

Privacy Policy for Magellanic Technologies (Pty) Ltd

Effective Date: 30 June 2025

Last Updated: 30 June 2025

Magellanic Technologies (Pty) Ltd ("we", "us", "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you access or use our software services (the "Services") provided through our cloud computing platform. By using our Services, you agree to the collection and use of information in accordance with this policy.

1. Information We Collect

We collect and process personal data that is necessary to provide our Services to you. The types of information we may collect include:

a. Account Information:

- Name, email address, and other contact information when you sign up for an account with us.
- Your billing details (if applicable).
- Password and authentication details.

b. Battery Energy Storage Systems (BESS) Data:

- Data related to the performance, status, and operation of your Battery Energy Storage System (BESS), including:
 - Energy consumption and generation data
 - Battery charge levels, state of health, and other related metrics
 - Operational data, including maintenance and performance statistics
- This data is automatically collected through your use of our Services and the integration with your BESS hardware.

c. Usage Information:

- Information about how you interact with our Services, including:
 - Your device's IP address
 - Browser type and version
 - Pages you visit and actions you take on our platform
 - Time spent on the Services
 - Cookies and other tracking technologies used to improve the user experience

d. Support and Communication Information:

- Information you provide when you contact customer support or engage with us via email or other communication channels.

2. How We Use Your Information

We use the information we collect to provide and improve our Services, including but not limited to:

- **Service Delivery:** To provide the functionalities of the Services, including collecting and analysing BESS data to optimize performance and energy management.
- **Account Management:** To manage your account, process transactions, and maintain your subscription to the Services.
- **Customer Support:** To respond to inquiries, troubleshoot issues, and provide customer support.
- **Data Analytics:** To analyse data collected from your BESS for the purpose of improving the Service, enhancing system performance, and generating reports.
- **Marketing and Communication:** To send you promotional materials or updates about our Services, but only if you have opted in for such communications.
- **Compliance:** To comply with applicable laws and regulations, such as data protection and cybersecurity requirements.

3. Sharing Your Information

We do not sell or rent your personal information to third parties. However, we may share your data in the following circumstances:

- **Service Providers:** We may share your information with trusted third-party service providers who assist us in providing the Services, including cloud hosting providers, customer support systems, and analytics services. These providers are contractually obligated to protect your data.
- **Legal Compliance:** We may disclose your information if required to do so by law, such as in response to a subpoena, legal process, or government request.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or part of our business, your information may be transferred as part of the transaction.

4. Data Storage and Security

- **Cloud Storage:** Your data is stored securely in cloud infrastructure, and we take appropriate technical and organizational measures to protect your information from unauthorized access, alteration, or destruction.
- **Data Encryption:** We employ encryption techniques to protect sensitive data transmitted between your device and our servers.
- **Access Control:** We implement strict access controls to ensure that only authorized personnel can access your data.

However, no data transmission or storage system is entirely secure, and while we strive to protect your information, we cannot guarantee absolute security.

5. Data Retention

We retain your personal information for as long as necessary to fulfil the purposes outlined in this Privacy Policy or as required by law. This includes retaining BESS data for analysis and operational purposes.

You may request deletion of your account and personal data at any time by contacting us at data@magellanic.co.za. Please note that we may retain certain information as required for legal or operational purposes, such as record-keeping and compliance.

6. Your Rights

As a user in South Africa, you have the following rights concerning your personal information:

- **Access:** You may request access to the personal information we hold about you.
- **Correction:** You may request correction of any inaccuracies in the information we hold about you.
- **Deletion:** You may request that we delete your personal information, subject to any legal obligations we may have to retain it.
- **Objection:** You may object to the processing of your personal information, in certain circumstances.
- **Portability:** You may request to receive your data in a structured, commonly used format.

To exercise any of these rights, please contact us at data@magellanic.co.za.

7. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your user experience. Cookies are small files stored on your device that help us track usage patterns and preferences.

You may choose to disable cookies in your browser settings, but please note that some features of the Services may not function properly if cookies are disabled.

8. International Data Transfers

Your data may be stored and processed in countries outside of South Africa, including countries where our cloud service providers operate. In such cases, we will ensure that appropriate safeguards are in place to protect your data in accordance with applicable data protection laws.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make changes, we will post the updated policy on our website with an updated "Last Updated" date. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

10. Contact Us

If you have any questions or concerns about this Privacy Policy, or if you wish to exercise your rights, please contact us at:

Magellanic Technologies (Pty) Ltd

Email: data@magellanic.co.za

Phone: +27 63 1101 609

This Privacy Policy is designed to comply with South African data protection laws, including the **Protection of Personal Information Act (POPIA)**, and international best practices for data security and privacy.