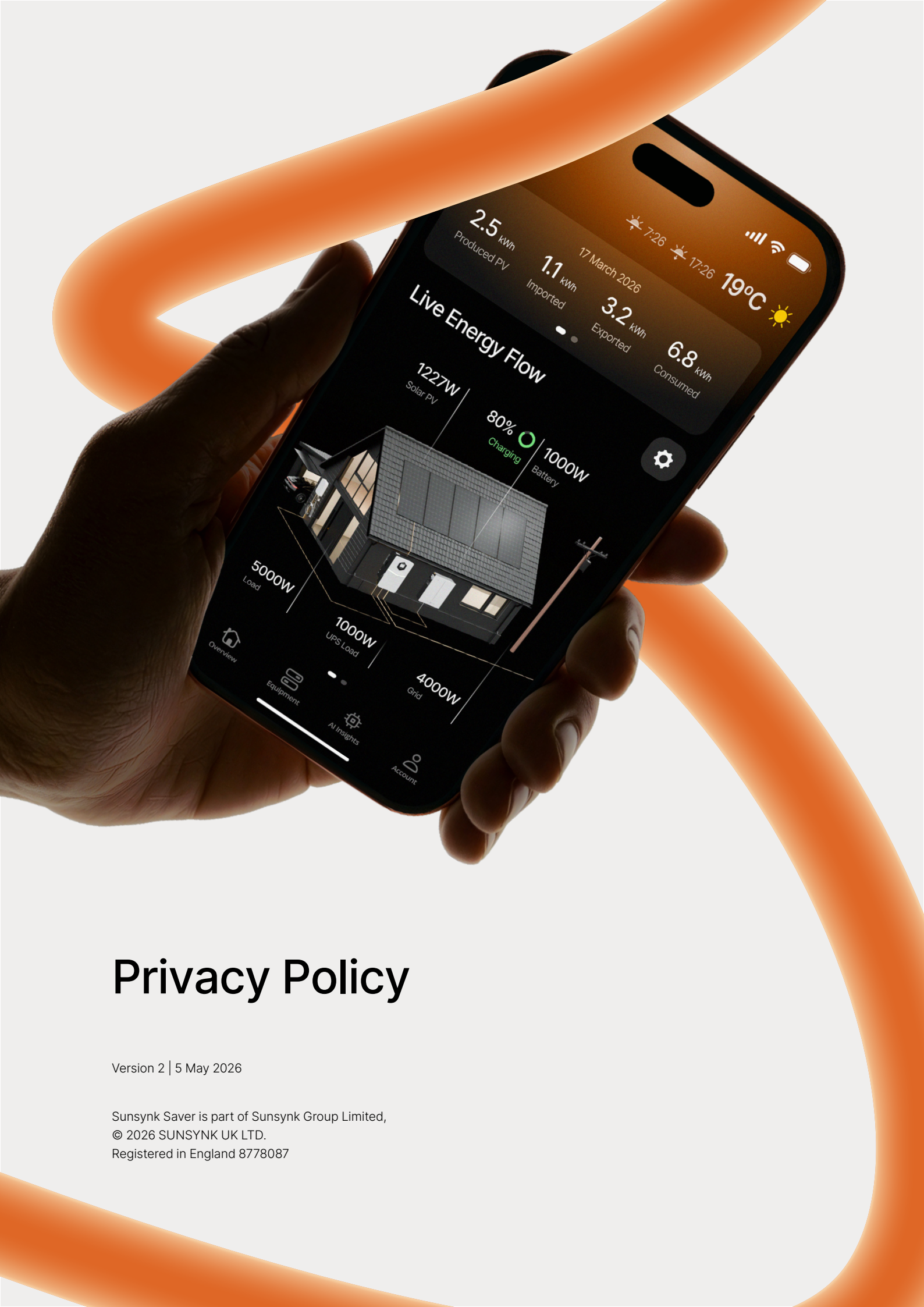




Privacy Policy

Version 2 | 5 May 2026

Sunsynt Saver is part of Sunsynt Group Limited,
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Registered in England 8778087

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PLEASE READ THIS PRIVACY POLICY CAREFULLY. Words identified in **bold** shall be interpreted with the associated definition/detail. This relates exclusively to **Sunsynk Saver**, a mobile application and associated services and support, in whole or in parts as the context requires, which provides certain insights, management capabilities and a range of basic free-of-charge and optional advanced paid-for service(s) relating to certain of Sunsynk's battery energy storage systems (**BESS**) products and services, including inverters, batteries and other equipment and certain integrated third party technologies, such as CONDUCTIFY's patent predictive AI technology (**Sunsynk Saver**).

If you do not accept this Privacy Policy then you must not complete the Sunsynk Saver sign-up and you will not, therefore, be able or entitled to make use of Sunsynk Saver which you must immediately uninstall from your device(s) if already downloaded.

Details of Sunsynk Saver Privacy Policy

1. Who Are We?

Sunsynk Group Limited is a company incorporated and registered in England and Wales with company number 15107233 whose registered office is at Unit 10 Edison Court Ellice Way, Wrexham Technology Park, Wrexham, United Kingdom, LL13 7Y (**Sunsynk** or **us** or **we**) and a provider of certain products and services relating to renewable energy and battery energy storage systems (**BESS**). It operates within the UK, South Africa and certain other global locations, through a network of group companies.

The data controller is Sunsynk. You can contact us by writing to the above address marking correspondence 'FAO: Data Protection Team and CTO'. Alternatively, you can email us at dpo@sunsynk.com

2. Introduction and Scope of Application of this Privacy Policy

Sunsynk is committed to protecting the privacy and security of your personal information. We take care to protect the data and privacy of our customers and users of our products and services.

We have therefore developed this Privacy Policy to inform you of the categories and type of data we collect, what we do with that data, what we do to keep it secure, as well as the rights and choices you have over your personal information.

This Privacy Policy relates specifically to Sunsynk Saver and related aspects. Other Privacy Policies may be relevant to other contexts across our relationship and interactions with you, as applicable and these will continue to apply too. In the event of any conflict, this Privacy Policy will prevail in relation to Sunsynk Saver aspects.

3. When Do We Collect Personal Data?

We may collect your personal data from time-to-time, as applicable, in the following circumstances:

When you complete the sign-up process for Sunsynk Saver, add or change any user details (which you must ensure are only for persons over the age of 18).

We create or administer a Sunsynk Saver account for you.

When and for so long as you have BESS Plant(s) associated with Sunsynk Saver.

When and for so long as you have downloaded Sunsynk Saver and/or when you use Sunsynk Saver.

When you interact with us by any means relating to Sunsynk Saver, your associated Plant(s) or our related products and services, including support.

When you have given a third-party permission to share with us the information they hold about you e.g. HUE – lighting and home automation products and services.

When you enter competitions or engage with any promotions we may run.

When you contact us by any means including by phone, in writing, by email or online channels including social media.

When you visit our websites (and online social platforms) and engage with us through the acceptance of cookies, the completion of online forms or otherwise.

4. What Categories of Personal Data Do We Collect, What Purposes Do We Use It For and What is the Associated Lawful Basis?

The following sets out the data we collect, the purpose(s) which we use it for and our lawful basis for doing so. We do not collect Special Category data and, as use of Sunsynk Saver is restricted to use by persons over the age of 18 years old, we do not collect any data relating to children. We do not use automated decision-making or profiling which could have a legal or similarly significant effect on you as an individual.

Data Category	Types of Personal Data	Purpose(s)	Lawful Basis
Subscriber Account	Subscriber's First and Last Names	Account setup & management, product/ services delivery, support and administration, credit/ payment	Contract
Subscriber Account	Subscriber's Email Address(es)	Account setup & management, product/ services delivery, support and administration, credit/ payment	Contract

Data Category	Types of Personal Data	Purpose(s)	Lawful Basis
Subscriber Account	Subscriber's First and Last Names	Account setup & management, product/ services delivery, support and administration, credit/ payment	Contract
Subscriber Account	Subscriber's Email Address(es)	Account setup & management, product/ services delivery, support and administration, credit/ payment	Contract
Subscriber Account	Subscriber's Telephone Number	Account setup & management, product/ services delivery, support and administration, credit/ payment	Contract
Subscriber Account	Login Password	Accessing the App	Contract
Subscriber Account	Subscriber Chosen Nickname and Profile Data	Account setup & management, product/ services delivery, support and administration, credit/ payment	Contract
Subscriber Account	Communication, Marketing and Other Account Preferences	Ongoing communications and marketing from time to time	Contract
Subscriber Account	Invited Managers or Visitors Name, email address, telephone number, login password and Nickname/ Profile Data	Account setup & management, product/ services delivery, support and administration	Contract
Subscriber Account	Subscriber's Installer Business name, contact's name, email address and telephone number	Account setup & management, product/ services delivery, support and administration	Legitimate Interests
Site & Plant	Location of Plant city or postcode, completed at Subscriber's discretion	Account setup & management, product/ services delivery, support and administration	Contract
Site & Plant	Local Weather Station nearest to Postcode or Latitude/Longitude, as input by Subscriber	Account setup & management, product/ services delivery, support and administration	Contract

Data Category	Types of Personal Data	Purpose(s)	Lawful Basis
Site & Plant	Inverter and Battery serial numbers, model numbers, rated capacities and other technical specification details, as applicable	Account setup & management, product/ services delivery, support and administration	Contract
Site & Plant	Solar Panels rated capacities and other technical specification details, as applicable	Account setup & management, product/ services delivery, support and administration	Contract
Site & Plant	On-Site Generators only option to select if present or not	Account setup & management, product/ services delivery, support and administration	Contract
Site & Plant	Telemetry Data Plant, loads/devices voltage, power, current and SOC data over time, as applicable	Providing products/services to Subscriber	Contract
Site & Plant	Statistics & Metrics Records, statistics and derived metrics/KPIs relating to Plant/Devices, associated telemetry data and user preferences, as applicable	Providing products/services to Subscriber	Contract
Site & Plant	Site Location, Plant Technical Details & Telemetry Data Site location and local weather station details, technical details of Plant/Devices plus Plant/Loads/Devices voltage, power, current and SOC data over time, as applicable	Recommending and marketing additional features/subscriptions/ products/services to Subscriber and ongoing anonymised use for research, development and other products/services/ partner solutions	Legitimate Interests
Site & Plant	Statistics & Metrics Records, statistics and derived metrics/KPIs relating to Plant/Devices, associated telemetry data and user preferences, as applicable	Recommending and marketing additional features/subscriptions/ products/services to Subscriber and ongoing anonymised use for research, development and other products/services/ partner solutions	Legitimate Interests

Data Category	Types of Personal Data	Purpose(s)	Lawful Basis
Energy Preferences	User Settings/Preferences relating to Plant/Devices, as may be configured within the App	Account setup & management, product/ services delivery, support and administration	Contract
Grid Supply	Grid Supplier Name	Account setup & management, product/ services delivery, support and administration	Contract
Grid Supply	Grid Tariff/Rates Details for Subscriber's Selected Supplier and Region, as applicable	Account setup & management, product/ services delivery, support and administration	Contract
Third Party Subscriber/Smart Services	Philips HUE Token based API access to exchange telemetry/controls data only (no specific transfers of account/personal data)	Account setup & management, product/ services delivery, support and administration	Contract
Contact & Records Information	Contacts/Interactions when you contact us or otherwise engage (e.g. competitions, gamification etc.) via the App, our website or by any other media/channels	Account setup & management, product/ services delivery, support and administration, marketing, operation and management of social media and contact methods	Legitimate Interests
Contact & Records Information	Contacts/Interactions information relating to staff members of our business contacts including suppliers, technology partners, customers and prospects	Account setup & management, product/ services delivery, support and administration, marketing, operation and management of social media and contact methods	Legitimate Interests
Contact & Records Information	Account History account history/records, including contemporaneous notes/ records associated with contacts, usage data & history, transactions and records relating to you exercising any of your rights	Account setup & management, product/ services delivery, support and administration, marketing, operation and management of social media and contact methods	Legitimate Interests
Contact & Records Information	Feedback Information feedback, survey, testimonials, case studies, recommendations and the like	Customer care and continuous improvement of products/services	Legitimate Interests

Data Category	Types of Personal Data	Purpose(s)	Lawful Basis
Financial Management	Subscriber's Credit Card Details and Billing Address via third-party payment gateway such as Apple/ Google	Account administration and payment	Contract
Security	Security Data information we collect about your use of the App, our Services and our Sites in order to ensure your and our other users' safety and security	Provision of security for accounts, products and services	Contract
Platform/App	Cookies & Other Similar Technologies	Provision of security and efficient operation for accounts, products and services	Legitimate Interests
Platform/App	App and Systems Log Data	Provision of security and efficient operation for accounts, products and services	Legitimate Interests
All Foregoing Categories (except Subscriber Account)	All such associated Types of Personal Data	Processing and adaption as necessary for data anonymisation.	Legitimate Interests

5. Your Right to Withdraw Consent

Where consent is the applicable lawful basis for our processing of your personal data, you may withdraw your consent by contacting us in writing at the email address above, or by any other reasonable means we may notify to you from time-to-time, and following receipt of such notice we will stop processing your data for the relevant purpose(s) for which you gave consent. Where you withdraw your consent, you accept this may render use of Sunsynk Saver and associated services unusable or prevent it from functioning fully or in part and otherwise than as designed and you irrevocably release us from any related claims or liabilities. Note that withdrawal of consent for the relevant associated purpose(s) does not mean that we will no longer process your data – we may still process your data if we have another purpose with a different legal basis.

You are entitled to opt out of any direct marketing and we will provide you with an opportunity to do so every time we communicate with you for this purpose.

6. Limited Geographical Transfers

Data may be transferred between the location(s) of your Plant(s), wherever you choose to use your mobile device(s) operating Sunsynk Saver and the third party hosted cloud platforms we use with Sunsynk Saver - which are located exclusively in UK/EU. CONDUCTIFY's AI predictive smart engine operates on the same cloud platforms and is directly integrated with Sunsynk Saver. We only manage and can influence any control over the location of our cloud platform(s), you are otherwise in control of the location of your Plant(s) and use of your mobile devices. Our privacy and data protections as per this Privacy Policy are built around limited permitted use of the App in the United Kingdom and South Africa, so you retain all risks and responsibilities if you breach these restrictions.

7. Who Do We Share Your Personal Data With?

7.1 We never sell your data to a third party for their own marketing use.

7.2 We share personal data with the following third parties. Data collected and processed as per this Privacy Policy may be shared with third-parties, as identified below. Where possible, we will minimise the types of data shared with third-parties as necessary for the relevant purpose(s) and/or services, as may be detailed below.

7.3 Third-Party Service Providers for Sunsynk Saver:

a. Apple/Google – App Store and Payment Services Provider

- Apple Inc., a company organised under the laws of the State of California, USA and having an office at One Apple Park Way, Cupertino, CA, and its group companies from time-to-time, as applicable for these services; and
- GOOGLE LLC, a company organised under the laws of the State of Delaware, USA and having an office at 1600 Amphitheatre Parkway, Mountain View, CA 94043, United State, and operating under the laws of the USA and its group companies from time-to-time, as applicable for these services.

Limited Data Types

Data Category	Types of Personal Data
Financial Management	Subscriber's Relevant Identifying Details, Credit Card Details and Billing Address.

b. Amazon Web Services (AWS) – Hosted Cloud Platform Provider

- Amazon Web Services EMEA SARL, a company incorporated and registered in Luxembourg and having an office at 38 Avenue John F. Kennedy, L-1855, Luxembourg , and its group companies from time-to-time, as applicable for these services.

- c. Google Cloud Platform (GCP) – Hosted Cloud Platform Provider
- Google Cloud EMEA Limited, a company incorporated and registered in Ireland and having an office at 70 Sir John Rogerson's Quay, Dublin 2, Ireland, and its group companies from time-to-time, as applicable for these services.
- d. Conductify – AI Predictive Optimisation Technology Provider
- Conductify Limited, a company incorporated and registered in England and Wales with company number 12403638 whose registered office is at Suite 225 5 High Street, Maidenhead, Berkshire, England, SL6 1JN, and its group companies from time-to-time, as applicable:

Limited Data Types

Data Category	Types of Personal Data
Subscriber Account	Subscriber's Email Address(es)
Site & Plant	Telemetry Data Plant, loads/devices voltage, power, current and SOC data over time, as applicable.
Site & Plant	Statistics & Metrics Records, statistics and derived metrics/KPIs relating to Plant/Devices, associated telemetry data and user preferences, as applicable.
Site & Plant	Site Location, Plant Technical Details & Telemetry Data Site location and local weather station details, technical details of Plant/Devices plus Plant/Loads/Devices voltage, power, current and SOC data over time, as applicable.
Energy Preferences	User Settings/Preferences relating to Plant/Devices, as may be configured within the App
Grid Supply	Grid Supplier Name
Grid Supply	Grid Tariff/Rates Details for Subscriber's Selected Supplier and Region, as applicable.
Contact & Records Information	Contacts/Interactions when you contact us or otherwise engage (e.g. competitions, gamification etc) via the App, our website or by any other media/channels.
Contact & Records Information	Contacts/Interactions information relating to staff members of our business contacts including suppliers, technology partners, customers and prospects.
Contact & Records Information	Account History account history/records, including contemporaneous notes/records associated with contacts, usage data & history, transactions and records relating to you exercising any of your rights.
Contact & Records Information	Feedback Information feedback, survey, testimonials, case studies, recommendations and the like.

Security	Security Data Information we collect about your use of the App, our Services and our Sites in order to ensure your and our other users' safety and security
Platform/App	App and Systems Log Data

7.4 Anonymised Data

Whilst not affecting your personal data and associated rights, for transparency purpose, we inform you we may also share, in anonymised form, relevant Types of Personal Data with selected third-parties for use in connection with research & development, product/services enhancements and provision of additional products/ services generally.

8. How Long Will Keep Your Personal Data

Whenever we collect or process your personal data, we will only keep it for as long as is necessary, as follows:

- To maintain your Sunsynk Saver account, deliver Sunsynk Saver related products and services, including associated administration and support.
- For proper internal administration, contract management and record keeping, and fulfilment of any applicable legal/tax obligations.

We may also retain indefinitely, in anonymised form, Site & Plant, Energy Preferences, Grid Supply and Platform/App categories of data for use in connection with research & development, product/services enhancement and provision of additional products/ services generally.

9. Information Security

We have secured available industry standard terms with third-party providers for:

- hosting service providers, where personal data subject to this Privacy Policy will primarily be held at rest;
- store providers, who receive particular personal data from hosted platforms; and
- secure communications providers, over which end-to-end encrypted data is transferred.

Otherwise, we implement established industry standard technical, organisational and security measures design to provide protection for your personal data, which we review from time-to-time and may update as we consider reasonably necessary.

Please be aware that any communications with us over the Internet or other platforms outside our control, such as emails/webmails/social media messages, are not secure unless they have been encrypted. The form of security that we use is Secure Sockets Layer (SSL). This is a method of hiding the information that a web browser and a web server send to each other. An SSL-enhanced browser uses encryption to scramble the data you send to a website into an unintelligible string of seemingly random characters. This is the industry standard for encrypting digital communications between any two points across a network.

Despite the encryption described above, your communications may route through a number of countries before being delivered – this is the nature of the internet and some social media platforms. In such circumstances, Sunsynk is unable to control the locations and security of any information you transmit to or via our website or relevant social media platforms.

10. Sunsynk Saver Website

The website(s) we associated with Sunsynk Saver may involve use of a mechanism called “cookies”. A cookie is a small amount of data, which often includes an anonymous unique identifier, that is sent to your browser from a website’s computers and stored on your computer’s hard drive, if your browser settings permit it.

When you use these websites, Sunsynk may set and access cookies on your computer/device as described below. If you do not agree to this use of cookies, you can adjust your browser settings to reject all cookies (each browser is different, so check the “Help” menu of your browser to learn how to do this). Alternatively, you can choose not to use these website(s).

Please note that if you choose to continue with use of our website(s) without taking any further action in relation to cookies, we will consider that you agree to the use of cookies as described below.

Sunsynk does not use cookies to target advertising or to share information with social networking sites or other services.

In addition, Sunsynk uses Google Analytics to help analyse how users use our websites. This analytical tool uses a cookie set by Google to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the Google analytics cookie about your use of these websites is transmitted to Google, and used to evaluate and compile statistical reports about this use for Sunsynk.

Sunsynk will not (and will not allow any third party to) use the statistical analytics tool to track or collect any personally identifiable information about users of our website(s), and will not associate any data gathered by means of the Google statistical tool with any personally identifying information.

11. Legal Compliance - Including Notification of Data Breaches

We will comply with applicable legal requirements, including notification to relevant regulators (as applicable), within relevant legally prescribed time periods.

12. What Are Your Rights Over Your Personal Data

You may have the following rights in relation to your personal data:

- the right to be informed about the personal data we collect, how your personal data is being used, and from whom we collect your personal data when we obtain it from other sources;
- the right to access the personal data we hold about you;
- the right to request the correction of inaccurate personal data we hold about you;
- the right to request the blocking or deletion of your personal data in some circumstances;
- the right to request that we port elements of your data either to you or another service provider;
- the right to object to us processing your personal data (where we do so only because you have consented, or because we are using automated means to make decisions that affect you); and
- the right to withdraw your consent.

You may only have the benefits of some of the above rights in limited circumstances, which depend on the legal reason why we collected your personal data.

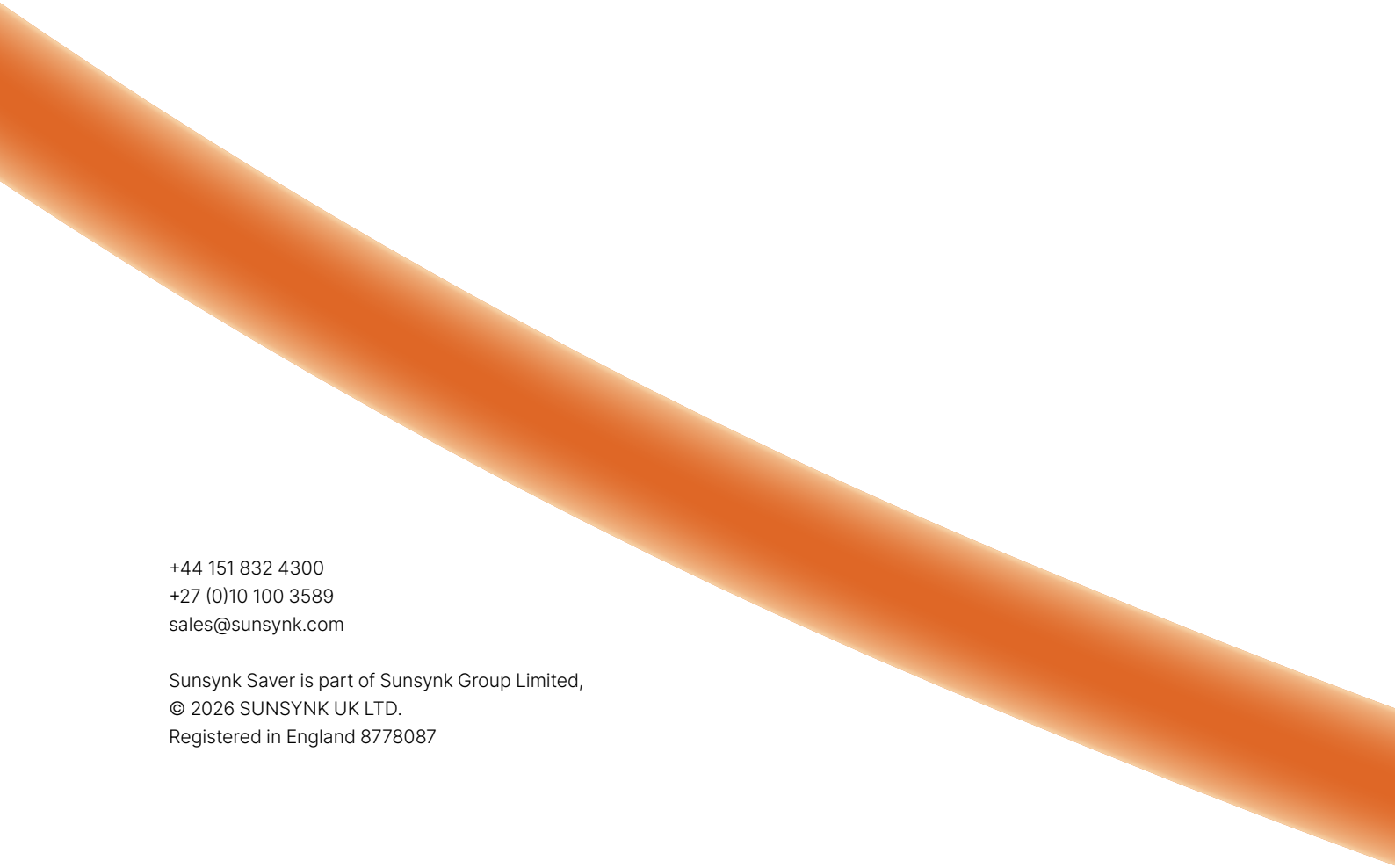
To exercise any of the above rights, or if you have any questions relating to your rights, please contact us as outlined in section 13.

13. Your Responsibility to Ensure Personal Data Your Provide is Accurate, Complete and Up to Date

You retain all responsibilities to ensure that, at all times, personal data you provide to us via Sunsynk Saver is accurate, complete (within the scope of categories of data requested and provided) and at all times kept up-to-date as such. Please notify us promptly if, for any reason, you identify any of your personal data which we hold is not accurate, complete or up-to-date and you are not able to update it directly yourself via Sunsynk Saver.

14. Getting In Touch, Complaints and Right to Contact Regulator(s)

If you have any privacy-related questions or comments, please contact Sunsynk as provided in section 1. If you are unhappy with the way we are using your personal data, we'd encourage you to contact us first to resolve your complaint as we are here to help and get it right. You can also complain to the UK Information Commissioner's Office or the Information Regulator of South Africa, as available to you in your circumstances.



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