

## Privacy Policy

**Ningbo Sunways Technologies Co., Ltd.** (collectively, "Sunways", "we", "us", and "our") understand the importance of privacy and respect your privacy. Please read the following to know more about our Privacy Policy ("this Policy") before submitting your personal data.

This policy covers how we process your personal data when you use our website <https://www.sunways-portal.com>(the “website”) or via the **sunways Portal** ( the “App”), but may not cover all possible data processing scenarios. Information about product- or service-specific data collection will be set forth by Sunways in supplementary policies or notices provided before collection.

This policy will help you understand the following:

1. How Sunways Collects and Uses Your Personal Data
2. How Sunways Manage Your Personal Data
3. How to access or modify your personal data
4. How Sunways Protects Your Personal Data
5. How Sunways Protects Children's Personal Data
6. How Sunways Uses Cookies and Similar Technologies
7. Links to Third-Party Websites, Products, and Services
8. Updates to This Policy
9. How to Contact Us

### **1. How Sunways Collects and Uses Your Personal Data**

Personal data means any data that, either on its own or jointly with other data, can be used to identify a natural person. You directly or indirectly provide us with such data when you use our website, products, or services, or interact with us. You may choose not to provide your personal data to Sunways. However, in this case, Sunways may not be able to provide related products or services for you or respond to or resolve the problems you experience when you use our website, products, or services.

The information we collect will include but not limited to the followings:

Username, contact information, company name, company address, avatar, plant picture, plant name, region, plant address, plant time zone, distributor/installer code, location information (GPS location information of users who have the mobile O&M permission) and IP address from which you access our website. We also collect the information you provide to us and the messages you send to us, such as the query information you enter or the questions or information you provide to obtain customer service support

We may use the above-mentioned personal data for the following purposes:

- (1) User account registration, distributor/ installer account creation, and password retrieval.

- (2) When using the plant management function, you need to enter the email address, plant picture, plant address, region, longitude, and latitude to facilitate the view and maintenance of the plant.
- (3) When you use the device management function, your device serial number need to be collected to support the communication with server.
- (4) When using the alarm management function, you need to enter your email address to receive alarm information.
- (5) When you use the user management function, you need to enter the personal information about the users, including the username, password, avatar, and email address.
- (6) When using the company management function, you need to enter the company name, contact information, email address, company address, username, password, and email address to manage users by company.
- (7) When you use the plant setup wizard, the GPS location of your mobile terminal will be collected to recommend the region, longitude, and latitude of the plant to display the location of inverters and data statistics on the management system.
- (8) When you use management system, we will make statistics and display the information of all plants in your account according to your Settings, for example, showing the time zone information to make electricity graph. Sending you important notifications, such as alarms, reports, test messages, regular maintenance, update, and installation notifications.
- (9) Improving our products and services through internal audits, data analysis, and research.
- (10) Troubleshooting (when you choose to send error details to us).
- (11) Providing services for you under other circumstances.

When we provide you with business functions or specific services, we will collect, use, store, provide and protect your user information in accordance with this policy and the corresponding product service agreement; beyond this policy and the corresponding product service agreement. When collecting your user information, we will separately explain to you the scope and purpose of the information collection, and obtain your consent before collecting your information necessary to provide the corresponding service

## **2. How Sunways Manage Your Personal Data**

- (1) Sunways shall not be disclosed to a third party or used for other purposes other than the information specified in this Policy without customer prior consent, except as required by law, government policy or government order.
- (2) Sunways has taken measures to ensure that this information collected from users does not exceed what is needed to provide services to users and protect user accounts.
- (3) Sunways reserve the record of users browsing on the platform, including IP, Cookie. The IP address records operation logs. To provide better services, The system operation data of the end user can be provided to the equipment supplier and installer under the condition of obtaining the end user's permission.

To comply with applicable laws or respond to valid legal procedures, Sunways may also disclose your personal data to law enforcement or other government agencies.

## **3. How to access or modify your personal data**

You shall ensure that all personal data submitted is accurate. Sunways will do its best to ensure the accuracy and integrity of your personal data and to promptly update the data when necessary.

You are entitled to:

- (1) View and modify your personal data after logging in to our website or app.
- (2) To exercise these rights, you may send email to us. You may need to provide information to confirm whether you are the account holder.

If we have reasonable grounds for believing that these requests are deceptive, impracticable, or harmful to the privacy of others, we will reject your requests.

#### **4. How Sunways Protects Your Personal Data**

Your personal data will be stored on servers that comply with the regulation of the registration place of your account. Personal data you have submitted will be deleted within three months after you submit a deregistration application.

Sunways attaches significant importance to the security of your personal data. We will take appropriate physical, management, and technical measures to protect your personal data against unauthorized access, disclosure, use, modification, damage, or loss. For example, we will use encryption to ensure data confidentiality, use trusted protection mechanisms to prevent malicious data attacks, deploy visit control mechanisms to ensure that only authorized personnel can access personal data, and raise awareness among employees about the importance of protecting personal data through security and privacy protection training sessions. We take the utmost care to protect your personal data, but please note that no security measures can prevent all possible attacks. Ensure that your account, password, and other identity information are kept properly and securely. When you use our products or services, we will determine your identity through your account, password, and other identity information. If you have leaked the above information, you may suffer losses and there may be detrimental consequences. If you find that your account, password, or other identity information may or has been disclosed, contact us immediately so that we can take corresponding measures in time to avoid or reduce any loss.

#### **5. How Sunways Protects Children's Personal Data**

Sunways' products, websites, and services are primarily intended for adults. If you are under age, please do not use or stop use our products or services.

If you are guardians of children, when you have any questions about whether your children is using our services or providing information to us, please contact us timely. If Sunways inadvertently collects the personal data of children without authorization from parents or guardians, Sunways will delete the information as soon as possible once it is aware of the issue.

#### **6 . How Sunways Uses Cookies and Similar Technologies**

To ensure that our websites function properly, we sometimes store small data files known as cookies on computers or mobile devices. Cookies usually contain an identifier, the site name, and some numbers and characters. We only read the cookies provided by Sunways. With the help of cookies, the website can store user preferences and other data. We will display the information you need when you visit next time.

Like most websites or Internet service providers, Sunways enables cookies to improve user experience. Cookies allow websites to remember users, either for a single visit (using a session cookie) or for repeated visits (using a persistent cookie). Cookies allow websites to store settings, such as language, font size, and other web browsing preferences for your computers or mobile

devices. This means that user preferences do not need to be re-configured for each website visit. If a website does not use cookies, the website considers a user as new each time the user visits the website. For more details about how to change your browser settings, please access to settings of your web browsing

In addition to cookies, we may also use other similar technologies on our websites, such as web beacons and pixel tags. For example, when you receive an email from Sunways, the email may contain a click-through URL which links to a Sunways web page. If you click the URL, Sunways will track your visit to know your preferences for products and services, and to improve the customer services. A web beacon is a transparent graphic image embedded into a website or an email. We use pixel tags in emails to find out whether an email is opened. You can unsubscribe from the Sunways mailing list at any time if you do not want to be tracked in this manner.

### **7. Links to Third-Party Websites, Products, and Services**

To ensure smooth website browsing, you may be served with contents or web links from third parties (referred to as "Third Parties") external to Sunways and Sunways 's partners. When you use the function "Alarm Message" of Sunways Portal or authorize in-App push notifications in our App, we may share your email address and/or virtual device ID with our service provider (Alicloud) so that they are able to send you push messages to your device on our behalf.

This Policy is not applicable to the Third Parties. Therefore, Sunways cannot control their privacy and data protection policies. Before submitting your personal data to Third Parties, please read and refer to privacy policies of said Third Parties.

Sunways is a global company. This means that your personal data collected by Sunways may be processed or accessed in the country or region where you use our products and services, or in other countries or regions where Sunways or its affiliates, subsidiaries, service providers, or business partners have a presence. Data protection laws may differ in these countries and regions. In such circumstances, Sunways will take measures to ensure that data is processed as required by this Policy and applicable laws.

### **8. Updates to This Policy**

Sunways reserves the right to update or modify this Policy at any time. We will release the latest Privacy Policy on this page for any changes, or notify you through other different channels, for example, posting a notice on our website or sending you direct notification.

### **9. How to Contact Us**

If you have any privacy complaints or questions and need to contact the Sunways Data Protection Officer (DPO), please contact us via <https://www.sunways-tech.com>

You can also send your question to : **Ningbo Sunways Technologies Co., Ltd.**

Email: [service@sunways-tech.com](mailto:service@sunways-tech.com)

Tel: 400 9922 958

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