



MR SOLA GROUP Privacy Policy

Effective Date: 25 September 2025

Website: www.mrsolagroup.co.za

At **Mr Sola Group** (“we”, “us”, “our”), your privacy is very important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website or interact with us online.

1. Information We Collect

a) Personal Information You Provide

When you submit a contact form, request a solar consultation/quote, or send us an enquiry, we may collect:

- Full name
- Email address
- Contact number
- Company or organisation name (if applicable)
- Project details, location, or messages you provide

b) Information Collected Automatically

When you browse our website, certain information may be collected automatically, such as:

- IP address
- Browser type and version

- Pages visited and time spent on our site
- Date and time of visit
- Referring to the website or source
- Device type and operating system

This information is typically gathered through cookies and analytics tools (e.g., Google Analytics).

2. How We Use Your Information

We use the information we collect to:

- Respond to your enquiries, quote requests, or service bookings
- Provide solar energy advice, consultation, and installation support
- Improve our website functionality, design, and performance
- Analyse visitor trends to enhance customer experience
- Send relevant updates, news, or marketing material (only if you have opted in)

3. Sharing of Information

We do **not** sell, rent, or trade your personal data. We may share your information only:

- With trusted third-party service providers (e.g., website hosting, analytics, or email service providers)
- If required by law, regulation, subpoena, or legal process
- To protect our rights, property, or safety, and that of our customers

Any third-party partners we work with are required to comply with applicable data protection laws and maintain strict confidentiality.

4. Cookies and Tracking

Our website uses cookies and similar technologies to improve your browsing experience and track website performance. You can disable cookies in your browser settings, but this may affect certain website functions.

5. Data Retention

We keep your personal information only for as long as is necessary to:

- Fulfill the purposes outlined in this policy
- Comply with legal or regulatory obligations

When no longer required, your data is securely deleted or anonymised.

6. Your Rights

Under South African data protection laws, you have the right to:

- Access the personal information we hold about you
- Request corrections or deletion of your data
- Withdraw consent (where processing is based on consent)
- Object to or restrict certain data processing activities
- Lodge a complaint with the **Information Regulator (South Africa)**

To exercise these rights, please contact us at: info@mrsolagroup.com

7. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal data. However, no system can guarantee absolute security, and you share your information at your own risk.

8. Third-Party Links

Our website may contain links to third-party websites or resources. Please note that we are not responsible for their privacy practices, and we recommend reviewing their policies before providing any personal information.

9. Changes to This Policy

We may update this Privacy Policy from time to time in response to legal, technological, or business changes. Updates will be posted on this page with a revised effective date.

10. Contact Us

If you have any questions about this Privacy Policy or how your data is handled, please contact us:

Mr Sola Group

 Email: info@mrsolagroup.com

 Website: www.mrsolagroup.co.za