

PRIVACY POLICY

Effective Date: [Insert Date]

SP-Wind ("we", "us", "our") is committed to protecting your privacy and ensuring that your personal data is handled responsibly and in accordance with applicable data protection legislation, including the Protection of Personal Information Act (POPIA) of South Africa and the General Data Protection Regulation (GDPR) of the European Union.

This Privacy Policy outlines how we collect, use, store, and protect your personal data when you interact with us online, in person, or through our services.

1. Who We Are

SP-Wind

Greenbushes Industrial Park

Gate 2, Unit 20

Old Cape Road, 6390

Port Elizabeth, South Africa

Email: office@sp-wind.com

Phone: +27 041 467 004

2. Types of Personal Data We Collect

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

- Full Name
- Identity/Passport Number
- Email Address
- Phone Number
- Physical and Postal Address
- Job Title and Company Details

- Curriculum Vitae (CV) and application details
- Training Records and Certifications
- Payment and Billing Details
- Emergency Contact Information
- IP Address
- Cookies and Online Usage Data

3. How We Collect Your Data

Your personal data may be collected through various channels, including:

- Online forms and course registration
- Email or phone correspondence
- In-person interactions
- Website usage and cookies
- Through third-party integrations (e.g., Zoho CRM, Sage Accounting)
- Feedback forms and surveys

4. Why We Process Your Data

We collect and use personal data for the following purposes:

- To process training enrolments and deliver services
- To issue certificates and maintain training records
- To meet regulatory, auditing, and compliance obligations
- For communication, support, and follow-up
- For invoicing and financial reporting
- For system analytics and service improvements
- For marketing communications (with your consent)
- For internal HR, recruitment, and operational functions

5. Third-Party Service Providers

We use reputable third-party service providers such as Zoho and Sage who may process your personal data strictly for the purpose of delivering our services. All third parties adhere to adequate data protection standards.

6. Data Retention

SP-Wind retains your personal data for a period of seven (7) years from the date of last interaction, unless a longer retention period is required by law or certification tracking.

7. Your Rights

Under POPIA and GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your personal data
- Withdraw consent (where applicable)
- Object to processing for specific purposes
- Lodge a complaint with a regulatory authority

To exercise your rights, contact: office@sp-wind.com

8. Cookies and Tracking

Our website uses cookies and similar tracking technologies to enhance your browsing experience, analyze traffic, and personalize content. You can adjust your cookie settings through your browser preferences.

9. Children's Data

We do not knowingly collect or process data from individuals under the age of 18. Our services are intended for adults only.

10. Data Security

We implement all reasonable and industry-standard security measures to safeguard your personal data against unauthorized access, loss, misuse, or alteration.

11. International Data Transfers

Your information may be transferred to, stored, and processed in countries where we or our service providers operate, with all necessary steps taken to ensure compliance with GDPR standards.

12. Policy Updates

This Privacy Policy may be updated periodically to reflect changes in legislation or business operations. Please review this page regularly for updates.

13. Contact Us

If you have questions about this policy or your personal data, contact us at:

SP-Wind

Email: office@sp-wind.com

Phone: +27 041 467 004

Address: Greenbushes Industrial Park, Gate 2 Unit 20, Old Cape Road, 6390 Port Elizabeth, South Africa