

# SOLARSTUDIO PRIVACY POLICY

This SolarStudio Privacy Policy explains how KB Racking, Inc. (“KBR,” “we,” “us,” or “our”) collects, uses, discloses, retains, and protects personal information in connection with SolarStudio, KBR’s website, user accounts, project planning tools, project reports, communications, and related digital services.

This Privacy Policy should be read together with the SolarStudio Terms of Use and, where applicable, KBR’s General Terms and Conditions for the Sale of Goods.

## 1. Scope

- (a) This Privacy Policy applies to personal information collected, used, or disclosed by KBR in connection with SolarStudio and related digital services.
- (b) SolarStudio is intended for business and professional users. Most information processed through SolarStudio relates to companies, projects, buildings, and business contacts. However, some information may identify or relate to individuals and may therefore constitute personal information.
- (c) This Privacy Policy does not apply to third-party websites, platforms, software, or services that KBR does not control.

## 2. Accountability

KBR is responsible for personal information under its control. Questions or requests regarding this Privacy Policy may be directed to:

### **KB Racking, Inc.**

Attention: Privacy Contact  
324-171 E Liberty St. Toronto ON M6K 3P9, Canada  
info@kbracking.com  
1-888-661-3204

## 3. Personal Information We Collect

KBR may collect the following categories of personal information:

- (a) **Account and registration information**, including name, company name, title, business email address, business telephone number, business address, username, password credentials or authentication data, and account preferences.
- (b) **Project and site information**, including project name, project address, site contact information, building information, roof information, layout information, uploaded or entered project data, product selections, modules, technical assumptions, and project outputs.

- (c) **Usage and technical information**, including login history, IP address, browser type, device information, operating system, pages viewed, features used, projects created, exports generated, timestamps, error logs, diagnostic information, and security logs.
- (d) **Communications information**, including emails, support requests, training requests, feedback, form submissions, phone call notes, account administration records, and correspondence relating to SolarStudio or KBR products.
- (e) **Marketing and preference information**, including newsletter preferences, consent records, event attendance, product interests, and communication preferences.
- (f) **Transactional information**, including quotes requested, product inquiries, project export history, licence tier, account status, billing information where applicable, and related commercial records.

KBR does not intend to collect sensitive personal information through SolarStudio. Users must not enter sensitive personal information unless KBR expressly requests it for a specific purpose.

## 4. How We Collect Information

KBR may collect information:

- (a) directly from users during registration, account management, project creation, report generation, support requests, forms, emails, or other communications;
- (b) automatically through SolarStudio, cookies, logs, analytics tools, security tools, and similar technologies;
- (c) from KBR employees, distributors, sales representatives, support teams, project managers, or business partners; and
- (d) from third-party service providers supporting SolarStudio, including hosting, software, analytics, customer relationship management, email, security, or support providers.

## 5. Purposes for Collection, Use, and Disclosure

KBR may collect, use, and disclose personal information for the following purposes:

- (a) to register, approve, activate, manage, authenticate, and secure user accounts;
- (b) to provide, operate, maintain, support, improve, and troubleshoot SolarStudio;
- (c) to generate project layouts, calculations, reports, PDF exports, drawings, bills of material, product recommendations, or other outputs;

- (d) to respond to inquiries, provide training, support users, and manage customer relationships;
- (e) to prepare quotes, product recommendations, sales follow-up, project support, and related commercial communications;
- (f) to manage licence types, access limits, usage thresholds, account status, and fees where applicable;
- (g) to analyze usage, improve SolarStudio, improve KBR products, develop new features, and understand customer needs;
- (h) to detect, prevent, investigate, and respond to fraud, misuse, unauthorized access, cybersecurity events, technical issues, or violations of KBR terms;
- (i) to comply with legal, regulatory, tax, accounting, insurance, audit, warranty, recordkeeping, dispute resolution, and enforcement obligations;
- (j) to send operational, legal, safety, support, maintenance, account, and service-related communications;
- (k) to send marketing communications where permitted by law and subject to applicable consent and unsubscribe requirements; and
- (l) for any other purpose disclosed to or authorized by the individual or permitted or required by law.

## **6. Legal Basis and Consent**

- (a) KBR collects, uses, and discloses personal information with consent, where required by applicable law, and otherwise as permitted or required by law.
- (b) In many cases, consent is implied from a user's registration for SolarStudio, submission of information, request for support, generation of project outputs, or ongoing business relationship with KBR.
- (c) Where required, KBR will obtain express consent, including for certain marketing communications or non-essential cookies.
- (d) Users may withdraw consent, subject to legal or contractual restrictions and reasonable notice. If consent is withdrawn, KBR may be unable to provide some or all SolarStudio services.

## **7. Disclosure to Service Providers and Third Parties**

KBR may disclose personal information to:

- (a) software providers, including providers involved in operating or supporting SolarStudio;
- (b) hosting, cloud infrastructure, database, backup, security, monitoring, analytics, customer relationship management, support, email, and communications service providers;

- (c) distributors, sales representatives, engineering support providers, or business partners where necessary to respond to a project inquiry, quote request, support request, or customer request;
- (d) professional advisors, including lawyers, accountants, auditors, insurers, consultants, and financial institutions;
- (e) government authorities, courts, regulators, law enforcement, or other parties where required or permitted by law;
- (f) parties involved in a corporate transaction, such as a merger, financing, reorganization, sale of assets, or transfer of business operations; and
- (g) other parties with consent or as permitted or required by law.

KBR does not sell personal information in the ordinary course of business.

## **8. User Responsibility for Third-Party Personal Information**

Users may enter information relating to project owners, site contacts, end customers, employees, contractors, or other third parties into SolarStudio. Customer is responsible for ensuring that it has all required rights, permissions, notices, and consents to provide such information to KBR and to allow KBR and its service providers to process it for the purposes described in this Privacy Policy and the SolarStudio Terms of Use.

## **9. Cross-Border Processing**

Personal information may be processed, stored, or accessed in Canada, the United States, the European Economic Area, or other jurisdictions where KBR, its affiliates, service providers, or software providers operate. Personal information processed outside a user's province, state, or country may be subject to the laws of the jurisdiction where it is processed, including lawful access by courts, law enforcement, national security authorities, or regulators.

## **10. Safeguards**

KBR uses reasonable physical, organizational, contractual, and technical safeguards appropriate to the sensitivity of the personal information under its control. These safeguards may include access controls, authentication, encryption, logging, administrative controls, contractual confidentiality obligations, and security monitoring.

No internet-based service can be guaranteed to be completely secure. Users are responsible for protecting their own account credentials, devices, systems, and networks.

## **11. Retention**

KBR retains personal information only as long as reasonably necessary for the purposes described in this Privacy Policy or as required or permitted by law, contract, warranty, tax, accounting, audit, insurance, security, dispute resolution, business continuity, or legitimate business purposes.

Project data and account data may be retained while the account remains active and for a reasonable period thereafter. KBR may retain non-personal, aggregated, anonymized, or de-identified data for business, analytics, product improvement, and recordkeeping purposes.

## **12. Access, Correction, and Deletion Requests**

Individuals may request access to, correction of, or deletion of their personal information by contacting KBR using the contact information above. KBR may verify identity before responding. KBR may decline or limit a request where permitted or required by law, including where information must be retained for legal, contractual, security, warranty, dispute resolution, accounting, or legitimate business reasons.

## **13. Marketing Communications**

KBR may send commercial electronic messages where permitted by applicable law. Recipients may unsubscribe from marketing communications using the unsubscribe mechanism provided in the message or by contacting KBR. Even after unsubscribing from marketing communications, users may continue to receive transactional, account, legal, safety, support, or service-related communications.

## **14. Cookies and Similar Technologies**

KBR may use cookies, pixels, tags, scripts, analytics tools, and similar technologies in connection with its website and SolarStudio. More information is provided in the SolarStudio Cookie Policy.

## **15. Changes to this Privacy Policy**

KBR may update this Privacy Policy from time to time. Updates will be posted on KBR's website, within SolarStudio, or otherwise made available. The "Last updated" date should be revised when changes are made. Continued use of SolarStudio after an update constitutes acknowledgment of the updated Privacy Policy.