

PRIVACY POLICY

THIS PRIVACY POLICY IS SUBJECT TO THE TERMS AND CONDITIONS OF SOLAELEC (PTY) LTD. BY CONTINUING TO USE THE SOLAELEC WEBSITE, YOU AGREE TO THE TERMS AND CONDITIONS SET OUT IN THIS PRIVACY POLICY. PLEASE NOTE THAT BY SUBMITTING INFORMATION VIA ANY FORMAT TO THE SOLAELEC PROPRIETOR, YOU CONSENT TO THE COLLECTION, COLLATION, PROCESSING AND STORING OF SUCH INFORMATION AND THE USE AND DISCLOSURE OF SUCH INFORMATION IN ACCORDANCE WITH THIS PRIVACY POLICY.

WE RECOMMEND THAT YOU READ THIS PRIVACY POLICY TOGETHER WITH OUR TERMS AND CONDITIONS PRIOR TO SUBMITTING INFORMATION TO THIS WEBSITE.

1. INTRODUCTION

- 1.1 This is the Privacy Policy of SOLAELEC (hereinafter referred to as 'us', 'we' or 'our' as required by the context). SOLAELEC shall be referred to as interchangeable and will apply to the SOLAELEC website. In this Privacy Policy we list our policies regarding the collection, use, and disclosure of Personal Information or data when you use our service and the choices you have associated with that data. We use your data to provide and improve our service. By using the service, you agree to the collection and use of information in accordance with this Privacy Policy.
- 1.2 The provisions as set out in this Privacy Policy are in conjunction with the provisions as set out in the Terms and Conditions of our website as set out above.

2. DEFINITIONS

- 2.1 The following words expressions and abbreviations shall have the meaning hereinafter assigned to them:
 - 2.1.1 '**service**' means the service(s) and/or products provided in our SOLAELEC website as advertised by email, electronic communications or other marketing campaigns under the same name operated by this company;
 - 2.1.2 '**Personal Information**' means data about a living individual (you) who can be identified from that data (or from those and other information either in our possession or likely to come into our possession), such as your name, contact details, your company details and service history. It may also contain other information as reasonably applicable from time to time;

- 2.1.3 **'Data or Content'** means data collected automatically either generated by the use of service and providing certain information or from the service infrastructure itself which includes Personal Information;
- 2.1.4 **'Data Controller'** means the natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and manner in which any personal information are, or are to be, processed.
For the purpose of this Privacy Policy, we are a Data Controller of your Personal Information, Content or Data;
- 2.1.5 **'Data Processors or Service Providers'** means any natural or legal person who processes the data on behalf of the data controller. We may use the services of various Service Providers in order to process your data more effectively; and
- 2.1.6 **'Data Subject or user'** means any living individual who is using our service and is the subject of Personal Information.

3. CONSENT

- 3.1 How does SOLAELEC get your consent?
- 3.1.1 We obtain your consent when you provide us with personal information on our website or by way of your voluntary submission thereof on any electronic communication platforms;
- 3.1.2 Further, we obtain your consent if we ask for your Personal Information for a secondary reason (such an example of marketing). We will either ask you directly for your expressed consent, or provide you with an opportunity to say no.
- 3.2 How do I withdraw my consent?
- 3.2.1 If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting us at info@solaelec.com.

4. AGE OF CONSENT

By using the SOLAELEC website, you represent that you are at least the age of majority in your province of residence and you have given us your consent to allow any of your minor dependents to use this website.

5. INFORMATION COLLECTION

When you provide us with your personal information as set out in clause 3.1 above, we collect the personal information you give us to provide our service to the user.

PERSONAL INFORMATION, DATA AND CONTENT

By using the SOLAELEC website you represent that you are at least the age of majority in your province of residence, or that you are the age of majority in your province of residence and you have given us your consent to allow any of your minor dependents to use this website.

- 5.1 While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you.
- 5.2 Personally identifiable information may include, but is not limited to:
 - 5.2.1 Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to you;
 - 5.2.2 Your name if it appears with your other personal information or if your name itself would reveal information about you.
- 5.3 We may use your Data to contact you regarding your profile, research, contact you with our newsletter, announcement emailer or promotional materials and other information that may be of interest to you or us. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe process or instructions provided in any email we send or by contacting us at info@solaelec.com.

DATA

- 5.4 You may be asked or be required to provide limited personal information to enable us to provide certain services to you. We may store this information manually or electronically. We will only use it for purposes for which it was provided, if you have consented to it. Information provided will be kept for as long as necessary to fulfil that purpose.
- 5.5 We may also collect personal information about your employment and any aggregate information which shall be submitted to our Data Controller. Further included will be statistical data about our users', actions and patterns which do not identify individuals and allows us to ensure that content from our website is presented in the most effective manner for you and your business.

6. USE OF INFORMATION AND DATA COLLECTED

- 6.1 We use the collected data for various purposes not limited to the below:

- 6.1.1 To deliver the services you have asked for. In other words, to provide and maintain our service;
- 6.1.2 Research;
- 6.1.3 To notify you about changes to our service;
- 6.1.4 To allow you to participate in interactive features of our service when you choose to do so;
- 6.1.5 To provide client after sales support;
- 6.1.6 To gather analysis or valuable information so that we can improve our service;
- 6.1.7 To monitor the usage of our services;
- 6.1.8 To detect, prevent and address technical issues;
- 6.1.9 To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you already used or enquired about unless you have opted not to receive such information;
- 6.1.10 If you subscribe for data, news, announcements, alerts or any such information to be emailed to you, we will hold your details on our database until such time as you chose to unsubscribe from this service. You may do this at any stage by selecting the appropriate option and notification.
- 6.1.11 Personal information will NOT be sold to third parties, or provided to direct marketing companies or other such organizations without your permission. We may disclose your personal information to third parties if we are under a duty to disclose or share such.

7. RETENTION OF PERSONAL INFORMATION, CONTENT AND DATA

We will retain your personal information, content and data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your data to the extent necessary to provide our service and for research to comply with legal obligations.

8. TRANSFER OF PERSONAL INFORMATION, CONTENT AND DATA

- 8.1 Your data, may be transferred to, and maintained on, computers located outside of your province or country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.
- 8.2 Please note that we may transfer data, to the locations of our third-party service providers' servers and process it required or necessary.

- 8.3 Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.
- 8.4 We will take reasonable steps to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

9. DISCLOSURE OF DATA

- 9.1 For purposes of research, we may disclose your data to relevant institutions for research purposes.
- 9.2 Legal requirements may require us to disclose your data, however, this is done in good faith and with the belief that such action is necessary to:
 - 9.2.1 To comply with a legal obligation;
 - 9.2.2 To protect and defend the rights or property of the proprietor of this business networking forum;
 - 9.2.3 To prevent or investigate possible wrongdoing in connection with the service;
 - 9.2.4 To protect the personal safety of users of the service or the public; and
 - 9.2.5 To protect against legal liability.

10. SECURITY OF DATA

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

11. THIRD PARTY SERVICES

- 11.1 In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.
- 11.2 In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction to that of either you or us. Thus, if you elect to proceed with a transaction that involved the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

7 November 2025

11.3 Once you leave our website or are redirected to a third-party, you are no longer governed by this Privacy Policy or our website Terms and Conditions.

12. CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this Privacy Policy at any time, so please review it frequently. Changes and clarification will take effect immediately upon posting on the appropriate communication platforms of SOLAELEC. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

13. APPLICABLE LAWS

This Privacy Policy is governed by the laws of the Republic of South Africa, and you consent to the jurisdiction of the South African courts in respect of any dispute which may arise out of or in connection with the formation, interpretation, substance or application of this Privacy Policy.

14. QUESTIONS AND CONTACT INFORMATION

If you would like to: access, amend, correct or delete any personal information we have about you, register a complaint, or simply want more information contact us at info@solaelec.com.