

Get an instant ballpark solar estimate using satellites!



PRIVACY POLICY

Thank you for accessing the switchsolarusa.com Website and B2B order platform (“Site”) operated by Switch Solar USA. We respect your privacy and want to protect your personal information. To learn more, please read this Privacy Policy.

This Privacy Policy explains how we collect, use and (under certain conditions) disclose your personal information. This Privacy Policy also explains the steps we have taken to secure your personal information. Finally, this Privacy Policy explains your options regarding the collection, use and disclosure of your personal information. By visiting the Site directly or through another site, you accept the practices described in this Policy.

This privacy policy applies to the Site. This privacy policy does not necessarily apply to any offline collection of your personal information. Please see below for details.

We are not responsible for the content or privacy practices on any web site not operated by Switch Solar USA. to which the Site links or that links to the Site.

INFORMATION COLLECTION AND USE

1. Information Collection:

We collect information from you in a couple of ways on the rswitchsolarusa.com Site. Our goal in collecting personal information from you is to provide an efficient, meaningful, and customized experience. For example, we can use your personal information to:

- help make the Site easier for you to use by not having to enter information more than once.
- help you quickly find information, products, and services.
- help us create content that is most relevant to you.
- help us pull up your account quickly to help on orders.
- alert you to new information, products, and services that we offer.

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(a) Registration and Ordering

Before using certain parts of the Site or ordering products, you must complete an online registration form. During registration, you will be prompted to provide to us certain personal information, including but not limited to your name, company name, shipping address, phone number, and email address.

When you go through the Site's online checkout, you'll be prompted to re-login as a security measure. You will be prompted to provide shipping and billing address(es), your name, phone number, and if you are using a credit card, your card information. We do not store credit card information unless requested to do so.

In addition, we may also ask you for your country of residence and/or your organization's country of operation, so we can comply with applicable laws and regulations. These kinds of personal information are used for billing purposes, to fulfill your orders, to communicate with you about your order and the Sites, and for internal marketing purposes. If we encounter a problem when processing your order, your personal information may be used to contact you.

(b) Email Addresses

Several locations of the Site permit you to enter your email address for purposes including but not limited to: to register as a customer; to have an instant quote emailed to your after using the Solar Kit Guide; to register for a contest; to request us to notify you of new brands, new products or new categories; or to sign up for email newsletters and special offers.

To manage and opt out of email subscriptions, just go into Settings on your Switch Solar USA account, or click "unsubscribe" on our emails to you.

(c) Cookies and Other Technology

Like many sites, this Site employs cookies and web beacons (also known as clear GIF technology or "action tags") to speed your navigation of the Site, recognize you and your access privileges, and track your Site usage.

Cookies help us provide you with a positive experience on our Site, and helps us improve it.

They are also used to track your activity (anonymously) by Google Analytics, to view basic, non-personally-identifiable information such as the kind of device and web browser someone used, the web page(s) they visited, the search terms that were used to find us with, and etc.

Switch Solar USA also uses Google Analytics, AdWords, Bing, LinkedIn, Twitter and Facebook re-marketing services to help inform, optimize, and serve ads based on your past visits to our Site. This is also non-personally-identifiable information, so while we can see a general number of how many people have seen a particular ad, you as an individual are anonymous. This means that other third party sites, including Google, will display Renvu ads to you as you visit across the Internet. To adjust your ad settings with Google, Bing, LinkedIn and Facebook, see below section on how to opt out.

(i) What Are Cookies?

Cookies are small pieces of information that are stored as text files by your Internet browser on your computer's hard drive. They contain information that is transferred to your computer's hard drive and which is sent back to us when you view subsequent web pages.

Most Internet browsers are initially set to accept cookies. You can set your browser to refuse cookies from web sites or to remove cookies from your hard drive, but if you do, you will not be able to access or use portions of the Site. We have to use cookies to enable you to select products, place them in an online shopping cart and project lists, and to purchase those products. If you do this, we keep a record of your browsing activity and purchase. THE SITE'S COOKIES DO NOT AND CANNOT INFILTRATE A USER'S HARD DRIVE TO GATHER A USER'S CONFIDENTIAL INFORMATION. Our cookies are not "spyware."



(ii) What Are Web Beacons?

Web beacons assist in delivering cookies and help us determine whether a web page on the Site has been viewed and, if so, how many times. For example, any electronic image on the Site, such as an ad banner, can function as a web beacon.

(iii) Third-Party Advertising Companies

We may use third-party advertising companies to help tailor site content to users or to serve ads on our behalf. These companies may employ cookies and web beacons to measure advertising effectiveness (such as which web pages are visited or what products are purchased and in what amount).

Third-party advertising allows us to provide you with relevant and personalized ads.

Any information that these third-parties collect via cookies and web beacons is not linked to any personal information collected by us.

(iv) Opting Out

You may opt-out of Google Analytics for Display Advertisers including AdWords and opt-out of customized Google Display Network ads by visiting the Google Ads Preferences Manager. To turn off personalized ad tracking on Bing, you need to opt out of customized ads on all Microsoft sites and partners (such as AOL). To do this, go to choice.microsoft.com. To adjust how personalized Twitter, Facebook and LinkedIn ads are targeted to you, go into your Ad Settings on Twitter, Facebook and LinkedIn.

Most browsers give you the ability to manage cookies to suit you and manage cookies on a site-by-site basis. Here's a short list of the main browser help pages regarding cookies for your convenience below:

Google Chrome

Internet Explorer

Mozilla Firefox

Safari (Desktop)

Safari (Mobile)

Android Browser

For other browsers, please consult documentation that your browser provides.

Note that if you block or delete cookies you may not be able to take full advantage of our Site, as we utilize session cookies that improve your user experience such as storing log-in information and cart contents.

(d) Log Files

As is true of most web sites, the Site server automatically recognizes the Internet URL from which you access the Site. We may also log your Internet protocol ("IP") address, Internet service provider, and date/time stamp for system administration, order verification, internal marketing, and system troubleshooting purposes. (An IP address may indicate the location of your computer on the Internet.)

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(e) Age

We respect children's privacy. We do not knowingly or intentionally collect personal information from children under age 13. Elsewhere on the Site, you have represented and warranted that you are either 18 years of age or using the Site with the supervision of a parent or guardian. If you are under the age of 13, please do not submit any personal information to us, and rely on a parent or guardian to assist you.

(f) Product Reviews

You may choose to submit a product review. If you post a review, we will ask for your email address and geographic location. If you submit a review, your geographic location will be visible to other users (your email address will be kept private). Also, any personally identifiable information that you submit as part of the review can be read or used by other visitors to the Site. We are not responsible for any personally identifiable information that you choose to submit as part of your review. We believe you can post a helpful review without disclosing any personal information.

2. Information Use and Disclosure:**(a) Internal Use**

We use your personal information to process your order, help you sell your products and provide you with customer service. We may internally use your personal information to improve the Sites' content and layout, to improve outreach and for our own marketing efforts (including marketing our services and products to you), and to determine general marketplace information about visitors to the Site. In order to facilitate such use and the other use described in this Section 2, we may share your information with affiliates under Switch Solar USA control.

(b) Communications with You

We will use your personal information to communicate with you about the Site and your orders and deliveries. Also, we may send you a confirmation email when you register with us. We may send you a service-related announcement on the rare occasions when it is necessary (for example, if we must temporarily suspend our service for maintenance.) Also, you may submit your email address for reasons such as to register for a contest or sweepstakes; to request us to notify you of new brands, new products, or new categories; to sign up for email newsletters. If you submit your email address, we use it to deliver the information to you.

We always provide the option to unsubscribe or opt out of future emails (see the opt out section, below, for more details). Because we have to communicate with you about orders that you choose to place, you cannot opt out of receiving emails related to your orders.

(c) External Use

We want to provide you with excellent service and to offer you a great selection. We do not sell, rent, trade, license or otherwise disclose your specific personal information or financial information to anyone other than to affiliates under Switch Solar USA control, except in the cases of:

(i) Service Providers (Such as Shipping Companies)

As do most catalog and Internet retailers, we sometimes use others to perform specific functions on our behalf. When we disclose information to these service providers, we disclose information to help them to perform their service.

For example, in order to deliver products to you, we must share some information. We partner with third parties (such as ALG Worldwide, United Parcel Service, XPO Logistics, and Federal Express) to ship products, to ensure delivery, and so that we can obtain feedback, improve the quality of our service, and measure and improve the quality of the service of the third party. In the example of



shippers, we provide them some personally identifiable information such as your name, your company name, items you've purchased, shipping address, email, fax number and phone number.

(ii) Financial Services

Similarly, to help you buy products and provide customer service to you, we must provide your credit card number to financial-services corporations such as credit-card processors and issuers. When we submit your credit card number for authorization, we use state-of-the-art data encryption to protect your information. (More on this below in Data Security.)

(iii) Law Enforcement

We may disclose information in response to requests from law enforcement officials conducting investigations; subpoenas; a court order; or if we are otherwise required to disclose such information by law. We also will release personal information where disclosure is necessary to protect our legal rights, enforce our Terms of Use or other agreements, or to protect ourselves or others. For example, we may share information to reduce the risk of fraud or if someone uses or attempts to use the Site for illegal reasons or to commit fraud.

(iv) Company Acquisition/Merge

We will not sell (or trade or rent) personally identifiable information to other companies as part of our regular course of business. However, it's possible that we might acquire or merge with or be acquired by another company or that we might dispose of some or all of our assets. If that happens, your personal information may be disclosed to another company, but that disclosure will be subject to the Privacy Policy in effect.

(v) We may share non-personal information (such as the number of daily visitors to a particular web page, or the size of an order placed on a certain date) with third parties such as advertising partners. This information does not directly personally identify you or any user

DATA SECURITY

The Site incorporates physical, electronic, and administrative procedures to safeguard the confidentiality of your personal information, including Secure Sockets Layer ("SSL") for all financial transactions through the Site. We use SSL encryption to protect your personal information online, and we also take several steps to protect your personal information in our facilities.

Access to your personal information is restricted. Only employees who need access to your personal information to perform a specific job are granted access to your personal information.

We also rely on third-party service providers for the physical security of some of our computer hardware. For example, when you visit the Site, you access servers that are kept in a secure physical environment, behind a locked cage and an electronic firewall.

While we use industry-standard precautions to safeguard your personal information, we cannot guarantee complete security. 100% complete security does not presently exist anywhere online or offline. In the case of a breach, we will notify you within 72 hours.

OPT OUT/CORRECTIONS

You are entitled to access, correct, delete and limit the type of personal information that we collect. You are entitled to receive personal data that can be used by another processor, as well as the right to lodge a complaint with a supervisory authority if you find your information mishandled.

Feel free to contact us at Customerservice@switchsolarusa.com regarding your information and any edits or questions that you may have.



Upon your request, we will (a) correct or update your personal information; (b) stop sending emails to your email address; and/or (c) disable your account to prevent any future purchases through that account. You can also make these requests at the customer information section of the Site under 'My Account', or by telephoning, or emailing your request to www.switchsolarusa.com Customer Service Team (833) 7765271 or: Customerservice@switchsolarusa.com

To manage and opt out of your email subscriptions, you just need to go into Settings on your Renvu account, or click "unsubscribe" on our emails to you.

OFFLINE COLLECTION, USE & DISCLOSURE OF INFORMATION

As you might expect from us, the majority of information that we collect is obtained through the Site, and this Privacy Policy applies only to that online collection of personal information.

We also may collect information offline, where we also try to protect the privacy of your personal information. One example involves someone calling us to place an order or to ask questions. When someone calls, we will ask only for the personal information we need in order to place the order or to answer the question.

When we need to store information (such as order information), we will enter it into our database through SSL encryption. (See the Data Security section above for more information).

Another example involves faxes. If you fax something to us, we will act upon the fax and then either store it a locked repository or we will shred the fax if there is no need to retain the information. There are other ways we could learn of personal information offline (for example, we suppose someone could send us a letter including return address information), and this Policy doesn't discuss or try to predict all of those methods or uses. As we mentioned, we will try to treat offline collection, uses, and disclosures consistently with our relevant online practices.

UPDATES TO THIS POLICY

If we change or update this Privacy Policy, we will post changes and updates on the Site so that you will always be aware of what information we collect, use and disclose. We encourage you to review this Privacy Policy from time to time so you will know if the Privacy Policy has been changed or updated. If you have any questions about the Privacy Policy, please contact us at (833) 7765271 or Customerservice@switchsolarusa.com

