



# PRIVACY POLICY

## Introduction

Welcome to the Yellow Door Energy's privacy policy.

This privacy policy is issued on behalf of Yellow Door Energy Limited so when we mention, "we", "us" or "our" in this privacy policy, we are referring to Yellow Door Energy Limited and its subsidiaries. This privacy policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

It is important that you read this privacy policy carefully so you are fully aware of how and why we are using your data. If you do not agree with our privacy policy, please do not access our website. By accessing or using our website, you are agreeing to this privacy policy.

We reserve the right to make changes to this privacy policy at any time and for any reason. You are encouraged to periodically review this privacy policy to stay informed of any changes. Your continued use of our website and/or services after any such changes will constitute acceptance of those changes.

## The data we collect about you

We may collect, use, store and transfer different kinds of personal data about you. Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

Other data which we may collect about you include:

- **Contact Data** including postal address, email address and telephone number.
- **Technical Data** including internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Usage Data** including information about how you use our website, products and services.

- **Marketing and Communications Data** including your preferences in receiving marketing from us and our third parties and your communication preferences.

We may also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

### **How is your personal data collected?**

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us your data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you subscribe to our service or publications or give us feedback or contact us.
- **Automated technologies or interactions.** As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see our cookie policy for further details.
- **Third parties or publicly available sources.** We may receive personal data about you from various third parties and public sources including analytics providers such as Google, advertising networks and search information providers.

### **How we use your personal data**

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- To register you as a new customer and manage our relationship with you
- To administer and protect our business and this website
- To use data analytics to improve our website, products/services, marketing, customer relationships and experiences
- To make suggestions and recommendations to you about goods or services that may be of interest to you

Please note that we may process your personal data without your knowledge or consent, in compliance with this policy and where this is required or permitted by law. We will get your consent before sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us.

### **Disclosure of your data**

We may disclose information we have collected about you as described in this privacy policy in certain situations including:

- To comply with any court order, law or legal process, including to respond to any government or regulatory request.
- To enforce or apply out terms of use and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property or safety of the Company, our customers, or others. This may include exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

## **Data security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our website.

## **How long will you use my personal data for?**

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

## **Your rights**

### **Right to access, update or delete information**

You can request to access, correct or delete any personal information you have provide to us. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

### **Right to object in processing your information**

You can object to us processing your personal data, even where we are relying on a legitimate interest (or those of a third party), if there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

### **Request transfer of your information**

You can request us to transfer your personal data to a third party. We will provide to the third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

### **Withdraw consent at any time**

Where we are relying on consent to process your personal data you can withdraw your consent at any time. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

## **Opting out**

You can ask us to stop sending you emails or other communications from us at any time by contacting us using the contact information provided below. If you no longer wish to receive correspondence, emails or other communications from third parties, you are responsible for contacting the third party directly.

## **Contact details**

If you have any questions about this privacy policy or our privacy practices, please contact us at:

Yellow Door Energy Limited

Suite 3107 Jumeirah Business Centre 1

Jumeirah Lakes Towers, Cluster G

Dubai, UAE

[gosolar@yellowdoorenergy.com](mailto:gosolar@yellowdoorenergy.com)

## **Time to respond**

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

## **Users from the European Economic Area**

If you are visiting or using our website from the European Economic Area (EEA), please be aware that you are sending your data outside the EEA where our platform's servers are located. Our collection, storage and use of your personal data will at all times continue to be governed by this policy. By supplying your personal information to us you are expressly agreeing to the transfer of your information out of the EEA and to the processing of your information in the U.A.E., subject to this privacy policy.

## **Cookies**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our Cookie Policy.