

## **GoSolr Pty(Ltd) Privacy Policy**

### **1. Preamble**

Your privacy is important to Gosolr, This Privacy Policy (Hereinafter referred to as the “Policy”) applies to GoSolr’s website and forms part of Gosolr’s general terms and conditions. The Privacy Policy discloses the information practices followed by Gosolr with respect to your personal information gathered to help us assess your interest for a rental solar product and with respect to Gosolr’s public website, including the type of information that we gather, the way we use information internally and our policy regarding sharing information with others.

We have implemented these practices for Gosolr’s website ([www.GoSolr.ae](http://www.GoSolr.ae)) and dependent pages.

### **2. Collection and Use of Personal Information**

Personal information gathered on our public website means any information that is related to an identified person, or that may be used to identify an individual, including, but not limited to: first and last name; email address; a home, postal or other physical address or other contact information; title, birth date, gender, occupation, industry, or personal interests; and other information necessary or useful to provide a product or service that you have requested.

For customers interested in Gosolr’s rental offering, we collect personal information from you or others on your behalf.

### **3. Protecting Personal Information**

Personal information gathered about customers interested in renting a solar product is only accessible by appropriate staff who have a business need for the information. We provide training and communication programs to educate our staff about the meaning and requirements of this privacy statement. We use systems, policies and procedures to maintain the accuracy of customer information and to protect it from loss, misuse, or alteration.

### **4. How We Use Personal Information**

Personal information about our customers or former customers will only be disclosed as outlined in this Privacy Policy or as required by law. We use personal information to meet your requests for more information about our rental offering including, but not limited to products and services. In striving to serve you, we sometimes share customer information with others so they may help us by providing services to us or by providing services on our behalf or jointly with us to you. We do not sell personal information about you to unrelated companies for their independent use.

### **5. Domain Name and IP Address**

GoSolr does not disclose this information to third parties.

You may visit our website anonymously if you wish, by using appropriate software or web services available from or through third parties.

## **6. Log Files**

We maintain a log file of all actions that are initiated or facilitated using our website, to capture, record and store data concerning the transaction. Access to this data is restricted to those who administer our network and public website, and to our legal counsel who may access this information in the event of a dispute, in response to legal process or law enforcement inquiries, abuse of our website, or violation of our Terms of Use Policy.

## **7. E-mail Address**

- 7.1. You should know that electronic mail (“e-mail”) is not necessarily secure against all forms of interception. If your communication includes sensitive information about you and you would prefer not to transmit this information in this fashion, please contact us by [WhatsApp](#) rather than email.
- 7.2. We collect only those e-mail addresses that are volunteered by the visitor, through e-mail messages addressed to our company or its employees, or through visitor responses by the “contact us” and “show your interest” portion of the site.
- 7.3. You may opt-out of receiving the promotional or marketing e-mails from Gosolr at any time by emailing [hello@gosolr.ae.com](mailto:hello@gosolr.ae.com). Requests to unsubscribe from these e-mails may take 10 business days to process.
- 7.4. This opt-out procedure will not be available for e-mails that are necessary to provide confirmation of a completed transaction (such as a purchase, service request or change in the visitor’s user profile) or for e-mails that confirm a visitor’s status as a registered user of the Gosolr customer extranet.

## **8. Other Personal Information**

- 8.1. We may use a mailing address or phone number that a visitor provides for a variety of Gosolr related reasons. We may send periodic mailings to visitors or make telephone calls to inform those visitors who have provided a mailing address or telephone number of new products, services or events.
- 8.2. If you do not wish to receive such calls or mailings, you may request to be removed from the contact list by contacting Gosolr at [hello@gosolr.ae.com](mailto:hello@gosolr.ae.com).

## **9. Personal Information is Not Released to Outside Parties**

Any information that you provide to us through our website will be used for Gosolr purposes only. Your information will not be shared with other individuals or other companies. However, in some instances, we may need to provide your name and delivery address to third parties that we use for delivering specific products or services to you (such as support services, installers, shipping organisations). In such cases, your name and delivery address are never shared by these third parties. Gosolr may access your information in the event of a dispute, in response to legal process or law enforcement inquiries, abuse of our website, or violation of our Terms of Use Policy.

## **10. Data Security**

- 10.1. We safeguard the security of the data you send us with certain physical, electronic, and managerial procedures. We have taken reasonable precautions to protect against misuse, theft, loss, unauthorized access, disclosure, alteration or destruction of your personal information.
- 10.2. While we strive to protect your personal information, we cannot ensure the security of the information you transmit to us. So, we urge you to take every precaution to protect your personal data when you are on the Internet.

## **Future Changes**

By using our website, you consent to the collection and use of your information as we have outlined in this Privacy Policy and to our Terms of Use Policy. Gosolr may decide to change this Privacy Policy from time to time. When we do, we will post those changes on this page. So that you are always aware of the information we collect, use, and under what circumstances we disclose it. Customers are encouraged to frequently visit these sections to be updated about the changes on the website. Modifications will be effective on the day they are posted.

## **11. Comments and Questions**

We welcome comments and questions on this Privacy Policy. As stated above, we are dedicated to protecting your privacy, make every reasonable effort to keep your information secure. Questions regarding our Privacy Policy should be directed by e-mail to [hello@gosolr.ae.com](mailto:hello@gosolr.ae.com)