



WEBSITE PRIVACY STATEMENT

The Energy and Petroleum Regulatory (EPRA) values the privacy of our user's personal information. This Privacy Policy sets out how and why EPRA as a data controller and processor collects, processes, transfers, and stores information, including personal data of individuals (data subjects), while executing its mandate in accordance with the Energy Act, 2019.

This data privacy statement shall be read alongside other EPRA terms and conditions of use for other services and where there is a conflict, this privacy statement shall be the overall guide.

To make this policy available to you, we have availed it on our homepage of our website and in other pages where personal information is likely to be collected.

EPRA encourages you to read through the entirety of this Privacy Policy so that you understand how private information is collected and how and for what purpose the information is used.

The information provided in this policy is done in good faith and is for general information purposes only.

Commitment to Privacy

EPRA collects, uses, discloses and transfers and handles personal data in accordance with the Data Protection Act No. 24 of 2019 and other relevant regulations. EPRA commits to protect your privacy and adopt appropriate technology that gives you a safe and satisfying online experience on the EPRA website and in our affiliate portals.

Acceptance of Privacy Policy

By using our EPRA website and our portals, you agree to the terms of use which include consenting to the data practices outlined in this policy.

Links to other sites are provided for in this website for your convenience. We accept no liability for any error or omission on this site or for the content of any external site that links to this site.



The Authority will only be responsible for the private information collected on the EPRA's website and not the private information you give to other links or websites or content of other websites outside the EPRA website.

Collection of Personal Information

Through the interactive features of this website, the Authority collects personal identity information such as name, email address, telephone number, address and other bio data and demographics.

We also collect information about your computer hardware and software, IP address, domain names, browser type, access time, browser language, browser screen size, and one or more cookies that identify your browser, and referring website address for purposes of rendering services and to acquire general statistics on the usage of website.

Use of Personal Information

The Authority uses personal information to operate the website and to deliver the services that you have requested for. The Authority may also periodically contact you through surveys to get your opinion or research about our services, potential new services or general feedback to improve our services to you and the public.

Taking cognisance of the Data Protection Act, 2019 the Authority will only disclose your personal information without notice and disclosed to authorised personnel, including law enforcement authorities, for official purposes only if it is a requirement by law, or in good faith when such an action is deemed necessary for the following reasons;

- a) Comply with the law or a legal process as the Authority may be directed to do so
- b) Protect the rights and property of the Authority
- c) Protect the rights and safety of the users of this website and the public

The interactive features on this website require users to provide us with personal information such as their name, postal address, email address, etc. This contact information is only used for purposes of sending the requested information to the user or to process the relevant information as per the user's request. The information will not be shared with or sold to a third party.

Use of Cookies



This website and our portals uses cookies to help you personalise your browsing experience and save you time. Cookies are small bits of data sent by a website server to your browser device.

Cookies assist to tell a Web server that you have returned to a specific page. For instance, if you personalize EPRA's pages, or register with the Authority's site or services, a cookie helps EPRA to recall your specific information in future visits.

This shortens the process of recording your personal information, such as email addresses. When you return to the EPRA website or portals, the information you previously provided is recovered, so you can easily use the Authority's features that you customised.

As a user, you have the liberty to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you so prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of EPRA services or website and portals when you visit.

We also use third-party cookies to collect statistics in aggregate form in analysis tools such as Facebook, Twitter, Google Analytics and Google AdSense. The cookies used are both permanent and temporary/sessional cookies.

The collected information helps us to understand what sections of our sites are doing well, to monitor the number of visitors to our website and portals, the pages they visited, the average duration, the devices they used or how they landed at our page. This information is to make our website and portals better.

Security of Personal Information

EPRA will always endeavour to secure the private information by storing in servers in a secure and controlled environment from unauthorised access, use or disclosure to other third parties. We will also endeavour to ensure the data is protected through encryption such as Secure Socket Layer (SSL) protocol.

Changes to this Privacy Policy



This Privacy Policy will be updated regularly to reflect changes in user/customer feedback, changes in regulatory environment or adherence to the law.

Contact Information

EPRA as a data controller/processor is required to have a data protection officer whose role is to oversee and ensure compliance to the Data Protection Act, 2019. The Authority welcomes your feedback regarding this Privacy policy. If you feel that EPRA has violated this policy, please contact our Data protection officer at dataprotection@epra.go.ke or call **020 - 2847000**.