

# Privacy, Security, and Transparency Initiative (PSTI) Policy

## Introduction

Energenie Ltd. is committed to protecting your privacy, ensuring the security of your data, and maintaining transparency in all our operations. This Privacy, Security, and Transparency Initiative (PSTI) Policy outlines our practices to safeguard your personal information, secure our systems, and communicate our policies and procedures openly.

## Privacy

### Data Collection

We collect personal information to provide, improve, and personalize our services. This information includes, but is not limited to:

- **User Information:** Name, contact details, and account credentials.
- **Device Data:** Information about your smart home devices, usage statistics, and configuration settings.
- **Usage Data:** Data on how you interact with our products and services.

### Data Usage

We use your data for the following purposes:

- **Service Provision:** To operate, maintain, and improve our smart home products and services.
- **Personalization:** To customize your experience and recommend features or products.
- **Communication:** To send updates, security alerts, and support messages.
- **Analytics:** To analyze usage trends and improve our offerings.

## Data Sharing

We do not sell your personal information. We may share your data with third parties in the following circumstances:

- **Service Providers:** With vendors who assist in providing our services.
- **Legal Requirements:** When required by law or to protect our rights.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets.

## Data Retention

We retain your personal information only as long as necessary to fulfill the purposes outlined in this policy or as required by law. When no longer needed, we will securely delete or anonymize your data.

## Security

### Data Protection

We employ industry-standard security measures to protect your data, including:

- **Encryption:** Data encryption in transit and at rest.
- **Access Controls:** Restricted access to personal data based on role and necessity.
- **Security Audits:** Regular audits and assessments to identify and mitigate vulnerabilities.

### Incident Response

In the event of a data breach, we will:

- **Notify Affected Users:** Inform impacted individuals promptly.
- **Contain the Breach:** Take immediate action to prevent further unauthorized access.
- **Investigate:** Conduct a thorough investigation to determine the breach's cause and impact.
- **Remediate:** Implement corrective measures to prevent future incidents.

# Transparency

## Policy Updates

We are committed to transparency in our data practices and will:

- **Notify Users:** Inform you of significant changes to this policy.
- **Provide Access:** Make this policy easily accessible on our website.
- **Explain Changes:** Clearly explain how any updates affect your rights and our practices.

## User Rights

You have the following rights concerning your personal data:

- **Access:** Request a copy of the data we hold about you.
- **Correction:** Request correction of inaccurate or incomplete data.
- **Deletion:** Request deletion of your data, subject to legal requirements.
- **Restriction:** Request restriction of processing your data under certain conditions.
- **Portability:** Request transfer of your data to another service provider.

## Contact Us

### Security Issues

For any suspected security issues, please contact us via

[https://energenie4u.co.uk/about\\_us/contact\\_us/?question=psti](https://energenie4u.co.uk/about_us/contact_us/?question=psti)

Please provide any details you can regarding the concern/issue. We will confirm receipt of your message within 2 working days

## General

For any questions, concerns, or requests related to your privacy, data security, or this policy, please contact us at:

### Energenie Ltd.

Quality and Customer Technical Support Engineer

Work From Here, Millers Three, Bishop's Stortford, Hertfordshire, England, CM233DH  
enquiries@energenie4u.co.uk

## Conclusion

We are dedicated to safeguarding your privacy and ensuring the security and transparency of our operations. We continuously review and enhance our practices to meet and exceed industry standards and regulatory requirements.

Effective Date: 08/07/2024 Last Updated: 09/05/2024