

## **PRIVACY POLICY**

### **1. AN OVERVIEW OF DATA PROTECTION**

#### **General**

The following gives a simple overview of what happens to your personal information when you visit our website. Personal information is any data with which you could be personally identified. Detailed information on the subject of data protection can be found in our privacy policy found below.

#### **Data collection on our website**

##### **Who is responsible for the data collection on this website?**

The data collected on this website are processed by the website operator. The operator's contact details can be found in the website's required legal notice.

##### **How do we collect your data?**

Some data are collected when you provide it to us. This could, for example, be data you enter on a contact form.

Other data are collected automatically by our IT systems when you visit the website. These data are primarily technical data such as the browser and operating system you are using or when you accessed the page. These data are collected automatically as soon as you enter our website.

##### **What do we use your data for?**

Part of the data is collected to ensure the proper functioning of the website. Other data can be used to analyze how visitors use the site.

##### **What rights do you have regarding your data?**

You always have the right to request information about your stored data, its origin, its recipients, and the purpose of its collection at no charge. You also have the right to request that it be corrected, blocked, or deleted. If you have given your consent to data processing, you can revoke this consent at any time for the future. You also have the right to request the restriction of the processing of your personal data if the legal requirements are met. Under certain legal conditions, you also have the right to request data portability (meaning to receive your personal data in a structured, common and machine-readable format and to transfer this data to another controller without hindrance; if it is technically feasible, the transfer may be made directly by us) and the right to object to processing. Furthermore, you have the right to file a complaint with the competent supervisory authority.

For this purpose, as well as for further questions about data protection, you can contact us at any time.

#### **Analytics and third-party tools**

When visiting our website, statistical analyses may be made of your surfing behavior. This happens primarily using cookies and analytics. The analysis of your surfing behavior is usually anonymous, i.e. we will not be able to identify you from this data. You can [revoke/change](#) your cookie consent, object

to this analysis or prevent it by not using certain tools. Detailed information can be found in the following privacy policy.

## **2. GENERAL INFORMATION AND MANDATORY INFORMATION**

### **Data protection**

The operators of this website take the protection of your personal data very seriously. We treat your personal data as confidential and in accordance with the statutory data protection regulations and this privacy policy.

If you use this website, various pieces of personal data will be collected. Personal information is any data with which you could be personally identified. This privacy policy explains what information we collect and what we use it for. It also explains how and for what purpose this happens.

Please note that data transmitted via the internet (e.g. via email communication) may be subject to security breaches. Complete protection of your data from third-party access is not possible.

### **Notice concerning the party responsible for this website**

The party responsible for processing data on this website is:

Krannich Solar Energy (Pty) Ltd.  
602 Touchstone House  
7 Bree Street  
Cape Town  
Western Cape  
8000

Telephone: +27 21 276 5490

Email: info[at]za.krannich-solar.com

The responsible party is the natural or legal person who alone or jointly with others decides on the purposes and means of processing personal data (names, email addresses, etc.).

### **Revocation of your consent to the processing of your data**

Many data processing operations are only possible with your express consent. You may revoke your consent at any time with future effect. An informal email making this request is sufficient. The data processed before we receive your request may still be legally processed.

### **Right to file complaints with regulatory authorities**

If there has been a breach of data protection legislation, the person affected may file a complaint with the competent regulatory authorities.

### **SSL or TLS encryption**

This site uses SSL or TLS encryption for security reasons and for the protection of the transmission of confidential content, such as the inquiries you send to us as the site operator. You can recognize an encrypted connection in your browser's address line when it changes from "http://" to "https://" and the lock icon is displayed in your browser's address bar.

If SSL or TLS encryption is activated, the data you transfer to us cannot be read by third parties.

### **Information, blocking, deletion**

You have the right to be provided at any time with information free of charge about any of your personal data that is stored as well as its origin, the recipient and the purpose for which it has been processed. You also have the right to have this data corrected, blocked or deleted. You can contact us at any time using the address given in our legal notice if you have further questions on the topic of personal data.

### **Storage period**

In principle, we store your data for as long as this is necessary for the specific purpose of the data processing or for as long as we have a legitimate interest in the continued storage. We delete your data when it is no longer required for these purposes or you exercise your right of revocation or objection, with the exception of data that must continue to be stored in order to fulfill legal obligations (e.g. retention periods under tax and commercial law). After expiration of the retention periods, the corresponding data will be routinely deleted.

### **Opposition to promotional emails**

We hereby expressly prohibit the use of contact data published in the context of website legal notice requirements with regard to sending promotional and informational materials not expressly requested. The website operator reserves the right to take specific legal action if unsolicited advertising material, such as email spam, is received.

## **3. DATA COLLECTION ON OUR WEBSITE**

### **Cookies**

Some of our web pages use cookies. Cookies do not harm your computer and do not contain any viruses. Cookies help make our website more user-friendly, efficient, and secure. Cookies are small text files that are stored on your computer and saved by your browser.

Most of the cookies we use are so-called "session cookies." They are automatically deleted after your visit. Other cookies remain in your device's memory until you delete them. These cookies make it possible to recognize your browser when you next visit the site.

You can configure your browser to inform you about the use of cookies so that you can decide on a case-by-case basis whether to accept or reject a cookie. Alternatively, your browser can be configured to automatically accept cookies under certain conditions or to always reject them, or to automatically delete cookies when closing your browser. Disabling cookies may limit the functionality of this website.

Cookies which are necessary to allow electronic communications or to provide certain functions you wish to use (such as the shopping cart) are stored based on a legitimate interest. The website operator has a legitimate interest in the storage of cookies to ensure an optimized service provided free of technical errors. If other cookies (such as those used to analyze your surfing behavior) are also stored, they will be treated separately in this privacy policy.

### **Server log files**

The website provider automatically collects and stores information that your browser automatically transmits to us in "server log files". These are:

- Browser type and browser version
- Operating system used
- Referrer URL
- Host name of the accessing computer
- Time of the server request
- IP address

These data will not be combined with data from other sources.

The data is processed based on a legitimate interest of the website operator in optimizing the website through the server log files.

### **Contact form**

Should you send us questions via the contact form, we will collect the data entered on the form, including the contact details you provide, to answer your question and any follow-up questions. We do not share this information without your permission.

We will, therefore, process any data you enter onto the contact form only with your consent. You may revoke your consent at any time. An informal email making this request is sufficient. The data processed before we receive your request may still be legally processed.

We will retain the data you provide on the contact form until you request its deletion, revoke your consent for its storage, or the purpose for its storage no longer pertains (e.g. after fulfilling your request). Any mandatory statutory provisions, especially those regarding mandatory data retention periods, remain unaffected by this provision.

### **Seminar registration**

If you register for one of our seminars or webinars using the registration form, the information you provide in the registration form, including the contact details you enter there, will be stored by us for the purpose of processing the registration and conducting the seminar/webinar. We do not pass on this data without your permission.

We will, therefore, process any data you enter onto the contact form only with your consent. You may revoke your consent at any time. An informal email making this request is sufficient. The data processed before we receive your request may still be legally processed.

We will retain the data you provide in the registration form until you request its deletion, revoke your consent for its storage, or the purpose for its storage no longer pertains (e.g. after the seminar/webinar has been held). Any mandatory legal provisions, especially those regarding mandatory data retention periods, remain unaffected by this provision.

### **Registration on this website**

You can register on our website in order to access additional functions offered here. The input data will only be used for the purpose of using the respective site or service for which you have registered. The mandatory information requested during registration must be provided in full. Otherwise, we will reject your registration.

To inform you about important changes such as those within the scope of our site or technical changes, we will use the email address specified during registration.

We will process the data provided during registration only based on your consent. You may revoke your consent at any time with future effect. An informal email making this request is sufficient. The data processed before we receive your request may still be legally processed.

We will continue to store the data collected during registration for as long as you remain registered on our website. Statutory retention periods remain unaffected.

### **Processing of data (customer and contract data)**

We collect, process, and use personal data only insofar as it is necessary to establish, or modify legal relationships with us (master data). We collect, process and use your personal data when accessing our website (usage data) only to the extent required to enable you to access our service or to bill you for the same.

Collected customer data shall be deleted after completion of the order or termination of the business relationship. Legal retention periods remain unaffected.

### **Data transmission upon conclusion of a contract**

We transmit personally identifiable data to third parties only to the extent required to fulfill the terms of your contract, for example, to companies entrusted to deliver goods to your location or banks entrusted to process your payments. Your data will not be transmitted for any other purpose unless you have given your express permission to do so. Your data will not be disclosed to third parties for advertising purposes without your express consent.

## **4. ANALYTICS AND ADVERTISING**

### **Google reCAPTCHA**

This website uses functions of the captcha service Google reCAPTCHA. The provider is Google Inc, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA.

Google reCAPTCHA is used to check whether data entries on our website (e.g. in the contact form, seminar registration or newsletter registration) are made by a human or by an automated program.

For this purpose, Google reCAPTCHA analyzes the behavior of website visitors based on various characteristics. As soon as the website visitor enters the website, the analysis starts automatically. For analysis purposes, Google reCAPTCHA evaluates various information (e.g. IP address, referrer URL, information about the operating system, cookies, display instructions and scripts, user input behavior, time spent on the website or mouse movements made by the user). The data collected during the analysis is shared with Google.

The Google reCAPTCHA analysis runs completely in the background. Our website visitors are not informed that an analysis is carried out.

We use Google reCAPTCHA based on the legitimate interest in protecting our website from abuse, bots and from spam software. If your consent has been obtained for data processing by Google reCAPTCHA, the processing is based on this consent.

Further information on Google reCAPTCHA as well as Google's privacy policy can be found under the following links: <https://policies.google.com/privacy?hl=en> and <https://www.google.com/recaptcha/about/>.

## **Google Analytics**

This website uses Google Analytics, a web analytics service. It is operated by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA.

Google Analytics uses so-called "cookies". These are text files that are stored on your computer and that allow an analysis of the use of the website by you. The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there. Google Analytics cookies are stored based on a legitimate interest of the website operator in analyzing user behavior to optimize both its website and its advertising.

Google Analytics cookies are stored based on the legitimate interest in analyzing user behavior to optimize both its website and its advertising. If your consent has been obtained for data processing by Google Analytics, the processing is based on this consent.

You can prevent these cookies being stored by selecting the appropriate settings in your browser. However, we wish to point out that doing so may mean you will not be able to enjoy the full functionality of this website. You can also prevent the data generated by cookies about your use of the website (incl. your IP address) from being passed to Google, and the processing of these data by Google, by downloading and installing the browser plugin available at the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>.

For more information about how Google Analytics handles user data, see Google's privacy policy: <https://support.google.com/analytics/answer/6004245?hl=en>.

## **5. NEWSLETTER**

If you would like to receive our newsletter, we require a valid email address as well as information that allows us to verify that you are the owner of the specified email address and that you agree to receive this newsletter. No additional data is collected or is only collected on a voluntary basis. We only use this data to send the requested information and do not pass it on to third parties.

We will, therefore, process any data you enter onto the contact form only with your consent. You can revoke consent to the storage of your data and email address as well as their use for sending the newsletter at any time, e.g. through the "unsubscribe" link in the newsletter. The data processed before we receive your request may still be legally processed.

The data provided when registering for the newsletter will be used to distribute the newsletter until you cancel your subscription when said data will be deleted. Data we have stored for other purposes (e.g. email addresses for the members area) remain unaffected.

## **6. PLUGINS AND TOOLS**

### **YouTube**

Our website uses plugins from YouTube, which is operated by Google. The operator of the pages is YouTube LLC, 901 Cherry Ave., San Bruno, CA 94066, USA.

If you visit one of our pages featuring a YouTube plugin, a connection to the YouTube servers is established. Here the YouTube server is informed about which of our pages you have visited.

If you're logged in to your YouTube account, YouTube allows you to associate your browsing behavior directly with your personal profile. You can prevent this by logging out of your YouTube account.

YouTube is used to help make our website appealing. If your consent has been obtained for data processing by YouTube, the processing is based on this consent.

Further information about handling user data, can be found in the data protection declaration of YouTube under: <https://policies.google.com/privacy?hl=en&gl=de>.

### **Google Maps**

This site uses the Google Maps map service via an API. It is operated by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA.

To use Google Maps, it is necessary to save your IP address. This information is generally transmitted to a Google server in the USA and stored there. The provider of this site has no influence on this data transfer.

The use of Google Maps is in the interest of making our website appealing and to facilitate the location of places specified by us on the website. If your consent has been obtained for data processing by Google Maps, the processing is based on this consent.

Further information about handling user data, can be found in the data protection declaration of Google at: <https://policies.google.com/privacy?hl=en&gl=de>.