

# PRIVACY POLICY

## ITP Energy Group

www.itpenergy.co

Effective Date: November 1, 2025 | Last Updated: November 30, 2025

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### 1. Introduction

ITP Energy Group ("Company", "we", "our", or "us") is committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [www.itpenergy.co](http://www.itpenergy.co) (the "Website").

Please read this policy carefully. If you disagree with its terms, please discontinue use of our website.

### 2. Information We Collect

#### 2.1 Information You Provide to Us

We collect personal information that you voluntarily provide when you:

- Fill out our contact form (name, email address, and message content)
- Request information about our training programs or certifications
- Register for courses or professional certifications (IADC, IWCF, WellSharp)
- Communicate with us via email or phone

#### 2.2 Information Automatically Collected

When you visit our website, certain information is collected automatically through cookies and analytics tools, including:

- Browser type and version
- Operating system and device type
- IP address (anonymized where possible)
- Pages visited and time spent on each page
- Referring to the URL (the page that linked you to our website)
- Date and time of your visit

### 3. How We Use Your Information

We use the information we collect for the following legitimate business purposes:

- To respond to your inquiries and provide customer support
- To send information about our training programs, certifications, and course schedules
- To process training registrations and manage course enrollments
- To improve our website and user experience
- To analyze Website traffic and usage patterns (via analytics tools)
- To comply with legal obligations and enforce our Terms of Service

- To protect the security and integrity of our website

## 4. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience and collect analytics data.

### 4.1 Types of Cookies We Use

- **Essential Cookies:** Required for the Website to function properly. These cannot be disabled.
- **Analytics Cookies:** Help us understand how visitors interact with our website (e.g., Google Analytics). This data is aggregated and anonymous.
- **Functional Cookies:** Remember your preferences to provide more personalized experience.

### 4.2 Managing Cookies

You can control and/or delete cookies at any time through your browser settings. Disabling cookies may affect the functionality of certain areas of our website. For more information on how to manage cookies, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 5. How We Share Your Information

We do not sell, trade, or rent your personal information to third parties. We may share your information only in the following limited circumstances:

- **Service Providers:** We may share information with trusted third-party vendors who assist us in operating our website and conducting our business (e.g., hosting providers, email platforms, analytics services), subject to confidentiality agreements.
- **Certification Bodies:** When you enroll in IADC or IWCF certification courses, your information may be shared with the respective accreditation body as required to issue certifications.
- **Legal Requirements:** We may disclose information if required by law, regulation, legal process, or governmental request.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction.

## 6. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes described in this Privacy Policy, unless a longer retention period is required or permitted by law. Contact form submissions are typically retained for 24 months. Analytics data is retained in aggregated, anonymized form.

## 7. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include SSL/TLS encryption, secure server infrastructure, and limited access to personal data on a need-to-know basis.

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your information, we cannot guarantee its absolute security.

## 8. Your Privacy Rights

Depending on your location, you may have the following rights with respect to your personal information:

- Right to Access: Request a copy of the personal information we hold about you.
- Right to Correction: Request correction of inaccurate or incomplete information.
- Right to Deletion: Request deletion of your personal information, subject to legal obligations.
- Right to Opt-Out: Opt out of receiving marketing communications at any time by contacting us or clicking "unsubscribe" in any marketing email.
- Right to Data Portability: Request your data in a structured, machine-readable format.

To exercise any of these rights, please contact us using the information in Section 11 below. We will respond to your request within 30 days.

## 9. California Privacy Rights (CCPA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA):

- Right to Know: You may request details about the categories and specific pieces of personal information we have collected about you.
- Right to Delete: You may request deletion of your personal information, subject to certain exceptions.
- Right to Non-Discrimination: We will not discriminate against you for exercising your CCPA rights.
- Right to Opt-Out of Sale: We do not sell personal information. Therefore, no opt-out mechanism for sale is required.

To submit a CCPA request, please contact us at [info@itpenergy.com](mailto:info@itpenergy.com) with the subject line "CCPA Privacy Request".

## 10. Third-Party Links

Our website may contain links to third-party websites, including our social media profiles (Facebook, LinkedIn, YouTube, Instagram, TikTok, and X/Twitter) and partner organizations such as IADC, IWCF, and Oliasoft. We are not responsible for the privacy practices of these third-party sites and encourage you to review their respective privacy policies.

## 11. Children's Privacy

Our website and services are not directed to individuals under the age of 16. We do not knowingly collect personal information from children. If you believe we have inadvertently collected information from a minor, please contact us immediately and we will take steps to delete such information.

## 12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. When we make material changes, we will update the "Last Updated" date at the top of this page. We encourage you to review this policy periodically to stay informed about how we protect your information.

## 13. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

### ITP Energy Group

Houston Office: 2500 Wilcrest Dr. Suite 300, Houston, TX 77042

Colombia Office: Cra 15 # 93 - 75 Oficina 413, Bogotá, Colombia

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