

# PRIVACY POLICY

## WHICHSOLAR IS COMMITTED TO PROTECTING YOUR PRIVACY



Below are details about what information WhichSolar collects when you visit our website and how we use that data.

When you visit our website, we may collect the following information for analytic purposes, including:

- How many times you visit our website, what pages you view, and how long you stay on our website.
- Details about what kind of browser and other software you are using to visit our website.
- Your IP address.

We may also use cookies to enable us to monitor traffic patterns, user actions (like how many people submit a form) and to identify your computer when you return to our website. Cookies do not identify you personally, but they do identify your computer. Most browsers accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance. If you choose not to receive cookies, you may not be able to use certain features of our website.

Cookies may also be used to engage in “remarketing” to publicise our sites across the web. Users with a remarketing cookie may be targeted across advertising networks to receive relevant advertisements. You can opt out of the Google Remarketing program by using the [Google Ad Preference manager](#). You can also use the [Google Analytics Opt-out Browser Add-on tool](#) to opt out of the Google Remarketing program.

When using the WhichSolar calculator, and subsequently entering your details using the 'REQUEST A QUOTE' form, we will collect the following information:

- Your address
- Monthly electricity spend
- Roof orientation
- Full name
- Email address
- Contact number.

Please note that WhichSolar will only collect your personal information by lawful and fair means.

The information collected will be used for the purpose of understanding the size of solar power system you need, estimating the cost of that system as well as estimating your energy bill savings. It will also be used when matching you with suitable suppliers, who will then contact you to arrange a more detailed quote. Your name and email address may be used to receive the occasional newsletter emails until such time as you want to unsubscribe using the link at the end of every newsletter.

We may store the information that you provide us on servers hosted overseas when carrying out any of the uses described in this Policy.

If you choose to provide us with a review of our service or that of one of the suppliers advertised on WhichSolar, we may store that review and post it to our website or on other marketing material including press releases.

We may monitor the content of any e-mail you send to us for troubleshooting or maintenance purposes, or if we suspect any form of e-mail abuse. We will preserve the content of any e-mail you send to us if we believe we have the legal requirement to do so.

Except as specified above, WhichSolar will not, without your permission, sell or otherwise provide your personal information to a third party, or make any other use of your personal information, for any purpose that is not incidental to your use of our website, or that is reasonable to expect.

In certain circumstances, we may aggregate the personal information that we store for the purposes of analysis, but, if we do, we will ensure that the information is made anonymous first.

If you request us not to use personal information in a particular matter or at all, we will take all reasonable steps to comply. However, we may still use your information if:

- We subsequently notify you of the intended use of your information and you consent to that use
- We believe that the use of your information is reasonably necessary to assist a law enforcement agency or an agency responsible for government or public security in the performance of its functions; or
- We are required by law to do so.

While it is in our possession, we will keep all of your personal information confidential to the best of our ability. However, we cannot and do not guarantee the security of your personal information as it passes over the Internet.

You are entitled to have access to, change or delete (except where we are required by law to retain it) any of the personal information that we hold in our possession.

If you have any questions regarding this Policy or the use of your personal information, please contact us on [info@whichsolar.com](mailto:info@whichsolar.com) or visit [whichsolar.com/contact](http://whichsolar.com/contact).