

Solar Production Group Ltd trading as Solar Production Group understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

## 1: Information About Us

- Solar Production Group Ltd.
- Registered in Scotland under company number SC741916
- Registered address: 1 Spittal Farm Cottage, Skirling, Biggar, ML12 6HB
- Data Protection Enquiries: support@solarproductiongroup.com
- Telephone number: 0798 813 3126
- Postal Address: Solar Production Group Ltd, 1 Spittal Farm Cottage, Skirling, Biggar, ML12 6HB
- We are regulated by ICO – Information Commissioners Office

## 2: What Does This Notice Cover?

- This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

## 3: What is Personal Data?

- Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier’.
- Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.
- The personal data that we use is set out in Part 5 below.

## 4: What Are Your Rights?

- Under the GDPR, you have the following rights, which we will always work to uphold:
- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 12.
- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 12 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 12 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.

- f) The right to object to us using your personal data for a specific purpose or purposes.
- g) The right to data portability. This means that if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way
- i) For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 12.
- j) Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.
- k) If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

## 5: What Personal Data Do We Collect?

- We may collect part or all of the following personal data (this may vary according to your relationship with us)
  - Full Name;
  - Job Title;
  - Business Name;
  - Business Address;
  - Business Email address;
  - Business Telephone number;
  - Payment Details;
  - Social Media Profiles.

## 6: How Do We Use Your Personal Data?

- Under the GDPR we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one or more of the following purposes:
  - Providing and managing your account.
  - Supplying products and/or services to you. Your personal details are required for us to enter into a contract with you.
  - Communicating with you. This may include responding to emails or calls from you.
  - Supplying you with information by email and/or post that you have opted-in to receive. You may unsubscribe or opt-out at any time.
- With your permission or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone or post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

## 7: How Long Will We Keep Your Personal Data?

- We will not keep your personal data for any longer than is necessary other than the reason(s) for which it was first collected. Your personal data will therefore be kept for no longer than is necessary for us to comply with legal requirements.

## 8: How and Where Do We Store or Transfer Your Personal Data?

- We will only store or transfer your personal data in the UK and the EU. This means that it will be fully protected under the GDPR.

## 9: Do We Share Your Personal Data?

- We will not share any of your personal data with any third parties for any purposes, subject to one important exception.
- In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

## 10: How Can You Access Your Personal Data?

- If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.
- All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.
- There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.
- We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

## T1: Delegate management system data handling

- **Data storage:** Our data storage physically resides in the UK. We keep the data for the duration of the service. Once a written request is received, data is either erased using a 35 pass secure erase or securely archived.
- **Data backup:** All delegate management data backups are encrypted. Post-event backups are stored for a maximum of 30 days (unless otherwise requested in writing), after which we proceed with data erasure using a 35 pass secure erase.
- **Right to erasure:** The GDPR introduces a right for individuals to have personal data erased. Individuals can make a request for erasure by submitting a request at [Support@solarproductiongroup.com](mailto:Support@solarproductiongroup.com). Once the request has been verified and acknowledged, we will erase the data within 28 days followed by a written confirmation response.

Data logged when assets or files are requested from our server(s) as a standard server level log includes:

- Internet protocol (IP) address
- Date and time stamp
- File or asset requested
- HTTP version
- User-agent (UA)
- Browser information
- Operating System information
- Device name / make / model
- Referrer URL

Please note that we collect personal data (including sensitive data) from you that is necessary for us to either administer or to comply with statutory or contractual requirements for the event(s). We may also collect your personal information for the following reasons and to improve the quality of service we provide:

- To manage our event activity from online administration to logistical organisation
- To communicate with you – providing details about the event, post-registration and event follow up support, to collect your feedback and action any points or requests raised by you to provide any third-party suppliers with the information needed to support an event
- To provide any third-party suppliers with the information needed to support the event
  - Venues
  - Accommodation / Hotel booking
  - Dietaries
  - Travel booking
- Reporting
- Photography and video recording (when applicable)

## 12: How Do You Contact us?

- To contact us about anything to do with your personal data and data protection, including making a subject access request, please use the following
  - Email: [Support@solarproductiongroup.com](mailto:Support@solarproductiongroup.com)
  - Postal Address: Solar Production Group Ltd, 1 Spittal Farm Cottage, Skirling, Biggar, ML12 6HB

## 13: Changes to this Privacy Notice

- We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.