

## PRIVACY POLICY

### SOLARGIS s.r.o.

This Solargis Privacy Policy (hereinafter as “**Privacy Policy**”) is a part of [General Service Terms \(“GST”\)](#). 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.

#### 1. Scope and Applicable Entity

In this Privacy Policy, the applicable entity is **Solargis s.r.o.** (Slovakia) governed by **GDPR**.

#### 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:

**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).

**Act on Electronic Communications:** Refers to Slovak Act No. 452/2021 Coll. on Electronic Communications, as amended, which regulates the use of cookies and direct marketing via electronic mail in the Slovak Republic.

#### 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, in connection with your access or use of the Websites and/or Services, you provide the personal data of any third parties, you represent and warrant that such third parties have consented to the collection, use and disclosure of their personal data in accordance with the Privacy Policy.

The Websites may provide links to linked sites whose data protection and privacy practices may differ from those set forth here. We are not responsible for the content and privacy practices of these other websites and you agree to review and abide by the data protection and privacy notices of those sites.

#### 4. Purpose of Processing and Legal Basis

For interactions with Solargis s.r.o. (based in Slovakia, contracting for 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.

**Contact and Inquiries:** When you contact us via email or our contact form, the information you provide will be processed to address your request and manage follow-up questions.

**Pre-contractual/Contractual Matters:** If your inquiry relates to a purchase or the performance of a contract, the legal basis for processing is Article 6(1)(b) GDPR (Contractual Necessity).

**Job applicants:** If you are a candidate to job openings published on the Websites, by replying to one of these postings or otherwise you provide us with your personal information. We will collect and process the information you provide to us only for this purpose and only in accordance with applicable law. For more information see our [job application policy](#).

**Other Matters:** For all other inquiries, the legal basis is Article 6(1)(f) GDPR (Legitimate Interests), as we have a legitimate interest in providing efficient customer support and addressing your concerns quickly. Personal data collected in this context will be deleted once your request has been fully clarified and it is not expected to become relevant again, unless we are required to retain the data to comply with statutory storage obligations.

**Marketing Communications:** We may send you marketing communications relating to our Services in two situations.

- Based on your consent: If you subscribe to our newsletter or otherwise agree to receive marketing communications, we will process your contact details for this purpose based on your consent pursuant to Article 6(1)(a) GDPR. You may withdraw your consent at any time by using the unsubscribe link in the communication or by contacting us.
- Existing customers: If you have purchased our Services or entered into a contractual relationship with us, we may send you marketing communications regarding similar products or services based on our legitimate interest in maintaining our business relationship, in accordance with Article 6(1)(f) GDPR and applicable Act on electronic communications. You may object to receiving such communications at any time by using the unsubscribed link or by contacting us.

We will stop sending marketing communications once you opt out or after the applicable retention period required by law.

#### 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:** 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:

- **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 and 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, 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 these 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: 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

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](mailto:legal@solargis.com). In addition, you have the right to file a complaint to the respective supervisory authority, that is Personal Data Protection Office of the Slovak Republic (<https://dataprotection.gov.sk/uouu/en>). Contact details of the controller: 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.

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## CONTACT

Service provider:

**Solargis s.r.o.**

Bottova 2A, 811 09 Bratislava, Slovakia

tel. +421 2 43191 708, email: [store@solargis.com](mailto:store@solargis.com)

Business register City Court Bratislava III, Section Sro, file 62765/B Reg. ID: 45354766

VAT ID: SK2022962766

**This Privacy Policy is effective from 9 July 2026.**

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The valid version of Privacy Policy is always available at: [solargis.com/legal](https://solargis.com/legal)