



## **Data Protection Policy**

### 1. Introduction

At Solar Dynamics, we are committed to protecting the confidentiality, integrity, and availability of all information entrusted to us, including personal data. We understand the importance of data protection and the sensitivity of the information we handle. This Data Protection Policy outlines our commitment to complying with relevant data protection laws and regulations, including but not limited to the General Data Protection Regulation (GDPR).

### 2. Scope

This policy applies to all employees, contractors, and third-party service providers who have access to personal data processed by Solar Dynamics.

### 3. Principles

Our data protection practices are guided by the following principles:

- Lawfulness, fairness, and transparency: We process personal data lawfully, fairly, and in a transparent manner.
- Purpose limitation: We collect and process personal data only for specified, explicit, and legitimate purposes.
- Data minimisation: We limit the collection and processing of personal data to what is necessary for the purposes for which it was obtained.
- Accuracy: We ensure that personal data we process is accurate, complete, and up to date.
- Storage limitation: We retain personal data only for as long as necessary to fulfil the purposes for which it was collected.
- Integrity and confidentiality: We implement appropriate technical and organisational measures to ensure the security, integrity, and confidentiality of personal data.
- Accountability: We demonstrate compliance with data protection laws and regulations and take responsibility for our data processing activities.

#### 4. Data Collection and Processing

- We collect personal data only for specified purposes, such as providing quotations, managing customer accounts, and fulfilling contractual obligations.
- Personal data collected may include but is not limited to customer contact information, device serial numbers, and service history.
- We only process personal data with the consent of the data subjects or as necessary to perform contractual obligations or comply with legal obligations.
- We do not use personal data for marketing purposes without obtaining explicit consent from the data subjects.

#### 5. Data Security

- We implement appropriate technical and organisational measures to protect personal data against unauthorised access, disclosure, alteration, or destruction.
- Access to personal data is restricted to authorised personnel who need access to perform their job responsibilities.
- We regularly review and update our security measures to address emerging threats and vulnerabilities.

#### 6. Data Retention

- We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, unless a longer retention period is required by law or to defend legal claims.
- We have established retention periods for different categories of personal data and regularly review and update these retention periods as necessary.

#### 7. Data Subject Rights

- We respect the rights of data subjects under applicable data protection laws, including the right to access, rectify, erase, restrict processing, and data portability.
- Data subjects can exercise their rights by contacting our Data Protection Officer (DPO) using the contact information provided in this policy.

## 8. Third-Party Disclosures

- We may disclose personal data to third-party service providers or partners who assist us in providing services or fulfilling contractual obligations.
- We ensure that third-party service providers and partners comply with data protection laws and regulations and implement appropriate safeguards to protect personal data.

## 9. Data Breach Response

- In the event of a data breach involving personal data, we will promptly assess the breach, take appropriate steps to mitigate its impact, and notify affected data subjects and relevant authorities as required by law.

## 10. Training and Awareness

- We provide regular training and awareness programs to employees on data protection laws, regulations, and company policies and procedures.
- Employees are responsible for familiarising themselves with this Data Protection Policy and complying with its provisions in their day-to-day activities.

## 11. Compliance Monitoring and Review

- We regularly monitor and review our data protection practices ensuring compliance with applicable laws and regulations and to identify areas for improvement.
- This Data Protection Policy is subject to periodic review and may be updated to reflect changes in our data processing activities or legal requirements.

## 12. Contact Information

For questions or concerns regarding this Data Protection Policy or our data protection practices, please contact our Data Protection Officer (DPO) at [support@solardynamics.co.uk](mailto:support@solardynamics.co.uk)

### 13. Conclusion

This Data Protection Policy reflects our commitment to protecting the privacy and security of personal data entrusted to us. All employees, contractors, and third-party service providers are expected to adhere to this policy and support our efforts to maintain compliance with data protection laws and regulations.

Solar Dynamics Data Protection Officer

4<sup>th</sup> October 2023