



## STEAMBIOAFRICA PRIVACY NOTICE

# STEAMBIOAFRICA WEBSITE PRIVACY POLICY

**Grant Agreement Number:** 101036401

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**Call Topic:** LC-GD-2-3-2020 Accelerating the green transition and energy access Partnership with Africa

## SteamBioAfrica

Innovative Large-Scale Production of Affordable Clean Burning Solid Biofuel and Water in Southern Africa: Website Privacy Policy final draft

**Report prepared by:** Ruusa Ipinge

**Date:** 30 November 2023



## STEAMBIOAFRICA PRIVACY NOTICE

### PRIVACY POLICY

Updated on 13 December 2023

This Policy sets out the rules for the protection of individuals, including employees, in relation to the processing of their personal data by or on behalf of the Joint Controllers referred to as Consortium Members (N-BIG, CSIC, BITRI, NUST, CCF, EKASI , CELIGNIS , CARBON CAPITAL) with the name SteamBioAfrica)

This policy refers to a set of web data/information collected from SteamBioAfrica website. SteamBioAfrica (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how your personal information is collected, used, and disclosed by SteamBioAfrica. Safeguarding your personal information is important to SteamBioAfrica and recognises the responsibility you entrust us providing your personal data. This privacy policy details how your personal data will be used by SteamBioAfrica from the website (<https://www.steambioafrica.com>)

#### Definitions and key terms

To help explain things as clearly as possible in this Privacy Policy, every time any of these terms are referenced, are strictly defined as:

- **Cookie:** An amount data generated by a website and saved by your web browser. It is used to identify your browser, provide analytics, remember information about you such as your language preference or login information.
- **IP address:** Every device connected to the Internet is assigned “an identifier” known as an Internet protocol (IP) address. These identifiers are usually assigned in geographic blocks. An IP address can often be used to identify the location from which a device is connecting to the Internet.



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- **Company:** When this policy mentions 'Company', 'we', 'us', or 'our', it refers to <https://www.steambioafrica.com/project-overview>, which is responsible for your information under this Privacy Policy.
- **Country:** where SteamBioAfrica or the owners/founders of SteamBioAfrica are based, in this case "EU Horizon 2020 grant funded project under grant no 101036401",
- **Customer:** refers to the company, organization or person that signs up to use the SteamBioAfrica Service to manage the relationships with your consumers or service users.
- **Device:** any internet-connected device such as a phone, computer, tablet, or any other device that can be used to visit SteamBioAfrica and use the services.
- **Service:** refers to the service provided by SteamBioAfrica as described in the relative terms (if available) and on this platform.
- **Third-party service:** refers to advertisers, contest sponsors, promotional and marketing partners, and others who provide content or whose products or services we think may interest you.
- **Website:** SteamBioAfrica's site, which can be accessed via this URL: <https://www.steambioafrica.com>
- **You:** a person or entity that is registered with SteamBioAfrica to use the Services.



## STEAMBIOAFRICA PRIVACY NOTICE

### **What Information Do We Collect?**

We collect information from you when you visit our website, register on our visitor application, or fill out a form. The following information may be obtained.

- Name and Surname
- Email Addresses
- Company
- Country
- Age
- Gender
- Visual material such as photographs of partners and site visitors

### **When does SteamBioAfrica use end-user information from third parties?**

SteamBioAfrica will collect the End User Data necessary to provide the SteamBioAfrica services to our customers. End users may voluntarily provide us with information they have made available on social media websites. If you provide us with any such information, we may collect publicly available information from the social media websites you have indicated. You can control how much of your information social media websites will be made public by indicating on the digital forms or via our survey link on our visitor iPad or on your mobile phone.

### **When does SteamBioAfrica use customer information from third parties?**

We receive some information from third parties when you contact us. For example, when you submit your email address to us to show interest in becoming an affiliate. We receive information from a third party that provides automated fraud-detection services to SteamBioAfrica. We also occasionally collect information that is made publicly available on social media websites. You can control how much of your information is shared that is collected from social media websites by changing your privacy settings.



## STEAMBIOAFRICA PRIVACY NOTICE

### **Do we share the information we collect with third parties?**

We may share the information that we collect, both personal and non-personal, with third parties such as advertisers, contest sponsors, promotional and marketing partners, and others who provide content or whose products or services we think may interest you. We may also share it with our current and future affiliated companies and business partners, and if we are involved in a merger, asset sale or other business reorganization, we may also share or transfer your personal and non-personal information to our successors-in-interest.

We may engage trusted third-party service providers to perform functions and provide services to us, such as hosting and maintaining our servers and the website, database storage and management, e-mail management, storage marketing and customer service. We will likely share your personal information, and possibly some non-personal information, with these third parties to enable them to perform these services for us and you.

We may share portions of our log file data, including IP addresses, for analytics purposes with third parties such as web analytics partners, application developers, and ad networks. If your IP address is shared, it may be used to estimate general location and other technographics such as connection speed, whether you have visited the website in a shared location, and type of the device used to visit the website. They may aggregate information about our advertising and what you see on the website and then provide auditing, research and reporting for us and our advertisers.

We may also disclose personal and non-personal information about you to government or law enforcement officials or private parties in order to respond to claims, legal process (including subpoenas), to protect our rights and interests or those of a third party, the safety of the public or any person, to prevent or stop any illegal, unethical, or legally actionable activity, or to otherwise comply with applicable court orders, laws, rules and regulations.



## STEAMBIOAFRICA PRIVACY NOTICE

### Where and when is information collected from visitors and end users?

SteamBioAfrica will collect personal information that you submit to us. We may also receive personal information about you from third parties as described above.

### How do we use the information we collect?

Any of the information we collect from you may be used in one of the following ways:

- For market data research, visitor statistics and for other marketing purposes
- To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve our service (your information helps us to respond to your individual requests and support needs) more effectively
- To administer a contest, promotion, survey, or other site feature
- To send periodic emails

### How do we use your email address?

We only send emails to people who have authorised us to contact them via the visitor forms or through the link to the online survey forms. E-mails may be sent either directly, or through a third party. We do not send unsolicited commercial emails, because we hate spam as much as you do. By submitting your email address, you also agree to allow us to use your email address for customer audience targeting on sites like Facebook, where we display custom advertising to specific people who have opted-in to receive communications from us.

### How long do we keep your information?

We keep your information only so long as we need it to provide **SteamBioAfrica-related content** to you and fulfil the purposes described in this policy. This is also the case for anyone that we share your information with and who conducts services on our behalf. When we no longer need to use your information and there is no need for us to keep it to comply with our legal or regulatory obligations, we will either remove it from our systems or depersonalise it so that we can't identify you.



## STEAMBIOAFRICA PRIVACY NOTICE

### **How Do We Protect Your Information?**

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.

### **Could my information be transferred to other countries?**

Information collected via our website, through direct interactions with you, or from the use of our help services may be transferred from time to time to our offices or personnel, or third parties, located throughout the world, and may be viewed and hosted anywhere in the world, including countries that may not have laws of general applicability regulating the use and transfer of such data. To the fullest extent allowed by applicable law, by using any of the above, you voluntarily consent to the trans-border transfer and hosting of such information.

### **Is the information collected through the SteamBioAfrica Service secure?**

We take precautions to protect the security of your information. We have physical, electronic, and managerial procedures to help safeguard, prevent unauthorized access, maintain data security, and correctly use your information. However, neither people nor security systems are foolproof, including encryption systems. In addition, people can commit intentional crimes, make mistakes or fail to follow policies. Therefore, while we use reasonable efforts to protect your personal information, we cannot guarantee its absolute security. If applicable law imposes any non-disclaimable duty to protect your personal information, you agree that intentional misconduct will be the standards used to measure our compliance with that duty.

### **Can I update or correct my information?**

You have the rights to request updates or corrections information collected by SteamBioAfrica , you can do this through the Data Protection Officer. Personnel may update or correct their information as detailed in our internal company employment policies. Subject to contacting us in advance, affiliate partners may do the following:

Visitors have the right to request the restriction of certain uses and disclosures of personally identifiable information as follows. You can contact us via our email address to

(1) update or correct your personally identifiable information,



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(2) change your preferences with respect to communications and other information you receive from us, or

(3) delete the personally identifiable information maintained about you on our systems (subject to the following paragraph) Such updates, corrections, changes, and deletions will have no effect on other information that we maintain, or information that we have provided to third parties in accordance with this Privacy Policy prior to such update, correction, change or deletion.

You should be aware that it is not technically possible to remove each and every record of the information you have provided to us from our system. The need to back up our systems to protect information from inadvertent loss means that a copy of your information may exist in a non-erasable form that will be difficult or impossible for us to locate. Promptly after receiving your request, all personal information stored in databases we actively use, and other readily searchable media will be updated, corrected, changed, or deleted, as appropriate, as soon as and to the extent reasonably and technically practicable.

If you are an end user and wish to update, delete, or receive any information we have about you, you may do so by contacting the organization of which you are a customer.

### **Affiliates**

We may disclose information (including personal information) about you to our Corporate Affiliates. For purposes of this Privacy Policy, "Corporate Affiliate" means any person or entity which directly or indirectly controls, is controlled by or is under common control with SteamBioAfrica, whether by ownership or otherwise. Any information relating to you that we provide to our Corporate Affiliates will be treated by those Corporate Affiliates in accordance with the terms of this Privacy Policy.





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### **Governing Law**

This Privacy Policy is governed by the laws of Namibia, United Kingdom, Botswana and South Africa EU Regulations 2018/1725 including the General Data Protection Regulation (GDPR), without regard to its conflict of laws provision. You consent to the exclusive jurisdiction of the courts in connection with any action or dispute arising between the parties under or in connection with this Privacy Policy except for those individuals who may have rights to make claims under Privacy Shield, or the Swiss-US framework.

The laws of of the above mentioned countries excluding its conflicts of law rules, shall govern this Agreement and your use of the website. Your use of the website may also be subject to other local, state, national, or international laws.

By using SteamBioAfrica or contacting us directly, you signify your acceptance of this Privacy Policy. If you do not agree to this Privacy Policy, you should not engage with our website, or use our services. Continued use of the website, direct engagement with us, or following the posting of changes to this Privacy Policy that do not significantly affect the use or disclosure of your personal information will mean that you accept those changes.

### **Your Consent**

We've updated our Privacy Policy to provide you with complete transparency into what is being set when you visit our site and how it's being used. By using SteamBioAfrica, services, you hereby consent to our Privacy Policy and agree to its terms.

### **Links to Other Websites**

This Privacy Policy applies only to the Services. The Services may contain links to other websites not operated or controlled by SteamBioAfrica. We are not responsible for the content,



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accuracy or opinions expressed in such websites, and such websites are not investigated, monitored, or checked for accuracy or completeness by us. Please remember that when you use a link to go from the Services to another website, our Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including those that have a link on our platform, is subject to that website's own rules and policies. Such third parties may use their own cookies or other methods to collect information about you.

### **Advertising**

This website may contain third party advertisements and links to third party sites. SteamBioAfrica does not make any representation as to the accuracy or suitability of any of the information contained in those advertisements or sites and does not accept any responsibility or liability for the conduct or content of those advertisements and sites and the offerings made by the third parties.

Advertising keeps SteamBioAfrica and many of the websites and services you use free of charge. We work hard to make sure that ads are safe, unobtrusive, and as relevant as possible.

Third party advertisements and links to other sites where goods or services are advertised are not endorsements or recommendations by SteamBioAfrica of the third-party sites, goods, or services. SteamBioAfrica takes no responsibility for the content of any of the ads, promises made, or the quality/reliability of the products or services offered in all advertisements.

### **Cookies for Advertising**

These cookies collect information over time about your online activity on the website and other online services to make online advertisements more relevant and effective to you. This is known as interest-based advertising. They also perform functions like preventing the same ad from continuously reappearing and ensuring that ads are properly displayed for advertisers. Without cookies, it's really hard for an advertiser to reach its audience, or to know how many ads were shown and how many clicks they received.



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### **Cookies**

SteamBioAfrica uses "Cookies" to identify the areas of our website that you have visited. A Cookie is a small piece of data stored on your computer or mobile device by your web browser. We use Cookies to enhance the performance and functionality of our website but are non-essential to their use. However, without these cookies, certain functionality like videos may become unavailable. Most web browsers can be set to disable the use of Cookies. However, if you disable Cookies, you may not be able to access functionality on our website correctly or at all. We never place Personally Identifiable Information in Cookies.

### **Blocking and disabling cookies and similar technologies**

Wherever you're located you may also set your browser to block cookies and similar technologies, but this action may block our essential cookies and prevent our website from functioning properly, and you may not be able to fully use all of its features and services. You should also be aware that you may also lose some saved information if you block cookies on your browser. Different browsers make different controls available to you. Disabling a cookie or category of cookie does not delete the cookie from your browser, you will need to do this yourself from within your browser, you should visit your browser's help menu for more information.

### **Remarketing Services**

We use remarketing services. What Is Remarketing? In digital marketing, remarketing (or retargeting) is the practice of serving ads across the internet to people who have already visited your website. It allows your company to seem like they're "following" people around the internet by serving ads on the websites and platforms they use most.



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### **Kids' Privacy**

We collect information from kids under the age of 16 just to better our services. If You are a parent or guardian and You are aware that Your child has provided Us with Personal Data without your permission, please contact Us. If we become aware that we have collected Personal Data from anyone under the age of 16 without verification of parental consent, We take steps to remove that information from our servers.

### **Changes To Our Privacy Policy**

We may change our Service and policies, and we may need to make changes to this Privacy Policy so that they accurately reflect our Service and policies. Unless otherwise required by law, we will notify you (for example, through our Service) before we make changes to this Privacy Policy and give you an opportunity to review them before they go into effect. Then, if you continue to use the Service, you will be bound by the updated Privacy Policy. If you do not want to agree to this or any updated Privacy Policy, you may refrain from visiting our website or making use of any SteamBioAfrica products or services.



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### **Third-Party Services**

We may display, include, or make available third-party content (including data, information, applications, and other products services) or provide links to third-party websites or services ("Third- Party Services").

You acknowledge and agree that SteamBioAfrica shall not be responsible for any Third-Party Services, including their accuracy, completeness, timeliness, validity, copyright compliance, legality, decency, quality, or any other aspect thereof. SteamBioAfrica does not assume and shall not have any liability or responsibility to you or any other person or entity for any Third-Party Services.

Third-Party Services and links thereto are provided solely as a convenience to you, and you access and use them entirely at your own risk and subject to such third parties' terms and conditions.

### **Facebook Pixel**

Facebook pixel is an analytics tool that allows you to measure the effectiveness of your advertising by understanding the actions people take on your website/app. You can use the pixel to: Make sure your ads are shown to the right people. Facebook pixel may collect information from your device when you use the service. Facebook pixel collects information that is held in accordance with its Privacy Policy



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### Tracking Technologies

- Cookies

We use Cookies to enhance the performance and functionality of our platform but are non-essential to their use. However, without these cookies, certain functionality like videos may become unavailable. .

- Sessions

We use "Sessions" to identify the areas of our platform that you have visited. A Session is a small piece of data stored on your computer or mobile device by your web browser.

### Information about General Data Protection Regulation (GDPR)

We may be collecting and using information from you if you are from the European Economic Area (EEA), and in this section of our Privacy Policy we are going to explain exactly how and why this data is collected, and how we maintain this data under protection from being replicated or used in the wrong way.

What is GDPR?

GDPR is an EU-wide privacy and data protection law that regulates how EU residents' data is protected by companies and enhances the control the EU residents have, over their personal data.

The GDPR is relevant to any globally operating company and not just the EU-based businesses and EU residents. Our customers' data is important irrespective of where they are located, which is why we have implemented GDPR controls as our baseline standard for all our operations worldwide.

### What is personal data?

Any data that relates to an identifiable or identified individual. GDPR covers a broad spectrum of information that could be used on its own, or in combination with other pieces of information,



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to identify a person. Personal data extends beyond a person's name or email address. Some examples include financial information, political opinions, genetic data, biometric data, IP addresses, physical address, sexual orientation, and ethnicity.

### **The Data Protection Principles include requirements such as:**

- Personal data collected must be processed in a fair, legal, and transparent way and should only be used in a way that a person would reasonably expect.
- Personal data should only be collected to fulfil a specific purpose and it should only be used for that purpose. Organizations must specify why they need the personal data when they collect it.
- Personal data should be held no longer than necessary to fulfil its purpose.
- People covered by the GDPR have the right to access their own personal data. They can also request a copy of their data, and that their data be updated, deleted, restricted, or moved to another organization.

### **Why is GDPR important?**

GDPR adds some new requirements regarding how companies should protect individuals' personal data that they collect and process. It also raises the stakes for compliance by increasing enforcement and imposing greater fines for breach. Beyond these facts it's simply the right thing to do. At SteamBioAfrica we strongly believe that your data privacy is very important, and we already have solid security and privacy practices in place that go beyond the requirements of this new regulation.

### **Individual Data Subject's Rights - Data Access, Portability and Deletion**

We are committed to helping our customers meet the data subject rights requirements of GDPR. SteamBioAfrica processes or stores all personal data in fully vetted, DPA compliant vendors. We do store all conversation and personal data for up to 6 years unless or longer , we will dispose of all data in accordance with our Terms of Service and Privacy Policy,

We are aware that if you are working with EU customers, you need to be able to provide them with the ability to access, update, retrieve and remove personal data. We got you! We've been



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set up as self-service from the start and have always given you access to your data and your customers data. Our customer support team is here for you to answer any questions you might have about working with the API.

We do not sell the Personal Information of our users.

or more information about these rights, please contact us.

### **Contact Us**

Don't hesitate to contact us if you have any questions.

- Via Email: [info@steambioafrica.com](mailto:info@steambioafrica.com)
- On our social media platforms on LinkedIn, Facebook, and X.