

Privacy statement

Introduction

Solarus Sunpower B.V. respects your concerns about privacy. This Privacy Policy explains Solarus policies and procedures regarding information we collect from or about our website visitors and customers and their use of our products and services. Solarus intends to provide you with a level of comfort and confidence in how we collect, use, share, and safeguard information that we collect. This Privacy Policy also explains how you can contact us if you have any questions or concerns. By providing information to us or by using our products or services, you agree to the terms and conditions of this Privacy Policy.

Information We May Collect

We collect two main types of information related to you or your use of our products and services: (1) information from or about you and your preferences regarding solar energy solutions; and (2) information about your PowerCollector installation or Energy As A Service solution. Depending on the Solarus products and services you request, own, or use, not all of these types of information may be applicable to you.

From or about you or your devices

We may collect information from or about you (such as your name, address, phone number, e-mail, energy consumption) in a variety of ways, including:

- Through our Digital Services: We may collect information from or about you through our websites, software applications, social media pages, e-mail messages, or other digital services (the “Digital Services”), e.g., when you sign up for a newsletter, request for a quotation or make a purchase.
- From other sources: We also may receive information about you from other sources, such as public databases, joint marketing partners, certified installers, business partners and social media platforms.
- Solarus account: Customers who purchase a Solarus system will receive access to an account for the Solarus app. With this app they are able to monitor heat and electricity production of the PowerCollector installation, which is hosted on our website. We may collect and process the following types of data for your Solarus app: your customer registration information and real time performance of the Solarus system. You can access your Solarus Account at any time.
- Offline: We may collect information from or about you offline, such as when attend one of our events or contact our offices.
- Through your browser or device: Certain information is collected by most browsers or automatically through your device, such as your Media Access Control (MAC) address, computer type (Windows or Macintosh), screen resolution, operating system name and version, device manufacturer and model, language, Internet browser type and version, and the name and version of the Digital Services (such as the Solarus

App) you are using. We use this information to ensure that the Digital Services function properly.

When you visit our website or otherwise use our Digital Services, we may use cookies, pixel tags, analytics tools, and other similar technologies to help provide and improve our Digital Services, and as detailed below:

- **Cookies:** Cookies are pieces of information stored directly on the computer that you are using. Cookies allow us to collect information such as browser type, time spent on the Digital Services, pages visited, language preferences, and other web traffic data. We, and our service providers, use the information for security purposes, to facilitate online navigation, to display information more effectively, to personalize your experience while using the Digital Services, and to otherwise analyze user activity. We can recognize your computer to assist your use of the Digital Services. We also gather statistical information about the usage of the Digital Services in order to continually improve their design and functionality, understand how the Digital Services are used, and assist us with resolving questions regarding the Digital Services. Cookies further allow us to select which of our offers are most likely to appeal to you and to display them to you. We may also use cookies to see how you interact with our offers, and we may use cookies or other files to understand your use of our websites.
 - If you do not want information collected through the use of cookies when using your Solarus Account or our website, there is a simple procedure in most browsers that allows you to automatically decline cookies or gives you the choice of declining or accepting the transfer to your computer of a particular cookie (or cookies) from a particular site. You may also wish to refer to <http://www.allaboutcookies.org/manage-cookies/index.html>. However, if you do not accept these cookies, you may experience some inconvenience in your use of the Digital Services. For example, we may not be able to recognize your computer, and you may need to log in every time you visit the applicable Digital Services.
- **Pixel tags and other similar technologies:** Pixel tags (also known as web beacons and clear GIFs) may be used in connection with some Digital Services to, among other things, track the actions of users of the Digital Services (including e-mail recipients), measure the success of our marketing campaigns, and compile statistics about usage of the Digital Services and response rates.
- **Analytics tools:** We use website and application analytics services provided by third parties that use cookies and other similar technologies to collect information about website or application use and to report trends, without identifying individual visitors. The third parties that provide us with these services may also collect information about your use of third-party websites.
 - You can learn about Google's practices in connection with this information collection and how to opt out of it by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.

We may collect a variety of information from or about your Solarus system or your company, directly or via a certified installer, from your electric utility, or from the installed products (directly or via paired equipment, such as an inverter), including:

- We may collect information about your product, such as your installation date, number of products installed, and serial number(s).
- We may collect information about your home, such as the dimensions of your roof, the configuration of your electric system, and the capacity of any existing solar system.
- In order to provide and improve our energy products and services, we may collect data regarding where your product is installed and how it is configured, data related to the product's use and performance, data regarding your home or company's energy consumption, and other data relevant to diagnose issues.

If you no longer wish us to collect performance data or any other data from your Solarus system, please contact us as indicated in the "Contact us" section below. Please note that if you opt out from the collection of performance data from your Solarus system, we will not be able to notify you of issues applicable to your energy product in real time. This may result in your energy product suffering from reduced functionality, serious damage, or inoperability, and it may also disable many features of your energy product including periodic software and firmware updates.

How we may use information we collect

We may use information we collect to communicate with you, to provide and improve our products and services, and for the purposes listed below:

To communicate with you

We may use information we collect to communicate with you, including:

- To respond to your inquiries and fulfill your requests, such as to send you newsletters or product information, information alerts, information about events, or brochures.
- To set up, evaluate, and provide feedback regarding the installation of your energy product.
- To send administrative information to you, such as information regarding our products and services, and changes to our terms, conditions, and policies.
- To present products and offers tailored to you and to enhance our lists with information from other sources.
- To allow you to participate in contests and similar promotions and to administer these activities.
- To facilitate social sharing and communications functionality.

Your communication choices:

- Receiving electronic communications from us: If you no longer want to receive marketing-related e-mails from us, you may opt out of receiving them by following the opt-out instructions in any marketing e-mail received from us or by contacting us at the address below. Please note that we may still send you important administrative messages even if you opt out of receiving marketing e-mails.

To provide and improve our products and services

We may use information we collect to provide and improve our products and services, including:

- To complete and fulfill your purchase, e.g., to process your payments, fulfill your requests for product financing, have your order delivered to you, communicate with you regarding your purchase, and provide you with related customer service.
- To provide service to your Solarus system, such as to contact you with service recommendations.
- To monitor your Solarus product's performance and provide services related to your product.
- To develop and promote new products and services, and to improve or modify our existing products and services.
- To deliver any other services you have requested.

For other purposes

We also may use information we collect for other purposes, including:

- For our business purposes, such as data analysis, audits, fraud monitoring and prevention, identifying usage trends, determining the effectiveness of our promotional campaigns, and operating and expanding our business activities.
- Except as described above and below, Solarus may use or share information that does not personally identify you for any purpose, such as for operational or research purposes, for industry analysis, to improve or modify our products and services, to better tailor our products and services to your needs, and where legally required.

How We May Share Information We Collect

We may share information we collect with our business partners, with other third parties you authorize, with other third parties when required by law, and in other circumstances. Examples of how we share information with these parties and under these circumstances are provided below.

With our business partners

We may share information with our business partners when necessary to perform services on our or on your behalf, such as in the following circumstances:

- With Solarus affiliates for the purposes described in this Privacy Policy. Solarus affiliates are companies that are owned or controlled by Solarus Sunpower B.V. and companies in which Solarus has a substantial ownership interest.
- With our suppliers to provide services such as website hosting, data analysis and storage, order fulfillment and product installation, product diagnostics, maintenance or related services, e-mail delivery, auditing, marketing, and other similar services.
- With business partners to the extent that they are involved in the purchase, lease, or service of your Solarus products. We share information from or about you or your Solarus products to allow you do business with local companies delivering local services..

With other third parties you authorize

We may share information with other third parties you authorize, such as in the following circumstances:

- With our certified installers, where we do not directly sell you the energy products that you have requested, or with third party utilities or energy services companies, where you have agreed to allow them to monitor or control your energy product.

With other third parties when required by law

Solarus may transfer and disclose information, including information that may or may not personally identify you, to third parties to comply with a legal obligation (including, but not limited to, subpoenas); when we believe in good faith that the law requires it; in response to a lawful request by governmental authorities conducting an investigation, including to comply with law enforcement requirements; to verify or enforce our policies and procedures; to respond to an emergency; to prevent or stop activity we may consider to be, or to pose a risk of being, illegal, unethical or legally actionable; or to protect the rights, property, safety, or security of our products and services, Solarus, third parties, visitors, or the public, as determined by us in our sole discretion.

In other circumstances

We may share information in other circumstances, such as:

- With a third party in connection with any reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of all or any portion of our business, assets, or stock (including in connection with any bankruptcy or similar proceedings).

We will not process Personal Information in a way that is incompatible with the purposes for which it has been collected or subsequently authorized by you. We do not share information that personally identifies you with unaffiliated third parties for their marketing purposes.

If you wish to opt out of any processing of information for which you have provided your prior explicit opt-in consent, you may do so by contacting us as indicated in the “How to Contact Us” section below.

Security

We seek to use reasonable organizational, technical, and administrative measures to protect information within our organization. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account with us has been compromised), please immediately notify us of the problem by contacting us in accordance with the “How to Contact Us” section below.

Retention Period

We will retain information we collect from or about our customers, our products, and our services for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law. When the information is no longer necessary for these purposes, we delete it or keep it in a form that does not identify you. When determining this retention period, we take into account various criteria, such as the type of products and services requested by or provided to you, the nature of our relationship with you, the impact on the services we provide to you if we delete some information from or about you, and retention periods required by law.

Links

This Privacy Policy does not address, and we are not responsible for, the privacy, information, or other practices of any third parties, including any third party operating any site or service to which our Digital Services link. The inclusion of a link on our Digital Services does not imply endorsement of the linked site or service by us or by our affiliates, nor does it imply an affiliation with the third party.

Please note that we are not responsible for the collection, use, or disclosure policies and practices (including the data security practices) of other organizations, such as any other app developer, app provider, social media platform provider, operating system provider, or wireless service provider, including any information you disclose to other organizations through or in connection with our software applications or social media pages.

How to Contact Us

To contact us with a question or comment, to opt out from certain services, or to ask about your ability to exercise your privacy rights described above, please contact us:

- via e-mail at info@solarus.com;

Please note that e-mail communications are not always secure, so please do not include any sensitive information in your e-mails to us.

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Legal

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Trademark

Solarus PowerCollector is subject to the trademark rights of Solarus.