



UNITED REPUBLIC OF TANZANIA
MINISTRY OF ENERGY
ENERGY AND WATER UTILITIES
REGULATORY AUTHORITY
(EWURA)



PRIVACY POLICY

August 2025

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1 Privacy Policy

The Authority is committed to protecting your privacy when you visit or interact with our website. This Privacy Policy explains how we collect, use, disclose, and safeguard your information.

2 Information Collected by the Authority

The Authority does not collect, store, or use information obtained through its website, except as described in this policy.

We may collect:

- i. **Direct information** (when you register, fill out a form, respond to a survey, or give feedback).
- ii. **Automatically collected information** about your Internet connection, including:
 - a) Date and time of access
 - b) Pages visited
 - c) Referring website address
 - d) Browser type (e.g., Chrome, Firefox, Edge)
 - e) IP address (unique number assigned to your device)
 - f) Actions performed (e.g., download attempts and success status)

3 Information Collected When Users Provide Feedback

If you contact the Authority through email or website forms:

- i. You may be asked for your name, address, or profession.
- ii. Information you provide will be treated as consent for the Authority to use it in line with this policy.
- iii. Employees will access it only for official duties.
- iv. Disclosure may occur if legally required (e.g., by court order).

4 How the Authority Uses Collected Information

We use information to:

- i. Improve website performance and usability
- ii. Respond to user needs and inquiries
- iii. Monitor unusual activity (e.g., heavy requests from one IP)
- iv. Analyze traffic for reporting and service improvements

Some correspondence may become part of the Authority's permanent records if legally required.

5 How the Authority Protects User Information

- i. Sensitive information is transmitted using **Secure Socket Layer (SSL)** technology.
- ii. Data is stored in secure databases accessible only to authorized staff with confidentiality obligations.
- iii. We maintain administrative, technical, and physical safeguards against unauthorized access.

6 Disclosure of Information to Third Parties

- i. We do not sell, trade, or rent personal information.
- ii. Occasionally Information may be shared with trusted service providers who agree to confidentiality.
- iii. Information may be disclosed to comply with legal requirements or protect safety, rights, and property.
- iv. Non-identifiable data may be shared for statistics, research, or marketing.

7 Cookies and Tracking Technologies

- i. The website may use cookies (small text files stored on your device) to:
 - a) Remember user preferences
 - b) Measure traffic and improve services
 - c) Enable features like form submissions
- ii. You can manage or disable cookies in your browser settings, but some features may not function properly without them.

8 Third-Party Links

The website may contain links to third-party sites.

- i. These sites have independent privacy policies.
- ii. The Authority is not responsible for their content or practices.
- iii. Feedback on such links is welcomed.

9 Online Privacy Policy Scope

This policy applies only to information collected through the Authority's website. Offline collection (e.g., physical forms, phone calls) is governed by separate procedures.

10 Children's Privacy

- i. The website is not directed to children under 13.
- ii. We do not knowingly collect personal data from children.
- iii. If such information is accidentally collected, it will be deleted promptly.

11 Data Retention

- i. Personal information is kept only as long as necessary for the purpose collected.
- ii. Retention periods may follow legal, regulatory, or archival requirements.

12 User Consent

By using the website, users consent to the terms of this Privacy Policy.

13 Policy Updates

- i. The Authority may revise this policy as needed.
- ii. Updates will be posted on this page with the effective date.
- iii. Continued use of the website after changes indicates acceptance of the revised policy.

14 Contacting the Authority

If there is any question regarding this Privacy Policy, you may contact us using the information below:

Energy and Water Utilities Regulatory Authority (EWURA)

EWURA House,

3 EWURA Street,

41104 Tambukareli,

P.O.BOX 2857,

Dodoma, TANZANIA

Email Address : info@ewura.go.tz

Telephone/Fax

Toll Free: [0800110030](tel:0800110030)

Phone: [+255262329002](tel:+255262329002)

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15 GLOSSARY

In this Policy, unless the context otherwise requires, the following meaning of words and phrases shall apply:

Word(s)	Meaning
Authority	The Energy and Water Utilities Regulatory Authority was established under the Energy and Water Utilities Regulatory Authority Act, Cap 414.
Email System	All means of sending and receiving electronic mail (email), including internal email and Internet email.

Word(s)	Meaning
Employee	A person in the employment of the Authority on permanent or contractual terms.
Information	Knowledge in any form, which has value to the Authority.
Information and Communication Technology (ICT)	Embraces the use of computers, telecommunication, and office systems technologies for the collection, processing, storing, packaging, and dissemination of information.
Internet	A publicly accessible network connecting individual users and organizations worldwide.
Policy	A Management's statement on strategy and direction identifies and defines specific areas of concern and states the organisation's position.
Procedure	Detailed steps to be followed to accomplish a particular task or to achieve specific results.
Third-Party	An individual or a corporate body explicitly authorised by the Authority, including consultants, contractors, vendors, agents, and personnel affiliated with them.
Users	Individuals authorised to use the Authority's ICT assets.
Guidelines	Acceptable approach in implementing a policy or procedure.

16 LIST OF ACRONYMS

EWURA - Energy and Water Utilities Regulatory Authority

ICT - Information and Communication Technology