



Privacy Policy for Solar Upgrades, IntegriSolar & The Solar Owners Club

This Privacy Policy explains how **IntegriSolar** and **The Solar Owners Club** (“we”, “us”, “our”) collect, use, store, share, and protect your personal information.

Solar Upgrades operates the website www.solarupgrades.co.uk, IntegriSolar operates the website www.integrisolar.co.uk and The Solar Owners Club operates the website www.thesolarownersclub.co.uk (the “Website”). These websites are hosted on **Wix.com**, a cloud-based platform that provides us with the online infrastructure to promote and deliver our services.

1. Acceptance of This Privacy Policy

Please read this Privacy Policy carefully. By using our Website, engaging with our services, or becoming a customer or member of The Solar Owners Club, you acknowledge that you have read and understood this Privacy Policy. If you do not agree with it, you should discontinue use of the Website.

2. What Information We Collect

Personal Information

We may collect personal information that can directly or indirectly identify you, including:

- Full name
- Telephone number (mobile or landline)
- Email address
- Postal address
- Property and system-related information
- Energy usage information, including electricity bill details where voluntarily provided

Non-Personal Information

We may collect non-personal information such as:

- IP address
- Browser type and version

- Operating system
- Referring website
- Website usage and interaction data

Wix.com may also collect non-personal information through cookies and similar technologies. Further details are available in Wix's own Privacy Policy.

3. How We Collect Information

We collect information in the following ways:

- When you complete forms or request quotes or consultations through our Website
- When you contact us via telephone, email, or other communication channels
- When you interact with our Website
- Through cookies and tracking technologies
- Through third-party lead generation partners

Third-Party Lead Generation

We may receive your personal information from **trusted third-party lead generation partners** where:

- You have provided your details directly to them; and
- You have given consent, or another lawful basis applies, for your information to be shared with us for the purpose of being contacted about solar or energy-related products or services.

We do not knowingly obtain data from unlawful or unverified sources.

4. Why We Collect Personal Information

Solar & Energy Services

We collect and use personal information to:

- Provide solar and energy-related quotes and consultations
- Assess suitability for installations and upgrades
- Schedule appointments and site visits
- Manage installations, maintenance, and ongoing support

The Solar Owners Club

For customers and members of **The Solar Owners Club**, we retain relevant personal and system-related information on our internal software systems in order to:

- Provide ongoing customer support
- Carry out system health checks and performance monitoring
- Issue maintenance reminders

- Inform customers about future upgrades or improvements

General Business Purposes

We also process information to:

- Respond to enquiries and requests
- Communicate with you about our services
- Send marketing communications where permitted by law
- Improve our Website and services
- Analyse website usage and customer trends
- Maintain internal records and compliance documentation

4.1 Lawful Basis for Processing

We process personal data in accordance with UK GDPR under one or more of the following lawful bases:

- **Consent** – where you have actively opted in to be contacted
- **Legitimate Interests** – where we have a genuine business reason to contact you and your rights do not override those interests
- **Contractual Necessity** – where processing is required to provide a requested service or quotation
- **Legal Obligation** – where processing is required by law

5. How We Store, Use, Share, and Disclose Information

Storage

Personal information is initially collected and stored through **Wix.com's** secure data storage, databases, and applications. Where required for the operation of our business, your information is then transferred to and stored within our **Customer Relationship Management (CRM)** system and **Project Management systems** to manage enquiries, installations, customer relationships, ongoing support, and future upgrades.

Some information may also be securely stored within **back-up systems** to ensure business continuity and data recovery.

Sharing and Disclosure

We may share personal information with the following categories of third parties, where necessary and lawful:

Installers, Partners & Service Providers

- Trusted installers, finance providers, and service partners
- Software providers such as CRM systems, project management tools, analytics platforms, and email services

Industry Bodies, Compliance & Technical Platforms

As part of delivering solar and energy-related services, we may share relevant personal and property-related information with industry bodies, network operators, and technical platforms for compliance, system design, registration, and operational purposes. This may include, but is not limited to:

- **MCS (Microgeneration Certification Scheme)**
- **National Grid** or relevant Distribution Network Operators (DNOs)
- **EasyPV** and similar technical or design platforms used within our CRM and project management processes

Only information that is necessary for these purposes is shared.

Legal & Regulatory Requirements

We may disclose personal information where required to comply with legal obligations, regulatory requests, or to protect our legal rights, safety, or those of others.

Where third-party organisations process personal data on our behalf, appropriate **data processing agreements and safeguards** are in place in accordance with UK GDPR.

6. Marketing Communications & Contact Preferences

We may contact you by **telephone, email, SMS, or other electronic means** using contact details you have provided directly to us or that have been lawfully provided by a third-party lead partner.

We comply with the **Privacy and Electronic Communications Regulations (PECR)**.

Opting Out

You can object to or stop marketing communications at any time by:

- Clicking the “unsubscribe” link in emails
- Replying “STOP” to SMS messages
- Contacting us directly

Once you opt out, we will cease marketing communications. We may retain your details on a **suppression list** to ensure your preferences are respected. In limited cases, we may contact you for **administrative purposes only**, such as confirming your opt-out request.

7. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Improve Website functionality
- Remember user preferences
- Analyse Website usage
- Support marketing and advertising activities

You can control cookies through your browser settings. Disabling cookies may affect Website functionality. Wix.com also uses cookies in accordance with its own Privacy Policy.

8. International Data Processing

Wix.com may store personal data in data centres located in the United States, Ireland, South Korea, Taiwan, and Israel. Where personal data is transferred outside the UK or EEA, appropriate safeguards are applied, such as **standard contractual clauses** or transfers to jurisdictions deemed adequate under UK data protection law.

9. Data Security

We take appropriate technical and organisational measures to protect personal information, including:

- SSL encryption
- Secure hosting environments
- Access controls and staff training
- Regular system updates and monitoring

Customer data stored within Wix, our CRM, Project Management platforms, and back-up systems is accessible only to authorised personnel on a need-to-know basis. While reasonable steps are taken to protect data transmitted online, no system can be guaranteed to be completely secure.

10. Data Retention

We retain personal information only for as long as necessary:

- **Marketing and lead data:** up to 24 months from last interaction
- **Customer and Solar Owners Club records:** retained for the duration of the relationship and as required to support health checks, maintenance, and future upgrades
- **Customer and contractual records:** up to 6 years where legally required
- **Suppression (opt-out) records:** retained indefinitely to ensure compliance

We apply the principle of **data minimisation**. Personal data that is no longer required will be securely deleted or anonymised.

11. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate or incomplete data
- Request erasure of your data
- Restrict processing
- Object to processing or marketing
- Request data portability

Right to Complain

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office

Website: <https://ico.org.uk>

Telephone: 0303 123 1113

12. Automated Decision-Making

We do not use automated decision-making or profiling that produces legal or similarly significant effects.

13. Children's Privacy

Our Website and services are not intended for children under the age of 13. We do not knowingly collect personal data from children.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be updated on our Website.

15. Contact Us

If you have any questions about this Privacy Policy or how we handle personal data, please contact us at:

Email: info@solarupgrades.co.uk

16. Final Statement

This Privacy Policy is intended to comply with the **UK Data Protection Act 2018**, **UK GDPR**, and **PECR**.

