

# SOLARMAN Privacy Policy

This privacy statement explains the privacy practices of SOLARMAN for users of the websites of SOLARMAN, including the SOLARMAN Monitoring Platform (SOLARMAN Smart and SOLARMAN Business).

## SOLARMAN's Commitment to Privacy

SOLARMAN respects your right to privacy. Your ability to make informed choices about the uses of your information is important to us. This privacy statement explains SOLARMAN's policy regarding the collection, use, disclosure, and protection of personal information. The terms of this privacy statement apply to information collected from you unless different terms are specified as part of a special offer or in another form or contract we provide you.

## Account Information

Except as otherwise set forth herein, we will keep confidential any Private Information related to your account with us.

## What is Personal Information?

Personal Information is information that can be directly associated with an identifiable natural person such as a customer's name, address, telephone number, email address, or credit card number.

## Collection of Personal Information

We collect Personal Information that you provide us, such as when you:

- Register to use the Site or to receive our newsletter
- Register to use SOLARMAN Monitoring Platform
- Use the administrative interface of the SOLARMAN Monitoring Platform to provide information related to your photovoltaic system and account
- Contact our sales department whether by phone, email, or chat or other contact way.
- Contact our customer support whether by phone, email, or chat or other contact way.

We may automatically collect some information when you visit our Site such as the site from which you linked to us, and the time and date of your visit, purchases, and activities. We also collect information received from third parties to the extent that they have represented that they have entered into an agreement with you for connectivity of the SOLARMAN products to our monitoring platform. SOLARMAN does not knowingly collect Personal Information from children under the age of 16, and you must be 18 years of age or older in order to establish an account on the Site.

You may contact us to request that we disclose to you the categories, sources, commercial purpose, categories of third parties we share the Personal Information with and specific pieces of your personal any information that we have collected.

Furthermore, you have the right to request that we delete any personal information we have collected from you (please note that such deletion may prevent you from accessing the free services offered to you by us, including but not limited to the services provided to you under our monitoring platform).

## Sharing of Personal Information

SOLARMAN does not sell or rent personal information to 3rd-parties without your prior consent. SOLARMAN does not share or disclose personal information to 3rd-parties without your prior consent, except in the limited circumstances described below under the heading "Disclosures".

## **Disclosures**

We may disclose Personal Information in the good faith belief that we are required to do so by law, or that doing so is reasonably necessary to comply with legal process or contractual necessity, respond to any claims, or to protect the rights, property, or personal safety of SOLARMAN, our customers, or the public. Information about our customers, including Personal Information, may be disclosed if it is necessary for legitimate purposes, for example as part of, or during negotiations of, any merger, sale of company assets, or acquisition. Other than in circumstances enumerated above, we have a policy of obtaining a person's consent if we intend to process his/her Personal Information.

## **Protection of Personal Information**

SOLARMAN has put into place security measures in an effort to protect Personal Information from loss, misuse, or alteration while it is under our control. Personal Information we collect is stored electronically. We use technical, contractual, administrative, and physical measures in an effort to protect against unauthorized access.

Account information is accessible online only through the use of a password. To protect the confidentiality of Personal Information, you must keep your password confidential and not disclose it to any other person. If other people have access to your email, they may be able to obtain access to your password and obtain Personal Information about you or change information about your user profile.

While we use reasonable measures to protect information that is stored within our database, and we restrict access to information to those employees who need access to perform their job functions, such as our customer service personnel and technical staff, we cannot guarantee the security of account information. Unauthorized entry or use, hardware or software failure, and other factors may compromise the security of account information at any time. We cannot ensure the security of the information you transmit to us, and so we urge you to take every precaution to protect your Personal Information when you are on the Internet. Change your passwords often, use a combination of letters and numbers, and make sure you use a secure browser.

## **Aggregate Information**

Personal information does not include "aggregate" information. Aggregate information is data we collect about a group or category of products, services or customers, from which individual customer identities have been removed and a specific person cannot be identified through such information. Aggregate information is also any information or data that we collect from inverters and power optimizers or other devices which are available to you via the SOLARMAM Monitoring Platform. In other words, information about how you use a service may be collected and combined with information about how others use the same service, but no Personal Information will be included in the resulting data. Likewise, information about the products or services you use or purchase may be collected and combined with information about the products and services used or purchased by others, but no Personal Information will be included in the resulting data. Among others, aggregate data helps understand trends and customer needs so that new products and services can be considered and so existing products and services can be tailored to customer desires.

SOLARMAN appreciates the importance of safeguarding the privacy of your Personal Information that may be provided to us. SOLARMAN does use and disclose unidentified aggregate information, for the purposes of evaluating and improving our

services and tailoring our products and for commercial purposes. SOLARMAN may choose at its sole discretion to transfer, sell, provide, or share such information with third parties, including to SOLARMAN's business partners for commercial purposes.

## **What are cookies?**

Cookies are small files that websites often store on computer hard drives or mobile devices of their visitors. They are widely used and serve various purposes, such as enabling websites to function properly or providing marketing information to the owners of the site.

## **How do we use cookies?**

We use cookies to enable the Services to function properly, to make your next visit to our website easier and to make the Services more user friendly for you (for example, by remembering your location), and to obtain certain marketing information from you.

For purpose of this Cookies Policy, the term "cookies" includes third party cookies such as pixels, web beacons, clear gifs, and other similar technologies.

## **What kinds of cookies do we use?**

Our website primarily uses the following five types of cookies:

- Cookies required for provision of Services: These cookies are essential for provision of Services.
- Performance enhancing cookies: These cookies gather information about how visitors use and interact with our Services. For example, performance cookies indicate which pages of our website are popular, monitor traffic to our website and compile anonymous analytic information.
- Functionality cookies: These cookies are used to recognize and remember your preferences. For example, functionality cookies may use information, such as your location, to make sure that you arrive at a version of our website that is specific to your city or region.
- Analysis cookies: These cookies allow the follow-up and analysis of the conduct of users of our Services on an anonymous basis.
- Advertising cookies: These cookies are used to show relevant advertising about our Services on third party websites. For example, if you visit a third party website we work with after visiting our website, you will see advertisements about our Services on that website.

## **How can I manage the use of cookies?**

All browser technologies enable you to manage the cookies in the cookie folder of your web browser. This means that you can either delete cookies from your cookie folder once you have finished using the Services or you can set your preferences with regard to the use of cookies before you begin using our Services.

Please note that deleting or rejecting cookies may adversely affect your use of Services. For example, you might not be able to use all of the features the Services offer, you may not be able to store your preferences, and some of our pages might not display properly.

## **Questions or Concerns**

If you have any questions or concerns about this privacy statement or would like to contact us for any reason, you can contact us at [info@solarmanpv.com](mailto:info@solarmanpv.com).

## **Changes to this Statement**

SOLARMAN reserves the right to change this privacy statement at any time, but will alert you that changes have been made by indicating at the bottom of the privacy statement the date it was last updated. We encourage you to review our privacy statement to make sure you understand how your information will be used. If there is ever a material change to how we use your information and the new uses are unrelated to uses we disclose in this statement, the amended Privacy Policy will be posted on the Site for your acceptance or confirmation, and you will be required to accept or confirm such changes prior to your continued use of the Site or the SOLARMAN Monitoring Platform.

Last revised: July 2022