



Oxygen for Your Network®

This policy explains how we collect, use, share, and protect your personal data. Personal data is any information relating to an identified or identifiable person. Your name, address, phone number, email address and IP address are examples of personal data. Unless otherwise specified, this statement applies to SOL-I.S web and customer service efforts.

SOL-I.S. will process your personal data in a transparent and lawful way. Any personal data you provide when using this website or our products and services will be used only in accordance with this privacy statement.

We may change this statement from time to time to reflect privacy or security updates. If we make material changes, we will notify you via the email address listed in your account, or by means of a notice on this website prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

#### **What information does SOL-I.S. collect, store or use?**

When using our site's Contact Us function, you will be asked to enter your name, email address and a message or other details to help us serve you. There may be other functions on this website that requires input of your information, such as voluntarily signing up for our newsletter subscription.

#### **What purpose does SOL-I.S. use the information collected?**

Legal Basis for Collecting your information:

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### **Which Personal Data Does SOL-I.S. collect, and for what purpose?**

As part of our efforts to better serve you, we may collect your personal data such as your name, e-mail address, and phone number. This data is generally gathered directly from you through forms on our website, or over the phone and is used to communicate and personalize such communications with you, including offering products and services that we believe may be of interest to someone in your position.

Information about your chosen subscriptions are used to better provide you with relevant e-mail content. In certain situations, such as when you authorize a social network to prefill a form on our website or if you interact with social media buttons on our website, we may receive publicly available data from your social media profile (such as first name, last name, e-mail address, date of birth, gender, job title, and company).

### **Legal Basis of Collecting and Processing Data**

We will use your personal data when the law allows us to. Most commonly, for marketing purposes, we will process your personal data in the following circumstances:

- Where you consent; or
- Where it is necessary for our legitimate interests (i.e. we have a business or commercial reason for using your information) and your interests and your fundamental rights do not override those interests.

Our legitimate interests may include:

- Providing high quality customer service.
- Complying with laws or regulations that apply to us.
- Developing our products and services, and what we charge for them.
- Defining customers for our products and services.
- Seeking your consent when we need it to contact you.

- Providing our customers with relevant marketing, and other high-quality product and service features.
- Keeping our newsletter updated and relevant.

### **Failure to Provide Personal Data**

Where we need to collect personal data by law or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

### **Do we share your data with third parties?**

Other than a third party who manages our newsletter, we do not transfer your data to third parties. Under no circumstance do we sell or trade your information to a third party.

### **Do we allow third-party behavioral data tracking?**

We do not allow any third-party behavioral data tracking.

### **Do you use cookies to track activity on your website?**

We do not use utilize cookies on our website.

### **Retaining Personal Information:**

How long we retain your information depends solely on the purpose for which we process your data. Your data will not be retained for a period longer than necessary, plus any statutory period during which we need to retain the data to resolve any claim.

Data retained for service purposes will be retained for as long as we need to maintain it, either to respond to your inquiry, or in the event that you are a customer, or become a customer, for as long as you remain a customer. Data that is obtained for purposes of subscription to our newsletter, will be retained for as long as you remain subscribed.

### **Security of your personal information:**

We are committed to ensuring that your personal data is secure. To prevent unauthorized access or disclosure, we have put appropriate technical and organizational measures in place to safeguard and protect your data.

If a data breach does occur, we will do everything in our power to limit any potential damage. We will inform you of the breach via email within 72 hours of the breach; we may also include information about remedial actions to prevent any further damage in the case of a high-risk data breach. We will also inform that relevant authorities of the breach.

SOL-I.S. cannot guarantee that your personal data will not be disclosed or misused by the unauthorized acts of others. Further, we cannot control dissemination of personal data you post in the public domain and you should have no expectation of privacy in respect to such data.

All employees and temporary workers are required to follow policies and procedures, and be aware of confidentiality requirements of SOL-I.S. for the confidentiality of customer information. If they fail to do so, they are subject to disciplinary action.

### **Your rights:**

Here are some of the types of requests you may make.

**Right to Request Access:** You have the right to request details of your personal data that we hold. Upon request, we will provide a copy of such personal data within a reasonable timeframe.

**Right to Correct:** If you believe any of the data we have is incorrect or incomplete, please contact us as soon as possible using the information under “Contact Us.” We will promptly correct any information found to be incorrect, though we may need to verify the accuracy of the new data you provide to us.

**Right to Object:** You may choose to object to processing of your personal data where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts your fundamental rights and freedoms. We may have to demonstrate that we have legitimate grounds to process your data which override your rights and freedoms. You also have the right to object in cases where we are processing your personal data for marketing processes. We will provide you with the appropriate choices to opt-in or opt-out.

Please note that your objection may be overridden by the legitimate interests of SOL-I.S. to process and collect your personal data.

**Right to Request Deletion:** To the extent legally permissible, you may be entitled to have certain personal data erased in these circumstances:

1. The personal data is no longer necessary in relation to the purposes for which it was collected or purposed.
2. You object to the collection or use of your personal data and there are no overriding legitimate grounds for processing.
3. The personal data was unlawfully processed.
4. The personal data has reached the defined retention period or for the compliance with a legal obligation in which SOL-I.S. is subject.

#### **Right to Restrict Processing:**

You may have the right to restrict further processing of your personal data if you contest the accuracy of the personal data, or the processing is unlawful.

**Right to Portability:** You have the right to receive your personal data in a structured, commonly used and readable format to transfer to another party. SOL-I.S. will assist in the transmission of such data to another entity, upon request, to the extent possible.

**Right to Revoke Consent:** If you have consented to the processing of your personal data via the explicit input of data in the forms you have filled out, you have the right to revoke such consent by either managing your subscription, or emailing us to withdraw your consent. This will not affect the lawfulness of any processing carried out before you withdraw your consent.

**Right to Make a Complaint:** You have the right to make a complaint at any time to the relevant authority for where you reside.

#### **Fair Information Practices:**

The Fair Practice Principles and how they should be implemented is critical to comply with the various privacy laws that provide information. In adherence to the Fair Information Practices, we will notify you via email within 72, should a data breach occur.

#### **CAN SPAM Act**

The CAN-SPAM Act is a law that sets the rules of commercial email, and allows recipients the right to have emails stopped from being sent to them.

We collect your email address in order to either send information responding to inquiries and other requests or questions, and marketing to our mailing list or continue to send emails to our clients after the original transaction that has occurred.

In accordance with CAN-SPAM, we agree to not use false or misleading subjects or email addresses, honor opt-out/unsubscribe requests quickly, monitor third party email marketing services for compliance, if one is used, include our physical address

of our business in the email, and allow users to unsubscribe by using the link at the bottom of each email. You can also unsubscribe by emailing us.

### **Contact Us**

If you have any questions about this statement or if you would like to exercise any rights you may have in relation to your personal data, please contact us at . If you have additional questions or need to escalate an issue, use the below details to contact us.

Email address: [info@sol-is.com](mailto:info@sol-is.com)

Postal address: 115 Elm Street, Suite I-105, Farmington, MN 55024

Telephone number: 952-279-2424