

PRIVACY POLICY

SOLARGIS APAC Pte., Ltd.

This Solargis Privacy Policy (hereinafter as “**Privacy Policy**”) is a part of [General Service Terms \(“GST”\)](#) and expressions used in Capital letters, unless expressly defined herein, have the meaning attributed in the GST.

The privacy of our customers is important to us. We are committed to protecting and safeguarding any personal data you give us. This Privacy Policy describes how we use and process your personal data and what are your rights and possibilities with respect to such processing. You will also find here information on how you can contact us if you have any questions about your personal data.

This Privacy Policy supplements but does not supersede nor replace any other consents you may have previously provided to Solargis in respect of your personal data, nor does it affect any rights which Solargis may have at law in connection with the collection, use or disclosure of your personal data. By interacting with us, submitting information to us or signing up for any Services offered by us, you agree and consent to Solargis collecting, using, disclosing and sharing your personal data in the manner and for any of the purposes set forth in this Privacy Policy.

1. Scope and Applicable Entity

In this Privacy Policy, the applicable entity is **Solargis APAC Pte. Ltd.** (Singapore) governed by **PDPA**.

Solargis s.r.o. (Slovakia) being the owner of IP rights and the technological infrastructure for all Services within the Solargis Group, certain provisions of the GDPR (as defined below) are outlined in this policy. These apply whenever Solargis s.r.o. processes data or where GDPR standards are required for cross-border data transfers within the Group.

2. Applicable Laws

For the purposes of this Privacy Policy, the following abbreviations refer to the specific data protection and electronic communication laws applicable to our operations:

PDPA (Personal Data Protection Act): Refers to the Personal Data Protection Act 2012 of Singapore. It governs the collection, use, and disclosure of personal data by Solargis in Singapore including operations under Solargis APAC Pte. Ltd.

GDPR: Refers to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation).

3. Personal Data

We receive and store information that you voluntarily provide when using our Websites and Services. Despite the fact that our Services are operated on B2B basis and can be purchased exclusively by entrepreneurs, professionals, governmental institutions, agencies and other institutions, it may happen that you may provide us also with some of your personal information including your name, email address, working position, telephone number or other basic contact information (e.g. when you establish Customer Account or User registration at our Websites or when you postulate for job openings, as the case may be). You may also happen to provide personal information to us when you voluntarily communicate with us, such as when you request information through our contact form, or when you register for our newsletter.

To summarize, we may process the following categories of personal data:

- Identification data (name, company name)
- Contact details (email address, telephone number, address)
- Professional information (job title, company affiliation)
- Account data (login credentials, account preferences)
- Communication data (messages sent through contact forms or email)
- Technical data (IP address, browser type, device information, cookies).

You should ensure that all personal data submitted to us is complete, accurate, true and correct. Failure on your part to do so may result in our inability to provide you with the Services you have requested, or to process any requests and applications you may have made to us.

If you provide us with any personal data relating to a third party (e.g. information of your employees, colleagues or authorised representatives), by submitting such information to us, you represent and warrant that you have obtained the consent of such third party to provide us with their personal data for the respective purposes set out in this Privacy Policy.

4. Purpose of Processing and Legal Basis

i) Legal Bases for Processing Information in Singapore

For interactions with Solargis APAC Pte. Ltd. (based in Singapore, contracting for Asia-Pacific), we generally collect, use and disclose your personal data for the following purposes:

- To maintain your access to the Websites and Platform and to ensure your use is within the scope of the applicable terms;
- Responding to, processing and handling your queries, requests, complaints and feedback relating to our Services;
- Providing you with the Services which you have signed up for, including activating, maintaining and administering your Customer Account and fulfilling our obligations under any Purchase Contract;
- Verifying your identity and processing your personal particulars and payments in relation to the provision of Services to you;
- Communicating with you to inform you of changes and developments to Solargis policies, terms and conditions and other administrative information, including for the purposes of servicing you in relation to the Services offered to you;
- To provide you with information, updates and alerts relating to Services which may be relevant to you;
- Managing the infrastructure and business operations of Solargis and complying with internal policies and procedures;
- Facilitating business asset transactions (which may extend to any merger, acquisition or asset sale); matching any personal data held which relates to you for any of the purposes listed herein;
- Preventing, detecting and investigating crime, including fraud and money-laundering, and analysing and managing other commercial risks;
- Protecting and enforcing our contractual and legal rights and obligations;
- Conducting audits, reviews and analysis of our internal processes, action planning and managing commercial risks;
- Ensuring the safety and security of our Services, Websites and Platform, including conducting security clearances where necessary;
- Conducting market research for profiling and statistical analysis for the improvement of Services provided to you;
- Resolving complaints and handling requests and enquiries;
- Compliance with any applicable rules, laws and regulations, codes of practice or guidelines, or to assist in law enforcement and investigations by relevant authorities; and/or
- Any other purpose relating to or reasonably necessary for any of the above.

In addition, Solargis may collect, use and disclose your personal data for the following purposes, depending on the nature of our relationship with you:

- If you have a Customer Account with us or purchase Services through the Store:
- To process your Order for Services purchased through the Store;
- To maintain and administer your Customer Account;
- To verify and process your personal particulars and payments in relation to the provision of Services to you;
- To provide you with the Services which you have purchased, including activation and delivery of such Services;
- Resolving complaints and handling requests and enquiries;
- Conducting market research for profiling and statistical analysis for the improvement of Services provided to you; and/or
- Any other purpose relating to or reasonably necessary for any of the above;

- If you submit an application to us as a candidate for employment or an internship:
- Processing your application including pre-recruitment checks;
- Providing or obtaining employee references or other references where relevant for background screening;
- Collecting information about your suitability for the position applied for;
- Communicating with you as required by Solargis to comply with its policies and processes; and/or
- Any other purpose relating to or reasonably necessary for any of the above

In addition, where permitted under applicable laws, Solargis may also collect, use and disclose your personal data, and share your personal data with Solargis' business partners, service providers and/or other third parties for the following purposes:

- Providing services, products and benefits to you, including promotions, loyalty and reward programs;
- Matching personal data with other data collected for other purposes and from other sources (including third parties) in connection with the provision or offering of products and services,
- Sending you details of products, services, special offers and rewards, either to our customers generally, or of particular products and services, special offers and rewards which may be of interest to you; and/or
- Conducting market research, data analytics, understanding and determining customer location, preferences and demographics for us, our service providers and/or other third parties to develop insights into the industry, review, develop and improve our, our business partners', service providers' and/or other third parties' products, services and also develop special offers and marketing programmes her by Solargis or other third parties

(ii) GDPR

For interactions with Solargis s.r.o. (Slovakia, Europe), we process your personal data only when we have a valid legal basis under the General Data Protection Regulation (GDPR), as set forth below:

Contractual Necessity: We process your information where it is necessary to enter into or perform a contract with you. This includes providing our Services, responding to your inquiries prior to a purchase, and fulfilling our obligations under a contract of sale.

Consent: If you have given us clear consent to process your personal data for a specific purpose, such as receiving newsletter or the use of non-essential cookies then we process your data based on the consent. You may withdraw this consent at any time.

Compliance with a Legal Obligation: We process your information when it is necessary for compliance with a legal obligation to which we are subject, such as tax, accounting, or anti-money laundering requirements.

Legitimate Interests: We process your information when it is necessary for our legitimate interests (or those of a third party), provided these interests are not overridden by your rights and interests. This includes product development, internal analytics, user-experience analytics, internal administrative and ensuring the safety and security of our Services.

5. Cookies and Similar Technologies

We use common website management technologies called cookies and similar technologies, which have different functions. A cookie is a small data file, which often includes a unique but non-identifying code that is sent to your browser from a website's computers and stored on your computer's hard drive. Cookies allow you to be recognized as the same user across the pages of a website. Cookies also allow your choices to be remembered – choices such as the language you prefer, the currency you use and your search criteria.

We work with third-party companies authorized to place third-party cookies to help us compile anonymous site metrics and analytics. You may find more detailed information and manage cookies through our Websites cookies setting banner or through your browser settings.

Legal Basis for Cookies:

Singapore: You hereby consent to the collection, use or disclosure of your personal data collected through cookies or other related technologies for the following purposes:

- a) Tracking information such as the number of visitors and their frequency of use, profiles of visitors and their preferred sites;
- b) Making our websites and platforms easier to use. For example, cookies may be used to help speed up your future interactions with our websites and platforms;
- c) To better tailor our products and services to your interests and needs. For example, cookies information may be identified and disclosed to our vendors and business partners to generate consumer insights;
- d) Collating information on a user's search and browsing history;
- e) When you interact with us on our Websites and Platform, we may automatically receive and record information on our server logs from your browser. We may collect for the purposes of analysis, statistical and site-related information including, without limitation, information relating to how a visitor arrived at the website or platform, the browser used by a visitor, the operating system a visitor is using, a visitor's IP address, and a visitor's click stream information and time stamp (which may include for example, information about which pages they have viewed, the time the pages were accessed and the time spent per web page);
- f) Using such information to understand how people use our Websites and Platform, and to help us improve their structure and contents
- g) Using cookies that are necessary in order to enable our Websites and Platform to operate, for example, cookies that enable you to log onto secure parts of our Websites and Platform; and/or
- h) Personalizing the Websites and Platform for you, including delivering advertisements which may be of particular interest to you and using cookie-related information to allow us to understand the effectiveness of our advertisements.

Slovakia/GDPR: We ask for your consent with cookies use, unless cookies are necessary for proper operation of our Websites (essential cookies), in which case it is a legitimate interest for their use. The legal basis for non-essential cookies is your consent pursuant to Article 6 (1) a) GDPR and the Act on Electronic Communications. You may withdraw or modify your cookie consent at any time through the cookie settings tool available on our website.

6. Retention of Your Personal Data

We will only retain your personal data for as long as is necessary for the purposes described in this Privacy Policy. Retention periods vary:

Singapore: In accordance with the PDPA, we will cease to retain your personal data, or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that the purpose for which the personal data was collected is no longer being served by retention of the data, and retention is no longer necessary for legal or business purposes. Where personal data is retained for ongoing contractual purposes, it will be retained for the duration of the contract and for a period of five (5) years thereafter, or such longer period as may be required under applicable Singapore law.

GDPR:

- **Contract-related data:** Retained for the duration of the contract and **5 years** after termination (legal/accounting/tax requirements) and **4 years** for the purpose of legal claims.
- **Cookies:** Retained usually for session duration (i.e. for as long as you use our Websites) unless the cookie settings state otherwise.
- **Consent-based data:** Retained until consent is withdrawn.

7. Share and Transfer of Personal Data

We will never sell any of your personal data to a third party. We share personal data only to the extent necessary and may disclose your personal data to the following categories of recipients: (a) Solargis Group entities; (b) agents, contractors or third-party service providers who provide operational services to Solargis, such as for payment processing, email delivery, IT infrastructure, customer communication, analytics, storage, archival or other services required for the operation of our business, including but not limited to Adyen, or Zoho or similar providers with whom we are in a contractual relationship; (c) trusted vendors or any third-party business partners who offer goods and services in conjunction with us; (d) any business partner, investor, assignee or transferee (actual or prospective) to facilitate business asset transactions (which may extend to any merger, acquisition or asset sale); (e) our professional advisors such as our auditors and lawyers; (f) relevant government regulators, authorities or law enforcement agencies to comply with any applicable laws, regulations, codes of practice or guidelines, or to assist in

law enforcement and investigations by relevant authorities; and (g) any other party to whom you authorise us to disclose your personal data. These entities act as data processors (or data intermediaries as applicable under the PDPA) or, where applicable, independent data controllers and process personal data in accordance with applicable data protection laws and our contractual agreements.

Intra-Group Transfers: Solargis Group operates through several companies identified in the GST. As a result, there may be an occasion when we exceptionally share personal data within the **Solargis Group** where necessary, including the following instances:

- For internal administrative purposes,
- To meet customer needs/demand where we provide commercial services through various offices and locations,
- To meet our obligations with respect to reporting,
- Where our support functions are provided by other companies within the Solargis Group.

Where personal information is shared within the Solargis Group, it is permitted on a limited basis and on a “need to know” basis, by adhering to all applicable regulatory legal requirements and under these conditions:

We use appropriate safeguards designed to provide a comparable level of protection under applicable privacy laws (including PDPA, as applicable).

With respect to GDPR, transfers are based on appropriate safeguards, such as an adequacy decision or standard contractual clauses (Chapter V GDPR).

8. Security of Your Personal Data

We take the security of your personal data very seriously. We use appropriate procedures to protect and safeguard the personal data you give us. We have put in place security systems designed to prevent unauthorized disclosure of information you provide to us. These systems are structured to deter and prevent from accessing this information. The measures include technical and organizational safeguards such as access control, encryption where appropriate, secure data storage, and internal confidentiality obligations.

9. Your Rights

(i) Users in Singapore have the following rights under the PDPA:

- **The right of access:** You have the right to request access to your personal data is in our possession or under our control, and information about the ways in which your personal data has been or may have been used or disclosed by us within the year preceding the request;
- **The right of correction:** You have the right to request that we correct any error or omission in your personal data. that is in our possession or under our control. Where we are satisfied that the personal data is inaccurate, incomplete, misleading or not up to date, we will correct the data and, unless impracticable, send the corrected data to every other organisation to which the data was disclosed within a year before the date the correction was made;
- **The right to withdraw consent:** You may withdraw your consent for the collection, use or disclosure of your personal data at any time by contacting us using the details set out in Section 10 below. We will process your withdrawal request within a reasonable time. Please note that if you withdraw your consent, we may not be able to continue providing our Services to you, or to administer any contractual relationship in place, which may result in the termination of any agreements with you and may constitute a breach of your contractual obligations or undertakings. Our legal rights and remedies in such event are expressly reserved.

ii) Rights under GDPR In connection with the processing of your personal data, you have the rights of a data subject, namely:

- The right to access your personal data (providing a copy of your personal data) and the right to information on the terms of processing of personal data;
- The right to request rectification and completion of your inaccurate or incomplete personal data;
- The right to erasure your personal data in certain situations where there is no good reason for us to continue to process it;
- The right to restrict the processing of your personal data in certain circumstances;

- The right to object to processing your personal data for direct marketing purposes;
- The right to object to our processing of your personal data if your personal data are processed on a legal basis of public interest or a legitimate interest or if the profiling is based on public interest or a legitimate interest;
- The right to transfer personal data to you or another service provider in a simple, structured format provided the processing is based on contract or consent and data are processed by automated means;
- The right to withdraw consent; and
- The right not to be subject to automated individual decision-making, including profiling.

We do not carry out automated individual decision-making, including profiling, within the meaning of Article 22 GDPR.

We will respond to requests concerning your rights without undue delay and at the latest within one month of receiving the request, in accordance with applicable laws.

10. Contact Details and Complaints

To exercise the rights described above, please send an email to legal@solargis.com. In addition, you have the right to file a complaint to the respective supervisory authority:

Singapore: Personal Data Protection Commission (<https://www.pdpc.gov.sg>) .

Slovakia: Personal Data Protection Office of the Slovak Republic (<https://dataprotection.gov.sk/uouu/en/content/rights-data-subjects>) .

Contact details of the controllers:

Solargis APAC Pte. Ltd., Six Battery Road, #326 Singapore 049909

Solargis s.r.o., Bottova 2A, 811 09 Bratislava, Slovakia

11. Changes to this Privacy Policy

We may update this Privacy Policy from time to time if required by an amendment of the applicable law. Please regularly check this policy to ensure you are aware of the most updated version.

CONTACT

Service provider:

Solargis APAC Pte., Ltd.

6 Battery Road, #326, Singapore 049909

tel.: +65 9396 7410, store@solargis.com

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This Privacy Policy is effective from 9 July 2026.

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The valid version of the Privacy Policy is always available at: solargis.com/legal