

Privacy Policy

Effective date: 28 July 2026 | Version: 1.0 | Applies to: www.solarboard.co.za

1. Introduction

Solar Board (Pty) Ltd ("we", "us", "the Company") is committed to protecting your personal information and respecting your right to privacy. This Privacy Policy explains what personal information we collect, why we collect it, how we use and protect it, and what rights you have, in accordance with the Protection of Personal Information Act 4 of 2013 ("POPIA").

This Policy applies to personal information collected through our website, email correspondence, telephone communication, site visits, and any other interaction you have with us as a client, supplier, contractor, or website visitor.

2. Who We Are — The Responsible Party

Responsible Party	Solar Board (Pty) Ltd
Registration No.	2024/328977/07
Physical Address	117 Sovereign Drive, Route 21 Corporate Park, Irene, Pretoria, 0062
Email	hr@solarboard.co.za
Telephone	012 880 6578

3. Personal Information We Collect

Depending on how you interact with us, we may collect:

- Identifying information: name, surname, ID/passport number, job title
- Contact details: email address, telephone number, physical or postal address
- Company information: business name, VAT/registration number, billing details
- Technical information: IP address, browser type, device information, and cookies collected via our website
- Correspondence: records of emails, calls, or meeting notes related to enquiries, quotes, or service delivery
- Financial information: banking details and payment history, where relevant to invoicing

4. How We Use Your Information

We process personal information for purposes that include:

- Responding to enquiries and preparing quotations or proposals
- Delivering, invoicing, and managing contracted services
- Maintaining business records for legal, tax, and accounting purposes
- Improving our website and understanding how it is used

- Complying with legal and regulatory obligations
- Direct marketing, only where you have given prior consent, and with an option to opt out at any time

5. Legal Basis for Processing

We only process personal information where at least one of the following applies: you have consented to the processing; processing is necessary to conclude or perform a contract with you; processing is required to comply with a legal obligation; or processing is necessary to pursue our legitimate business interests, provided this does not unreasonably infringe on your privacy.

6. Cookies and Website Tracking

Our website does not currently use Google Analytics or any other analytics, advertising, or tracking cookies. Only cookies that are strictly necessary for the website to function correctly are used, and these do not require your consent. Should we introduce analytics or marketing cookies in future, we will update this Policy and implement a consent banner to obtain your permission before any non-essential cookies are set.

7. Sharing and Cross-Border Transfer of Information

We do not sell personal information. We may share personal information with:

- Employees and contractors who require it to perform their duties
- Service providers (e.g. accounting, IT hosting, payment processing) under written confidentiality obligations
- Professional advisors, auditors, or regulators, where legally required
- Project partners located outside South Africa, where necessary for cross-border project delivery, subject to safeguards consistent with POPIA's cross-border transfer requirements

8. Security of Your Information

We implement appropriate technical and organisational measures — including access controls, encryption where applicable, and staff confidentiality obligations — to protect personal information against loss, unauthorised access, alteration, or disclosure. Should a data breach occur that is likely to result in harm, we will notify the Information Regulator and affected data subjects as required by POPIA.

9. Retention of Information

We retain personal information only for as long as necessary to fulfil the purpose for which it was collected, or as required by law (for example, tax and financial record-keeping obligations). Thereafter, it is securely deleted or anonymised.

10. Your Rights as a Data Subject

Subject to POPIA, you have the right to:

- Be informed that your personal information is being collected
- Access the personal information we hold about you
- Request correction or deletion of inaccurate, outdated, or unlawfully processed information
- Object to processing of your personal information, including for direct marketing
- Withdraw consent, where processing is based on consent

- Lodge a complaint with the Information Regulator

To exercise any of these rights, please contact us using the details in Section 2 or Section 13 below.

11. Information Officer

Name	Angelia Erasmus
Email	hr@solarboard.co.za
Telephone	012 880 6578

12. Complaints to the Information Regulator

If you believe your personal information has been processed unlawfully, you may lodge a complaint with:

Information Regulator (South Africa)

- Email: complaints.IR@justice.gov.za
- Website: www.justice.gov.za/inforeg

13. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The “Effective date” at the top of this Policy indicates when it was last revised. We encourage you to review this Policy periodically.

14. Contact Us

For any questions about this Privacy Policy or how we handle your personal information, please contact:

Solar Board (Pty) Ltd — hr@solarboard.co.za — 012 880 6578 — 117 Sovereign Drive, Route 21 Corporate Park, Irene, Pretoria, 0062