

## **SOLARWATT EnergyManager Portal Data Protection Policy**

**Rev. 001 | 08/2017 | AZ-XX-PME-1207**

This data protection policy applies to use of the EnergyManager Portal by private end customers who have purchased an EnergyManager and registered to use the portal.

SOLARWATT places utmost importance on the protection of your personal data which is why you must consent to this privacy policy in order to use the portal and benefit from its services.

### **1. Registration in the EnergyManager Portal**

1.1. You must register for use of the EnergyManager Portal to gain access to the functions provided there. To register, use the device number of your EnergyManager and the appropriate password. You should change your login credentials after logging in for the first time.

1.2. You must ensure that your password is as secure as possible and kept secret from all third parties, including SOLARWATT and the installer whom you have contracted.

### **2. Type and purpose of data use and storage**

2.1. Use of the EnergyManager Portal requires the collection, storage, and use of personal data. This data is information that can be attributed to you individually. It includes, for example, your name, address, or email address. Personal data also includes data associated with you in another manner, such as usage data, connected end devices, or the amount of energy produced.

2.2. This data is stored by SOLARWATT in a cloud in order to enable you access at all times. The cloud software used is state of the art and is regularly updated to the latest security requirements.

2.3. SOLARWATT is the responsible body, as defined in Article 3 Section 7 of the German Federal Data Protection Act, with regard to the personal data that you have provided on registration or collected during your use of the EnergyManager. This does not apply to personal data that is collected, stored, and used with the implementation of your contractual installer relationship.

### **3. Data exchange with your installer**

3.1. The EnergyManager Portal offers you the option of making your user profile visible to your installer. This link is not necessary for use of the portal and is left to your sole discretion.

3.2. If you have agreed to a link with your installer, you enable them access to your user interface and the data displayed there in accordance with the terms of use. At the same time, you also make it

possible for the installer to provide additional services, such as remote maintenance of your EnergyManager, independently of SOLARWATT. The personal data created in this connection is exclusively subject to the conditions that you have agreed upon with your installer. SOLARWATT has no influence on this and, therefore, is not responsible for use of the data by the installer.

#### **4. Use of your data by SOLARWATT**

4.1. You declare your approval that SOLARWATT can carry out an anonymized evaluation of the data collected from you for statistical purposes. This data is used exclusively to improve services of SOLARWATT, the EnergyManager, and the EnergyManager Portal.

4.2. In cases where SOLARWATT has undertaken to provide you with additional services (e.g. for "live support"), SOLARWATT is only permitted to access the personal data that is required for this purpose. After the services are completed, SOLARWATT will delete the accumulated personal data immediately, unless you have consented to further use by SOLARWATT.

4.3. SOLARWATT will never transfer personal data to third parties if you have not given your consent to do so.

#### **5. Use of cookies**

5.1. The EnergyManager Portal uses "cookies" in order to configure the use of the portal to be as comfortable as possible for you.

Cookies are text files stored locally on the hard drive of your computer and sent back to the webserver during later access to the website. SOLARWATT uses cookies for the duration of your use of the portal, i.e. to save information during your visit to the portal and for storage of your general usage behavior (i.e. date of your visit and pages visited). Session cookies are deleted at the end of each use. In addition, SOLARWATT uses cross-session cookies, which are installed on your computer and used after the respective use in order to facilitate logging in, for example.

5.2. The acceptance of cookies is not required for use of the EnergyManager Portal. You can prevent the installation of cookies in your browser settings. However, please bear in mind that use of the portal can be limited under certain circumstances as a result.

#### **6. Use of Google Analytics web analysis service**

6.1. This EnergyManager Portal uses Google Analytics, a web analysis service of Google Inc. ("Google"). Google Analytics also uses "cookies", which are text files saved on your computer and make it possible for your use of the website to be analyzed. The information which the cookie generates on your use of the website is normally transferred to a Google server in the USA and is saved there. The IP address

which your browser communicates in Google Analytics is not associated with other data of Google. SOLARWATT has also extended the EnergyManager Portal Google Analytics with the "anonymizeIP" code. This guarantees the masking of your IP address so that all data is collected anonymously. Only in exceptional cases would the complete IP address be transmitted to a Google server in the USA and shortened there.

6.2. Google uses this information on behalf of the operator of the EnergyManager Portal (SOLARWATT) to evaluate your use of the website in order to compile reports on website activities and provide the website operator with additional services associated with the use of the website and the internet. You can prevent cookies from being installed by using a corresponding setting in your browser software; however, be advised that you may not be able to make full use of all of this EnergyManager Portal's functions in such cases.

6.3. By downloading and installing the browser plug-in available via the following link, you can also prevent the collection of the data generated by the cookie and based on your use of the website (including your IP address) and transmission to Google for processing: <http://tools.google.com/dlpage/gaoptout?hl=de>.

## **7. Right to information and revocation**

You have the right to information, reporting, blocking and deletion of your personal data stored by us at all times, free of charge. For this purpose, please send an email to [datenschutz@solarwatt.de](mailto:datenschutz@solarwatt.de) or write to SOLARWATT GmbH, Maria-Reiche Str. 2a, 01109 Dresden, Germany.

Please also contact these addresses if you have further questions, suggestions, or comments on the topic of data protection at SOLARWATT.

## **8. Changes to the data protection policy**

SOLARWATT can change this data protection policy at any time without prior notification in observance of the applicable data protection laws. Therefore, you should visit this page regularly for the latest version of the policy.