PRIVACY POLICY – REVISION MARCH 2026

WWW.SOLARDESIGN.CO.UK

1. ABOUT US

www.solardesign.co.uk (**our site**) is a site operated by The Solar Design and Training Company Limited, trading as The Solar Design Company (**we** or **us**).

We are registered in England and Wales under company number 04707083 and have our registered office and main trading address at Llety Gwyn, Aberystwyth Road, Machynlleth, Powys, Wales, SY20 8ET. Our VAT number is 704128371. Registered and certified at the Information Commissioner's Office Reference: ZA886300.

2. OUR POLICY

We are committed to protecting and respecting your privacy. This policy, together with our Terms of Use, sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998, The Data Protection Bill 2017 and The General Data Protection Regulation (EU) 2016/679 and (the **Acts**), the data controller is Chris Laughton of Llety Gwyn, Aberystwyth Road, Machynlleth, Powys, Wales, SY20 8ET.

3. INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

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- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

- Information that you provide by filling in forms on our site. This includes information provided at the time of registering to use our site, subscribing to any service, posting material or requesting further services. We may also ask you for information when you register, enter a competition or promotion sponsored by us, and when you report a problem with our site.

- Details of transactions you carry out through our site and of the fulfilment of your orders including payment information.

If you contact us, we may keep a record of that correspondence.

We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

4. USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.

- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.

- To carry out our obligations arising from any contracts entered into between you and us.

- To allow you to participate in interactive features of our service, when you choose to do so.

- To notify you about changes to our service.

We may also use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you and we or they may contact you about these by email, post or telephone.

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If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this.

If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please inform us on the contact us form or in writing to our registered address.

5. DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to any member of our group of companies.

We may also disclose your personal information to our commercial partners to the extent necessary to effect your software licensing transaction.

We may also disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets or if we, or substantially all of our assets, are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.

- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use or Standard Terms and Conditions of Sale and Supply and other agreements; or to protect our rights, property or safety, or that of our customers or others. This may include exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

6. WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (**EEA**). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other

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things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure, and although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

7. IP ADDRESSES

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

8. COOKIES

Cookies are small text files that are created and stored on your browser or the hard drive of your computer by websites that you visit to enable the website to 'remember' who you are and to monitor website traffic. Cookies are generally only visible to the website that serves them and not to other websites.

Cookies are used on our site to 'remember' information so that it can be passed from page to page and to collect website statistics. This statistical data collected may be used to help improve our site and the services that we offer to you, but it is not used to identify you.

Most internet browsers accept cookies automatically however, you can accept, delete or disable cookies if you wish; the process for which can usually be found in your internet browser's 'Help' menu.

For more information about cookies and instructions on how to adjust your browsers settings to accept, delete or reject cookies, see the IAB website www.youronlinechoices.co.uk.

The relevant page for adjusting your browser settings is at: http://www.youronlinechoices.com/uk/five-top-tips

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If you disable cookies then, whilst you may be able to browse all of our site, some of the cookies we use may be essential for the site to operate and some features may therefore not be available to you. Unless you have adjusted your browser settings so that it will refuse cookies, our system will issue cookies as soon as you visit our site.

We use cookies on our site. None of them stores any information that identifies you personally, such as by a name or postal address.

If you register with us or if you continue to use our site, you agree to our use of cookies.

Cookies we use:

- **Google Analytics**/ Statistics Logging/ So we know how many people went to our website and how affective it is

Our website also uses browser local storage to manage your shopping cart and your country and currency preferences. We also use third-party payment services including Stripe and PayPal. These services may set cookies on their own sites for authentication, fraud prevention, and payment processing but we do not control those cookies.

9. ACCESS SECURITY

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

10. YOUR RIGHTS

You have the right to ask us not to process your data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at software@solardesign.co.uk or via our website.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

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11. ACCESS TO INFORMATION

The Acts gives you the right to access information held about you. Your right of access can be exercised in accordance with the Acts. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

12. CHANGES TO OUR POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

13. CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to software@solardesign.co.uk.

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