

Privacy Policy (14 July 2026)

1. Introduction

Skye Renewables Philippines Inc. ("Skye Renewables," "we," "us," or "our") is a retail electricity supplier (RES) operating under the Retail Competition and Open Access (RCOA) program in the Philippines. We are committed to protecting the privacy and personal data of our website visitors, clients, and prospective clients in accordance with the Data Privacy Act of 2012 (Republic Act No. 10173), its Implementing Rules and Regulations, and the issuances of the National Privacy Commission (NPC).

This Privacy Policy explains what personal data we collect through this website and in the course of providing our energy solutions, how we use and protect it, and the rights available to you as a data subject.

2. Personal Data We Collect

Depending on how you interact with us, we may collect:

- Contact information — name, company name, position, email address, phone number, and mailing address.
- Account and billing information — billing address, payment details, and transaction history.
- Switching and contestability documentation — Retail Supply Contract details, Secretary's Certificate or Special Power of Attorney, Metering Service Agreement, Connection Agreement, distribution utility bills, and related business registration or authorized-signatory documents required by the ERC's Omnibus Rules for Customer Choice Programs.
- Metering and consumption data — interval metering data, demand profiles, and historical usage collected via your Retail Metering Service Provider (RMSP).
- Financial and prudential information — security deposit details and, where applicable, credit or financial standing information required to assess prudential requirements.
- Website usage data — IP address, browser type, pages visited, and cookies (see Section 7).

3. How We Use Your Personal Data

We process personal data for the following purposes:

- Evaluating your eligibility as a contestable customer and processing your switch to Skye Renewables through the Central Registration and Settlement System (CRSS).
- Preparing and administering your Retail Supply Contract, billing, and account management.
- Coordinating with your Distribution Utility, Retail Metering Service Provider, and the Philippine Electricity Market Corporation (PEMC) for metering, settlement, and supply purposes.
- Complying with reporting and disclosure obligations to the Energy Regulatory Commission (ERC), the Department of Energy (DOE), and other government authorities.

- Communicating with you regarding your account, service updates, rate changes, or regulatory notices.
- Improving our website and services, and, where you have consented, sending you marketing or promotional communications.

4. Legal Basis for Processing

We process personal data on the basis of: (a) your consent; (b) the necessity of processing to fulfill our contractual obligations under a Retail Supply Contract; (c) compliance with our legal obligations as an ERC-licensed RES, including obligations under the Electric Power Industry Reform Act (RA 9136) and ERC/DOE regulations; and (d) our legitimate business interests, provided these do not override your fundamental rights as a data subject.

5. Sharing and Disclosure of Personal Data

We may share your personal data with the following parties, strictly for the purposes described in this policy:

- Your Distribution Utility or electric cooperative, for connection, metering, and billing coordination.
- The Retail Metering Service Provider (RMSP) responsible for your interval metering equipment.
- PEMC, the ERC, and the DOE, as required for market settlement, regulatory compliance, and reporting.
- Service providers and professional advisors (e.g., payment processors, IT providers, auditors, legal counsel) engaged under confidentiality obligations.
- Government agencies or courts, where required by law, regulation, or valid legal process.

We do not sell personal data to third parties.

6. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes described in this policy, to comply with regulatory recordkeeping requirements under ERC and DOE rules, and to meet applicable statutory retention periods. When personal data is no longer needed, we securely dispose of or anonymize it.

7. Cookies and Website Usage Data

Our website may use cookies and similar technologies to improve site functionality and understand visitor behavior. You may disable cookies through your browser settings, though certain website features may not function properly as a result.

8. Data Security

We implement reasonable and appropriate organizational, physical, and technical security measures to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access, in line with the NPC's security requirements under RA 10173.

9. Your Rights as a Data Subject

Under the Data Privacy Act of 2012, you have the right to:

- Be informed that your personal data will be, is being, or was processed.
- Access your personal data held by us.
- Object to the processing of your personal data.
- Request correction or rectification of inaccurate or outdated personal data.
- Request erasure or blocking of your personal data under certain conditions.
- Data portability, where applicable.
- Be indemnified for damages sustained due to inaccurate, incomplete, outdated, false, unlawfully obtained, or unauthorized use of personal data.
- Lodge a complaint with the National Privacy Commission (NPC).

To exercise any of these rights, please contact our Data Protection Officer using the details in Section 12.

10. Data Protection Officer

Skye Renewables has designated a Data Protection Officer (DPO) responsible for overseeing our compliance with the Data Privacy Act. You may reach our DPO at rhermoso@skyerenewables.com.

11. Children's Privacy

Our website and services are intended for business and commercial customers and are not directed at children. We do not knowingly collect personal data from minors.

12. Contact Us

For questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us at:

Skye Renewables Philippines Inc.

26th Floor, The Podium West Tower, 12 ADB Avenue Ortigas Center, Mandaluyong City 1550

Email: RES@skyerenewables.com



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26th Floor, The Podium West Tower
12 ADB Avenue Ortigas Center
Mandaluyong City 1550

You may also file a complaint with the National Privacy Commission at complaints@privacy.gov.ph or through www.privacy.gov.ph.

13. 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. Any changes will be posted on this page with a revised effective date. Continued use of our website or services after such changes constitutes your acceptance of the updated policy.