

# Privacy Policy for Solar Upgrades & The Solar Owners Club



This Privacy Policy describes the information that **Solar Upgrades** ("we," "us," "our") collects through its website at [www.solarupgrades.co.uk](http://www.solarupgrades.co.uk). The Website is hosted on Wix.com, a cloud-based platform that provides us with the online platform that allows us to sell our services to you.

**1. Please read through the content of this Privacy Policy carefully and ensure that you understand it.** If you do not understand the content of this Privacy Policy or do not accept or agree with it, then you must stop using our website.

## 2. What type of information do we collect?

We collect the following types of information from you:

- **Personal Information:** This includes information that can be used to directly or indirectly identify you, such as your full name, mobile number, email address, and postal address. When you request a solar quote or consultation, you may also provide us with your electricity bill statement or amount.
- **Non-Personal Information:** This includes information that cannot be used to directly identify you, such as your IP address, browser type, operating system, and the referring website. Wix.com may also collect non-personal information through cookies and other tracking technologies. You can find more information about Wix.com's data practices and how to control your privacy settings on their website: [<https://www.wix.com/about/privacy>]

## 3. How do we collect information?

We collect information directly from you when you:

- Contact us for a solar quote or book a service.
- Provide information through our website forms / sign-up options.
- Interact with our website.

Wix.com also collects certain data through the use of cookies and other tracking technologies on our Website.

## 4. Why do we collect such personal information?

We collect your information for the following purposes:

- **Solar Upgrades:**
  - To provide and process your solar quotes.
  - To schedule appointments and consultations.
  - To contact you regarding your solar installation project.
- **General:**
  - To respond to your enquiries and requests.
  - To send you newsletters, updates, and marketing communications if you have opted-in.
  - To improve our Website and Services and understand customer needs.
  - To analyse website traffic and user behaviour.

## 5. How do we store, use, share and disclose your site visitors' personal information?

- **Storage:** Your information is stored through Wix.com's data storage, databases, and the general Wix.com applications.
- **Use:** We use your information for the purposes outlined in Section 4 above.
- **Sharing and Disclosure:**
  - **Solar Upgrades:** We may share your contact information with trusted installers or financing partners to assist with your solar project.
  - **Service Providers:** We may share your information with service providers who assist us in operating our business, such as email marketing platforms and data analytics providers (in addition to Wix.com).
  - **Legal and Regulatory Requirements:** We may disclose your information where we are under a duty to do so in order to comply with any legal requirements or obligations, any request from the government, or where it is necessary to enforce or protect our own rights, your safety, or that of others, or where it is deemed necessary to investigate fraud.
- **Wix.com:** Wix.com adheres to the standards set by PCI-DSS for payment card information security. You can find more information about Wix.com's security practices in their privacy policy.

## 6. Cookies and Tracking Technologies

We use cookies and other tracking technologies on our Website. Cookies are small text files that are placed on your device when you visit a website. They help us to:

- Improve your browsing experience
- Remember your preferences
- Track website usage
- Deliver targeted advertising

You can control the use of cookies through your browser settings. However, please note that disabling cookies may affect the functionality of our Website. Wix.com also uses cookies and other tracking technologies on its platform. You can find more information about Wix.com's use of cookies in their privacy policy.

## 7. How and Where We Process Your Information

Wix.com can store your site-visitors' data in a number of locations. Our site-visitors' personal information may be stored in data centres located in the United States of America, Ireland, South Korea, Taiwan, and Israel. We may use other jurisdictions as necessary for the proper delivery of our services and/or as may be required by law. Please refer to Wix's Privacy Policy for more information.

## 8. Data Security

We are committed to ensuring the security of your personal information. We have implemented appropriate technical and organisational measures to protect your information. These measures include:

- **Secure Server:** Our website is hosted on Wix.com's secure servers, which use SSL encryption to protect data transmission.
- **Wix.com Security:** Wix.com implements various security measures to protect user data, including firewalls, intrusion detection systems, and regular security updates.

We take the protection of your personal information seriously and have taken suitable and reasonable steps to protect the personal information we hold from misuse, loss, unauthorised access, and any modification or disclosure. If you are submitting personal information over the internet that you wish to remain private, please note that while attempts are made to secure information transmitted to this site, there are inherent risks in transmitting information across the internet and we are unable to guarantee its security. If you prefer, you can contact us by alternative means using phone, email or mail.

## 9. Your Rights

- **Access and Correction:** You have the right to access and correct the personal information we hold about you.
- **Data Portability:** You have the right to request a copy of your personal information in a portable format.
- **Erasure:** You have the right to request the deletion of your personal information in certain circumstances.
- **Restriction:** You have the right to request the restriction of processing of your personal information in certain circumstances.
- **Objection:** You have the right to object to the processing of your personal information in certain circumstances.
- **Unsubscribing:** You can unsubscribe from our email communications at any time by clicking the "unsubscribe" link in the email.

## 10. Children's Privacy

Our Website is not intended for children under the age of 13. We do not knowingly collect personal information from children under 13. In the event we discover that a person under the age of 13 has accessed our site and provided personal information then we shall attempt to delete and/or destroy such information as soon as possible.

## 11. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes by posting the updated Privacy Policy on our Website.

## 12. Contact Us

If you have any questions about this Privacy Policy, please contact us at [info@solarupgrades.co.uk](mailto:info@solarupgrades.co.uk).

## 13. Final Statement

This Privacy Policy is intended to comply with all applicable data protection laws, including the Protection Act 2018 and the General Data Protection Regulation (GDPR).

