, mailing addresses, job titles, and other similar information.
- **Payment Data:** Data necessary to process payments if you make purchases, such as your payment instrument number (e.g., credit card number) and the security code associated with your payment instrument.
- **Log and Usage Data:** IP addresses, browser types, operating systems, and access times to improve our website and services.

3. Legal Basis for Processing Personal Data

We process your personal data based on one or more of the following legal grounds:

- **Legitimate Business Interest:** When processing is necessary for our business operations, such as improving services, preventing fraud, or marketing.
- **Contractual Necessity:** When processing is required to fulfill a contract with you.
- **Legal Compliance:** When required by law to retain or disclose information.
- **Consent:** When you provide explicit consent for specific data uses.

4. How We Use Your Information

We use personal information collected via our website for a variety of business purposes described below. We process your personal information for these purposes based on our legitimate business interests, contractual obligations, legal requirements, and/or your consent:

- **To send administrative information to you:** This includes product, service, and feature updates, as well as changes to our terms, conditions, and policies.
- **To protect our services:** Ensuring the security of our website and preventing fraudulent activities.

- **To enforce our terms, conditions, and policies:** Compliance with legal and regulatory requirements.
- **To respond to legal requests and prevent harm:** In case of subpoenas or legal requests, we may need to inspect our data.
- **To fulfill and manage orders:** Processing purchases, payments, returns, and exchanges.
- **To administer prize draws and competitions:** If you participate in promotional events.
- **To deliver and facilitate the delivery of services:** Ensuring that requested services are provided efficiently.
- **To respond to user inquiries and offer support:** Addressing your concerns and troubleshooting issues.

5. Will Your Information Be Shared with Anyone?

We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfill business obligations. Specifically, we may need to share your data with:

- **Service Providers:** Third-party vendors, service providers, contractors, or agents who assist in service delivery.
- **Business Transfers:** In case of a merger, sale, or acquisition of our company.
- **Legal Obligations:** If required to comply with laws, court orders, or governmental requests.
- **International Data Transfers:** If data is transferred outside the Philippines, we ensure that necessary safeguards are in place to protect your privacy.

6. Data Retention Policy

We retain personal information for as long as necessary to fulfill the purposes outlined in this policy unless a longer retention period is required by law. Specifically:

- Customer information related to transactions is retained for at least five (5) years as required by financial regulations.
- Data collected for marketing purposes is retained until you opt out or withdraw consent.

7. How Do We Keep Your Information Safe?

We have implemented appropriate technical and organizational security measures to protect your personal information. These measures include encryption, secure servers, and access controls. However, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

8. Breach Notification

In case of a data breach that may affect your personal information, we will notify you and relevant authorities as required by the **Data Privacy Act of 2012**. We will take immediate action to mitigate risks and secure affected data.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy policies or practices of these external sites. We encourage you to review their policies before providing any personal data.

10. Do We Collect Information from Minors?

We do not knowingly collect or solicit data from children under 18 years of age. If we become aware of such data collection, we will take steps to delete it promptly.

11. Your Privacy Rights

Under the **Data Privacy Act of 2012**, you have the right to:

- **Access** your personal data.
- **Request correction** or deletion of your data.
- **Object** to or restrict data processing.
- **Withdraw consent** at any time.
- **Data portability** (request your data in a commonly used format).
- **File a complaint** with the **National Privacy Commission (NPC)** if your data privacy rights are violated.

To exercise your rights, please contact us at energywizesolutions@gmail.com .

12. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to enhance user experience. Users can manage cookie preferences through their browser settings.

13. Controls for Do-Not-Track Features

Our website currently does not respond to "Do-Not-Track" (DNT) signals from web browsers. If such a standard is adopted in the future, we will update our privacy policy accordingly.

14. Updates to This Policy

We may update this privacy policy from time to time. Changes will be posted on our website, and we encourage you to review the policy periodically.

15. Contact Us

If you have questions or comments about this policy, you may contact us:

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