



## **SOLARMAN Website Privacy Policy**

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SOLARMAN issues this privacy policy as its commitment on protecting the privacy of every individual or company. This statement outlines our policy to protect the personal data you provide us and we collect when you visit our Website. We treat your personal data confidential and we comply with statutory data protection regulations, especially the EU General Data Protection Regulation (GDPR), where applicable.

#### **Data controller**

The responsible party within the meaning of the data protection laws, in particular the EU General Data Protection Regulation (GDPR), is:

IGEN Tech Co., Ltd.

Address: Block F4, China IoT International Innovation Park, No. 200, Linghu Avenue, Wuxi, Jiangsu, P. R. China

Phone: +86-510-68005664

E-mail: [info@solarmanpv.com](mailto:info@solarmanpv.com)

This privacy statement explains the privacy practices of IGEN Tech for users of the Website of SOLARMAN.

#### **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.



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### **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 and Retention of Personal Information**

We collect Personal Information, such as name, country, Email, phone number and data logger SN, etc. that you provide us, such as when you:

- Register to use the Website or subscribe to receive our newsletter.
- Contact our sales department whether by phone, email, chat or other contact way.
- Contact our customer support whether by phone, email, chat or other contact way.

If you send us an inquiry using our contact form or the contacts provided at our Website, we will store and use the data you provided in the contact form or your e-mail, including the contact details you give in the inquiry or e-mail, in order to fulfil the purpose related to the transfer, for example to process your order or for any sales and after-sales questions.

It is generally possible to use our Website without providing your personal data. For the convenience of your visit or for providing you services after you visited the Website it may be necessary to collect and process your personal identifiable data and background information. For example, 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. SOLARMAN does not knowingly collect Personal Information from children under the age of 16, and you must be 16 years of age or older in order to establish an account on the Site.

**However, you reserve the right of offering us more personal data via our Website. If you do not want your confidential data collected, please do not submit it to us.**

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 information that we have collected. Furthermore, you



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have the right to request that we delete any personal information we have collected from you.

### **Retention**

We will store your data for the corresponding period in database. Storage period will depend on info property and service purpose.

- Personal Data collected for purposes related to the performance of a contract between SOLARMAN and the customers or users shall be retained until such contract has been fully performed.

SOLARMAN may be allowed to retain Personal Data for a longer period whenever the customers or user has given consent to such processing, as long as such consent is not withdrawn. Furthermore, SOLARMAN may be obliged to retain Personal Data for a longer period whenever required to do so for the performance of a legal obligation or upon order of an authority.

Once the retention period expires, Personal Data shall be deleted. Therefore, the right to access, the right to erasure, the right to rectification and the right to data portability cannot be enforced after expiration of the retention period.

### **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



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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. 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,



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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.

### **The rights of Users**

- Withdraw their consent at any time. Users have the right to withdraw consent where they have previously given their consent to the processing of their Personal Data.
- Access their Data. Users have the right to learn if Data is being processed by us, obtain disclosure regarding certain aspects of the processing and obtain a copy of the Data undergoing processing.
- Verify and seek rectification. Users have the right to verify the accuracy of their Data and ask for it to be updated or corrected.
- Restrict the processing of their Data. Users have the right, under certain circumstances, to restrict the processing of their Data. In this case, we will not process their Data for any purpose other than storing it.
- Have their Personal Data deleted or otherwise removed. Users have the right, under certain circumstances, to obtain the erasure of their Data from us.
- Receive their Data and have it transferred to another controller. Users have the right to receive their Data in a structured, commonly used and machine readable format and, if technically feasible, to have it transmitted to another controller without any hindrance. This provision is applicable provided that the Data is processed by automated means and that the processing is based on the User' s consent, on a contract which the User is part of or on pre-contractual obligations thereof.



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### **Your requests**

For security reasons, we will verify your identity first when you contact us. After check it correctly, our staff will decide whether to handle your requests immediately or later. The period of immediate process is 30 days. The period of later process is generally not more than 90 days. If we encounter special situations, we will inform you of processing time and reasons for the delay within 30 days of receiving your requests. Please contact us via Email: [info@solarmanpv.com](mailto:info@solarmanpv.com).

### **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



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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.

### **Google Analytics**

Our Website uses Google Analytics, a web analytics service provided by Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google") which allows an analysis of how you use our offer, based on cookies. The cookies used by Google Analytics are stored for a maximum of two years. The information generated by the cookies about your use of our Website (including your IP address) will be transmitted to and stored by Google on Google servers also outside the Member States of the European Union ("EU"), such as the United States. SOLARMAN uses Google Analytics together with the customization "\_anonymize IP". As the IP anonymization is enabled for our offer, Google will truncate your IP address before it is transferred to a Google server in the United States within the EU or other parties to the Agreement on the European Economic Area. Google will use this information on our behalf for the purpose of evaluating your use of our Website and other offers, compiling reports on Website activity and providing



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other services relating to the Website activity and internet usage for us, such as understanding the ways through which you reached our Website.

You may refuse the storing of cookies by selecting the appropriate settings on your browser. However, then you may not be able to use our offer with its full functionality. Furthermore, you can prevent Google's collection and use of data created by cookies and relating to your use of our Website and Services (including your IP address) including its processing by downloading and installing the browser plug-in available under the following link: <http://tools.google.com/dlpage/gaoptout?hl=en>. For additional information on Google's processing practices in connection with Google Analytics and Google's further handling of the data processed please visit Google's respective Website (<http://google.com/analytics/terms/de.html>), as well as Google's privacy policy (<https://policies.google.com/privacy?hl=en-GB&gl=en>). For details in particular on the implementation of the data subject rights exercised by you, please see here: <https://privacy.google.com/businesses/processorterms/>.

For the transmission to the United States of America, we and Google adopt the standard data protection clauses of the EU Commission and, along these clauses, agree on taking appropriate protective measures, which, depending on the level of protection for the data required, also include encryption as well as further measures and may be improved in line with the legal and technical requirements for an adequate level of protection of the data.

We only activate Google Analytics with your consent and use the service only then to analyze the use of our Website and services so as to continuously develop and optimize our Website and services in a user-friendly way. You can withdraw your consent at any time in the future, by resetting and cleaning up your browser cookies.

SOLARMAN will not carry out an automated decision-making process, including profiling.

### **How personal data transfer globally?**

By providing your personal data to us, your data will be transferred to and stored at our data center located in Germany.





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IGEN Tech is a global company and we operate internationally, which means we may access data from IGEN Tech' s headquarters in China for the provision of services. We ensure that your data is adequately protected by signing the data transferring agreement with the recipients and (if necessary) adopting other additional appropriate technical measures.

### **Contact us**

When you have any complaints and suggestions, please contact us via Email:

[info@solarmanpv.com](mailto:info@solarmanpv.com)

Hotline: +86-510-68005664

Even though we take your privacy seriously, we understand that you may still prefer to opt-out from being included in marketing (e.g. subscription) services. To opt-out, please contact us via above methods.

### **Links to Other Websites**

This Privacy Policy shall apply only to the contents of SOLARMAN Website and the data processing performed on the servers we use. It shall not cover such content and Websites by third parties to which our offer merely links. On the SOLARMAN Website may be links to other Websites, such as YouTube, LinkedIn, Facebook, Twitter, WhatsApp, Skype. We are not liable for the data collection and information practices of these Websites. For details on how your personal data are protected at these Websites please refer to the privacy statements by the providers of the respective Websites.

We process the personal data entered by you on our social media presences. This includes your user name and email provided and the data you publish (e.g. posts, forwards), etc. Our processing is limited to responding to your message and comment. Or responding to your posts, Thus, we more closely integrate the data you publish into our social media appearances and make your personal data accessible to other users in this extended form.

### **Details of the social media:**

#### **LinkedIn**



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We use the technical portal and services of LinkedIn. For more details on LinkedIn's processing of personal data, please refer to the Privacy Policy:

<https://www.linkedin.com/legal/privacy-policy>

LinkedIn uses cookies and similar technologies (e.g., web beacons, pixels, ad tags, and device identifiers) to recognize you and/or your device(s) within, outside of, and across different services and devices. For more details, please see the Cookie Policy:

<https://www.linkedin.com/legal/cookie-policy>

### **Facebook**

We use features and services of Facebook. You can learn more by consulting Facebook's privacy policy at: [https://www.facebook.com/legal/FB\\_Work\\_Privacy](https://www.facebook.com/legal/FB_Work_Privacy)

Additional information on data protection: Agreement on joint processing of personal data on Facebook pages:

[https://www.facebook.com/legal/terms/page\\_controller\\_addendum](https://www.facebook.com/legal/terms/page_controller_addendum)

### **YouTube**

We use the technical portal and services of YouTube. Further details on the processing of personal data can be found in YouTube's privacy policy:

<https://www.google.com/intl/en/policies/privacy/>

### **Twitter**

We use the technical portal and services of Twitter.

Further details on the processing of personal data by Twitter can be found in the privacy policy of Twitter : <https://twitter.com/de/privacy>

### **WhatsApp**

We use the technical portal and services of WhatsApp.

Further details on the processing of personal data by WhatsApp can be found in the privacy policy of WhatsApp : [https://www.whatsapp.com/legal/?lang=zh\\_cn](https://www.whatsapp.com/legal/?lang=zh_cn)

### **Skype**



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We use the technical portal and services of Skype.

Further details on the processing of personal data by Skype can be found in the privacy policy of Skype : <https://privacy.microsoft.com/zh-cn/privacystatement>

### **Changes to this Statement**

SOLARMAN reserves the right to change this privacy statement at any time, but will inform 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.

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