

Handling of personal data

Below you will find information on how Rays rooftop collects and processes your personal data.

Responsible for the personal data

Rays rooftop contact e-mail address sales@raysrooftop.com ("Rays rooftop"), is responsible for the personal data collected via Rays rooftop's website and / or Rays rooftop's applications ("System").

Purpose and legal grounds

All personal data collected via the System may be processed on the following legal basis:

- Solar cell agreements signed with Rays rooftop ("Agreement").
- Estimation of the potential for solar cells at given address by customer's requests.
- Consent to receive emails regarding the estimated solar cell potential.
- Consent to receive personalized communication about subsidies, product benefits, special offers and Rays rooftop's other products and services.

Personal data we process about you

When you check your roof's potential for solar cells, we collect your contact information from you if you have given your consent. We may also request additional data to calculate an estimate of your electricity consumption in order to be able to offer customized installations. The purpose is to be able to provide an estimate for the installation of solar cells on your roof, as well as to manage the customer relationship and complete the delivery. The e-mail address and telephone number are used to communicate through personal follow-up, newsletters and any other communication about Rays rooftop's products and services that you may be interested in.

We collect and store physical data for the address where we estimate the solar cell potential. We save this information for analysis so that we can improve the calculations in the future.

All requested information is necessary to enter into an Agreement. If you do not provide this information, Rays rooftop will not be able to enter into an agreement with you.

If you accept the offer, we may send your name, telephone number and contract document to one of our partners for digital signatures, who acts as a personal data assistant.

If you choose to finance the installation of the solar cells with a solar loan, you will be forwarded to our banking partner for this purpose. The bank partner will ask you directly about your personal information to check creditworthiness and provide the loan. In this case, the bank partner acts as the person responsible for the personal data. With the exception of the application status, the bank partner does not share any personal information provided to them back to Rays rooftop.

If needed, we may also ask for your personal ID number. In that case, the purpose is either to fill in applications where this information is required or to pass it on to the bank partner if you have applied for a loan. Your personal ID number will be stored encrypted.

How long will we keep your personal data?

How long we store your personal information depends on the purpose for which it was received. If your information is used for several purposes that require different storage periods, we use the longest.

Personal data processed according to your consent will be stored until you revoke your consent, or request that your data be deleted or a complaint lodged.

Personal data processed to perform Agreements or Loan Agreements will be stored throughout the relevant contract period.

Personal data processed under Rays rooftop's legitimate interests will be stored for as long as Rays rooftop needs to follow / achieve them.

Once these periods have expired or your request to delete your personal information has been fulfilled, we will only store your personal information, blocked, for the time required by law. This means that they may not be processed for any purpose other than to make them available to courts or public authorities, in order to fulfill obligations arising from the processing and only during its limitation period. When this period has expired, the data will be destroyed.

Who can we share your personal information with?

If you have chosen to change electricity supplier to one of our partners in connection with you ordering a solar panel system, we will send your contact information to your chosen electricity supplier so that they can contact you.

We may share your information with personal data agent within energy consumption to ask about your electricity consumption in order to offer customized installation sizes.

After Rays rooftop has planned your installation, we share your contact information, address and project data with our installers.

When we connect your installation to the grid, we share your contact information and information about the solar panel installation with your grid owner.

Once the installation is up and running and connected to the network, production data from your inverter will be shared with the inverter manufacturer for analysis and possible troubleshooting. This data says nothing about your energy use in general.

Production data from the installation is also collected by Rays rooftop. This information is used for analysis and possible troubleshooting. The information forms the basis for the statistics found in the Rays rooftop apps.

Rays rooftop may use production data linked to addresses to improve calculation models, both internally and in collaboration with other entities in the solar energy industry, and share the information publicly. When data is shared, it will be made anonymous to the greatest extent possible, but location is an important part of the analysis of production data.

Your personal data may be shared with personal data assistants who provide services to Rays rooftop. Rays rooftop ensures that they all comply with current data protection legislation.

Troubleshooting

In order to improve our software, we log exceptions and errors that occur in our systems. These events, as well as data associated with the specific system state when the error occurred, are collected by an external service. The information is stored for 90 days.

Data storage and backup systems

The external systems that are exposed to customers, use several of Rays rooftop services. These services run exclusively in the cloud and therefore use several third-party systems.

Internal communication

For internal communication, we use various software from third-party systems. This communication may exchange personal data and the companies that provide the software act as personal data assistants.

Access to sensitive data

Where our systems handle sensitive data, these are only available to Rays rooftop's developers and other employees with a legitimate need for access. Encryption codes, which are used for storing sensitive data, are only available to Rays rooftop's developers. All machines used for development, and which may have copies of data from production systems, have an encrypted file system.

All data communication with external partners is encrypted.

Your rights

You can contact us at any time to request access, copies, correction, restriction or deletion of the personal data we store about you. Such a request must be sent in writing to Rays rooftop to our company address or via e-mail to sales@raysrooftop.com, with some proof of your identity (eg a copy of your ID card or passport). In certain circumstances, you may also object to the processing of data and exercise your right to data portability.

Changes to the privacy protection policy

We will keep our privacy policy updated when the service changes. At the top of the page you will find a date stamp indicating when we last updated the content. If we make any major changes that affect registered customers, you will be notified by email.