

# PRIVACY NOTICE

## 1. INTRODUCTION

Energix (“Energix”, “we”, “us”, or “our”) is committed to protecting personal data and maintaining transparency in how information is collected and used.

We process personal data in accordance with applicable global data protection laws, including but not limited to the EU General Data Protection Regulation (GDPR), UAE Personal Data Protection Law (PDPL), and relevant GCC and international regulations.

This Privacy Policy explains how we collect, use, disclose, and safeguard personal data when you interact with our website, engineering consultancy services, and digital platforms.

## 2. SCOPE AND APPLICABILITY

This Privacy Policy applies to:

- Visitors to the Energix website
- Customers, clients, and project stakeholders
- Business partners, consultants, and suppliers
- Individuals submitting inquiries, proposals, or contact forms

## 3. DATA WE COLLECT

We may collect and process the following categories of personal data:

### 3.1 Personal and Business Information

- Name, job title, and company name
- Email address and contact details

### **3.2 Technical and Usage Data**

- IP address
- Browser type and device information
- Basic website interaction data (for functionality and security)

### **3.3 Project and Engineering Data**

- Technical requirements, project specifications, and documentation
- Information shared for consultancy services such as load flow studies, arc flash studies, harmonic analysis, and grid compliance studies

### **3.4 Communication Data**

- Correspondence via email, forms, or other communication channels

## **4. HOW WE COLLECT DATA**

We collect personal data through:

- Website contact forms and proposal requests
- Direct communication (email, phone, meetings)
- Basic website technologies required for functionality

## **5. PURPOSE OF PROCESSING**

Energix processes personal data for the following purposes:

- Delivering engineering consultancy services and technical studies
- Preparing proposals, quotations, and project documentation
- Managing customer and stakeholder relationships
- Responding to inquiries and business communications
- Ensuring website functionality, security, and performance
- Complying with legal, regulatory, and contractual obligations

## 6. LEGAL BASIS FOR PROCESSING

Where applicable, we rely on the following legal bases:

- **Consent** – where you voluntarily provide information
- **Contractual necessity** – to provide requested services
- **Legal obligations** – to comply with applicable laws and regulations
- **Legitimate interests** – to operate and improve our business, provided your rights are not overridden

## 7. ADVERTISING, COOKIES AND TRACKING TECHNOLOGIES

Energix uses limited cookies and similar technologies necessary for basic website functionality and user experience.

Energix may use advertising platforms such as Google Ads and LinkedIn Ads to promote its services. These platforms operate independently, and Energix does not use website-based tracking technologies, remarketing pixels, or conversion tracking tools for advertising purposes.

### Third-Party Technical Dependencies

Energix does not intentionally implement tracking technologies for advertising, remarketing, or user profiling purposes.

Notwithstanding the above, certain third-party components, including website themes, plugins, or hosting providers, may introduce cookies or scripts as part of their standard functionality.

While Energix makes reasonable efforts to monitor and control such implementations, it cannot guarantee the absence of all automated or embedded technologies at all times. Energix undertakes to review and address such instances where identified.

### User Choices

Users may manage cookies through their browser settings. Since Energix does not actively deploy tracking or advertising cookies, no additional consent mechanism is required beyond essential functionality.

## 8. DATA SHARING AND DISCLOSURE

We may share personal data with:

- Trusted service providers (e.g., hosting providers, IT support)
- Business partners involved in project execution (where necessary)
- Regulatory or legal authorities when required by law

All third parties are expected to maintain appropriate confidentiality and data protection standards.

## 9. INTERNATIONAL DATA TRANSFERS

As a global engineering consultancy, Enerzix may process or transfer personal data across jurisdictions, including the Middle East, Europe, Africa, and Asia-Pacific.

Appropriate safeguards are applied to ensure that such transfers comply with applicable data protection laws.

## 10. DATA RETENTION

We retain personal data only for as long as necessary to:

- Fulfill the purposes outlined in this Privacy Policy
- Meet legal and regulatory obligations
- Support legitimate business requirements

## 11. DATA SECURITY

Enerzix implements appropriate technical and organizational measures to protect personal data, including:

- Secure systems and controlled access
- Data protection and cybersecurity practices
- Periodic review of systems and processes

## **12. YOUR RIGHTS**

Subject to applicable laws, you may have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data
- Object to or restrict processing
- Withdraw consent where applicable

### **How to Exercise Your Rights**

You may submit a request by contacting us using the details below.

We may require verification of identity before processing your request and will respond within a reasonable timeframe in accordance with applicable laws.

## **13. THIRD-PARTY LINKS**

Our website may contain links to third-party websites. Enerzix is not responsible for their content or privacy practices.

## **14. DATA BREACH MANAGEMENT**

In the event of a data breach, Enerzix will take appropriate steps to investigate, contain, and address the incident, including notifying relevant authorities where required.

## **15. CHILDREN'S PRIVACY**

Enerzix does not knowingly collect or process personal data from individuals under the age of 18.

## **16. CHANGES TO THIS POLICY**

Enerzix may update this Privacy Policy periodically. The latest version will always be available on our website.

## 17. CONTACT INFORMATION

For any privacy-related inquiries:

**Energix**

Email: [business@energix.com](mailto:business@energix.com)

Website: [www.energix.com](http://www.energix.com)