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## Summary

### What information is collected?

- Your Discord ID and Roblox ID are collected, along with non-personal information such as which products you have bought.

### How is the information used?

- **To provide access** to SolarTech's services and Discord bot
- **To provide customer support** and resolve issues

### Is my information shared?

- **No**, your personal information is not shared with third parties for ads or other purposes without your consent.

### What rights do I have?

You can request:

1. **Access** to your information
2. **Corrections** to inaccurate information
3. **Deletion** of your information

### How is my information secured?

- **Yes**, SolarTech uses encryption, access controls and complies with industry security standards to protect your data.

**Disclaimer:** This is not the actual privacy policy, but rather an explanatory summary for ease of use. You should review the full privacy policy for complete details.

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## **Introduction**

The purpose of this Privacy Policy is to inform users of the privacy practices of SolarTech and to explain how we collect, use, and protect their personal information.

At SolarTech, we understand the importance of user privacy and are committed to protecting it. We believe that our users have the right to know what personal information we collect from them, how we use it, and who we share it with.

This Privacy Policy applies to all users interacting with our in-app bot on Discord (“Discord Bot”) and our experience on the Roblox platform (“Roblox Hub”), as well as any other platforms and services offered by us. By using our services, users consent to the practices described in this Privacy Policy.

## **Scope**

This Privacy Policy applies to all individuals who have interaction with SolarTech's Discord Bot or our Roblox Hub, as well as any other platforms and services offered by us (collectively, the "Services").

This Privacy Policy applies to any personal information collected through third-party integrations or services used in connection with our Services.

## **Personal Information Collection**

The personal information collected by SolarTech may include users' Discord ID and Roblox ID for verification and billing purposes.

The information is collected through the user's interaction with our Discord Bot and Roblox Hub. We do not collect any personal information through the use of cookies or third-party services.

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## **Use of Personal Information**

SolarTech will use the personal information collected, including users' Discord ID and Roblox ID, for the following purposes:

- To provide access to our Services and verify users' identities through our Whitelist system;
- To provide customer support, including resolving issues and responding to inquiries on a 1-on-1 basis with users.

SolarTech does not share any personal information collected with third parties for analytics, advertising, or any other purposes. Any sharing of personal information will only occur with users' explicit consent or as required by law.

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## User Rights and Choices

SolarTech acknowledges and respects the rights of users in relation to their personal information. As a user, you have the following rights:

**1. Access:** You have the right to request access to your personal information that we hold. This includes the right to be informed whether or not your personal information is being processed, what data is being processed, and the purpose of the processing.

**2. Update:** You have the right to request that we correct any personal information we hold about you that is inaccurate or incomplete. We are committed to ensuring that your personal information is up-to-date and accurate.

**3. Deletion:** You have the right to request the deletion of your personal information under certain circumstances, such as when the personal information is no longer necessary for the purpose for which it was collected.

To exercise these rights, please contact us through the contact information provided in our Services. We will respond to your request within a reasonable timeframe and in accordance with applicable laws.

### Opt-Out Practices:

SolarTech does not engage in targeted advertising or share your personal information with third parties for such purposes. However, if we ever decide to change this practice, we will provide you with clear instructions on how to opt-out of such data collection or sharing practices.

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## Data Protection and Security Measures

We have implemented a variety of security measures to ensure the confidentiality and integrity of your personal information. These measures include:

**1. Encryption:** We use encryption technologies to protect your personal information during data transmission and storage. This means that your data is converted into a code to prevent unauthorized access.

**2. Access Controls:** We have implemented strict access controls to ensure that only authorized personnel have access to your personal information. These controls include the use of secure passwords, two-factor authentication, and Principle of Least Privilege.

### Compliance with Industry Standards:

SolarTech complies with all relevant industry standards and regulations for data protection. This includes the General Data Protection Regulation (GDPR) for users in the European Union and the California Consumer Privacy Act (CCPA) for users in California. These regulations provide strict guidelines on how we collect, use, and protect your personal information, and we are committed to full compliance with these standards.

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## **International Data Transfers**

SolarTech may transfer your personal information to countries outside of your jurisdiction, including North America, where our data storage facilities are located. When transferring personal information to these countries, we take appropriate measures to ensure the protection of your data. These measures may include relying on legal mechanisms such as the Privacy Shield framework or implementing Standard Contractual Clauses approved by the European Commission. These safeguards help to ensure that your personal information is treated in accordance with applicable data protection laws.

## **Third-Party Links and Services**

SolarTech does not share information with third-parties.

## **Children's Privacy**

SolarTech's services are not intended for children under the age of 18, or 13 with explicit parental permission. We do not knowingly collect personal information from children. If we become aware that we have inadvertently collected personal information from a child without appropriate consent, we will take steps to delete that information as soon as possible. We are committed to protecting the privacy of children and complying with applicable laws and regulations regarding children's privacy.

## **Policy Updates**

We may update this Privacy Policy from time to time to reflect changes in our privacy practices or legal requirements. When we make any material changes to the policy, we will notify users through a prominent notice on our community platform. We encourage users to review the Privacy Policy periodically to stay informed about how we collect, use, and protect personal information. The effective date of the current version of the Privacy Policy is 21 June 2023.