



## EXPERTECH ELECTRICAL CONTRACTORS LTD

TEL: +254105159533

Email: [info@expertech.co.ke](mailto:info@expertech.co.ke)

Website: [www.expertech.co.ke](http://www.expertech.co.ke)

MOBILE: +254740728529

PO BOX 221-40601

BONDO [KENYA]

*Dealers in: Electrical Installations, Solar, Motor & Water Pump Installations, CCTV & Security Systems, Consultancy, Repairs. Etc.*

**Monday, 15 September, 2025**

### Privacy Policy - Expertech Electrical Contractors Ltd

**Effective Date:** 30 May 2021 (Last Updated: 15 September 2025)

#### 1. Introduction

Welcome to **Expertech Electrical Contractors Ltd** (“we”, “us”, or “our”).

This Privacy Policy explains how we collect, use, disclose, and protect your personal data when you use our website [expertech.co.ke](http://expertech.co.ke) (“Service”), in compliance with the **Kenya Data Protection Act, 2019**.

By using our Service, you consent to the practices described in this Privacy Policy. If you do not agree, please discontinue use of our Service.

Our Terms and Conditions (“Terms”) together with this Privacy Policy form a binding agreement between you and us.

#### 2. Definitions

- **“Service”** means the [expertech.co.ke](http://expertech.co.ke) website and all the listed services operated by Expertech Electrical Contractors Ltd.
- **“Personal Data”** means any information relating to an identified or identifiable natural person, as defined under the Kenya Data Protection Act, 2019.
- **“Usage Data”** means information collected automatically, such as IP addresses, browser type, time spent on pages, etc.
- **“Cookies”** are small files stored on your device to enhance user experience.
- **“Data Controller”** refers to Expertech Electrical Contractors Ltd, which determines the purpose and means of processing your data.
- **“Data Processor”** means any third party that processes data on our behalf.
- **“Data Subject” or “User”** refers to you, the individual whose personal data is collected.

#### 3. Information We Collect

We may collect the following categories of personal data:

- Full name
- Contact details (email, phone number, postal address, physical address)
- Identification Details (National Identification documents, KRA Details, Land Ownership Details)
- Location data (if enabled)
- Usage Data (browser type, IP address, access times)
- Cookies and tracking information

We may also collect additional information necessary to provide contracted services, including information related to utility connections or technical support.

#### 4. How We Use Your Data

We use collected data to:

1. Offer Our Services and Products to you
2. Provide, maintain, and improve our services.
3. Communicate with you regarding service updates, changes, or customer support.
4. Fulfil contractual and regulatory obligations.
5. Share important information on billing, account management, and technical issues.
6. Enhance security and monitor usage.
7. Provide you with updates, offers, or promotions (with your consent).
8. Comply with legal and regulatory requirements under the Data Protection Act, 2019.



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### 5. Lawful Basis for Processing Data

We process your personal data under the following lawful bases as provided in the **Kenya Data Protection Act, 2019**:

- **Consent:** Where you have given us clear permission to process your personal data for a specific purpose, such as receiving marketing updates.
- **Contractual Necessity:** Where processing is necessary to enter into or perform a contract with you (e.g., connection, installation, or maintenance services).
- **Legal Obligation:** Where we must comply with legal or regulatory requirements (e.g., reporting to Kenya Power, REREC, or other authorities).
- **Legitimate Interests:** Where processing is necessary for our legitimate business interests, provided such interests do not override your fundamental rights and freedoms.

### 6. Sharing of Data

We may share your personal data only when necessary, with:

- **Kenya Power and Lighting Company (KPLC)**
- **Rural Electrification and Renewable Energy Corporation (REREC)**
- **Other licensed utility providers**
- **Subcontractors, contractors, and technical partners** engaged in delivering our services
- **Regulatory and government authorities**, when required by law

We do not sell or rent your personal data to third parties.

### 7. Retention of Data

We will retain your personal data only as long as necessary to fulfil the purposes outlined in this policy, comply with legal obligations, resolve disputes, or enforce agreements.

### 8. Data Transfers

All personal data is primarily stored and processed in Kenya. Where transfers outside Kenya are necessary (e.g., for cloud storage or third-party services), we will ensure that appropriate safeguards are in place in line with the Data Protection Act, 2019.

### 9. Data Security

We implement reasonable technical and organizational measures to protect your personal data. However, no electronic storage or transmission method is completely secure, and we cannot guarantee absolute security.

### 10. Your Rights Under the Kenya Data Protection Act, 2019

As a Data Subject, you have the right to:

- **Access** the personal data we hold about you.
- **Correct or rectify** inaccurate or incomplete data.
- **Withdraw consent** for processing where applicable.
- **Request deletion** of personal data where processing is no longer necessary.
- **Object to processing** of your personal data under certain circumstances.
- **Request restriction** of processing or data portability where applicable.

To exercise your rights, contact us at [customercare@expertech.co.ke](mailto:customercare@expertech.co.ke).

### 11. Children's Privacy

Our services are not directed to children under 18. We do not knowingly collect personal data from minors. If we become aware that we have collected data from a minor without parental consent, we will delete it immediately.



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### **12. Links to Other Sites**

Our Service may contain links to third-party websites. We are not responsible for the content, security, or privacy practices of such websites. Please review their policies before providing personal data.

### **13. Updates to This Policy**

We may update this Privacy Policy from time to time to reflect legal, regulatory, or business changes. Updates will be posted on this page with a revised effective date.

### **14. Contact Us**

If you have any questions, concerns, or requests related to this Privacy Policy, please contact us at:

**Expertech Electrical Contractors Ltd**

Email: [customercare@expertech.co.ke](mailto:customercare@expertech.co.ke)

Website: [expertech.co.ke](http://expertech.co.ke)