



WEBSITE PRIVACY POLICY AND UK GDPR NOTICE

Solar Solve Ltd

Last updated: 9th September 2026

This notice applies to Solar Solve Ltd and the websites, brands and online services it operates, including SOLASOLV® and Ziptrak® UK.

At a glance: Solar Solve Ltd is the data controller for personal information collected through its websites and business services. We use personal data only where we have a lawful basis, keep it only for as long as necessary, and do not sell or rent personal information or email lists.

1. Who we are and the scope of this notice

Solar Solve Ltd ("Solar Solve", "SSL", "we", "us" or "our") is a UK business that manufactures, supplies and supports solar shading, blind and related products for customers and enquirers in the UK and internationally.

This Privacy Policy applies to Solar Solve Ltd and the websites, brands and online services operated by Solar Solve Ltd, including SOLASOLV® and Ziptrak® UK. It applies when you visit our websites, contact us, request information or a quotation, buy products or services from us, communicate with us about an order or warranty, subscribe to marketing, or otherwise interact with our business.

The brands and product ranges marketed and sold by Solar Solve Ltd include SOLASAFE, SOLAROLA, ROLASOLV, CASSLITE, DIMMLITE, ZIPTRAK INTERIOR, ZIPTRAK OUTDOOR and WINDOW FILMS.

Solar Solve Ltd is the data controller responsible for deciding how and why personal information covered by this notice is processed.

2. Contact details

Solar Solve Ltd
7 Walldridge Way
Simonside East Industrial Park
South Shields
NE34 9PZ
United Kingdom

Registered in England and Wales. Company Number: 02263104.

Data Protection Lead: info@solasolv.com

Data Protection Delegate: info@solasolv.com

If Solar Solve Ltd formally appoints a Data Protection Officer under the UK GDPR, the title and contact details in this notice will be updated accordingly.

3. The personal information we collect

The personal information we collect depends on how you interact with us. It may include:

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- identity and contact information, such as your name, job title, employer or organisation, postal address, email address and telephone number(s);
- enquiry, quotation, order, delivery, installation, warranty and customer-service information;
- business correspondence and records of communications with you;
- marketing preferences and records of whether you have subscribed, opted out or objected to marketing;
- technical and website information, such as IP address, browser or device information, pages viewed, referring source, approximate location and website interaction data; and
- information collected through cookies and similar technologies, where permitted by law.

We do not normally seek to collect special category personal data through our websites. Please do not provide sensitive personal information unless it is necessary for a specific request and we have a lawful basis for processing it.

4. How we collect personal information

We may collect personal information directly from you when you contact us by telephone, email, post, website form, live chat or another communication channel, or when you place an order or otherwise do business with us.

We may also receive business contact information from your employer or organisation, business partners, distributors, resellers, public business sources or service providers where this is lawful and relevant to our business activities.

When you use our websites, certain technical information may be collected automatically through cookies, analytics tools, server logs and similar technologies.

5. Why we use personal information and our lawful bases

UK data protection law requires us to have a lawful basis for processing personal information. The lawful basis will depend on the purpose for which we use the information.

Purpose	Examples	Lawful basis
Enquiries and quotations	Responding to requests, preparing quotations, providing technical or product information and following up business enquiries.	Legitimate interests in responding to and developing business enquiries; and steps at your request before entering into a contract where applicable.
Orders and customer relationships	Processing orders, contract review, delivery, installation support, customer service and account administration.	Contract, including taking steps before entering into a contract; legitimate interests where the customer is an organisation and we deal with its representatives.
Warranty and after-sales support	Handling warranty matters, product support, service history and related communications.	Contract, legal obligation where applicable, and legitimate interests in supporting products and maintaining accurate service records.
Legal, accounting and compliance	Maintaining records, responding to legal claims, tax/accounting obligations, fraud prevention, security and regulatory requirements.	Legal obligation and legitimate interests in protecting our business and legal rights.
Website operation and analytics	Operating, securing and improving our websites; understanding website use and performance.	Legitimate interests where the technology is permitted without consent;

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Purpose	Examples	Lawful basis
		consent where UK law requires consent for cookies or similar technologies.
Marketing communications	Sending relevant product, company, event or newsletter communications and managing marketing preferences.	Legitimate interests for appropriate B2B marketing where permitted; consent where required by PECR or other applicable law.

Where we rely on legitimate interests, we consider whether our business interest is necessary and balanced against your rights, interests and reasonable expectations. You have the right to object to processing based on legitimate interests in certain circumstances, and an absolute right to object to direct marketing.

Where we rely on consent, you may withdraw your consent at any time. Withdrawal does not affect the lawfulness of processing carried out before consent was withdrawn.

6. Website cookies and similar technologies

Our websites may use cookies and similar technologies to operate correctly, remember settings, understand how visitors use our sites and, where enabled, support marketing or measurement activities. Cookies are small files or identifiers stored on or accessed from your device.

Types of cookies and technologies

- Strictly necessary: required for core website functions, security or services you request.
- Functional: used to remember choices or provide enhanced website functionality.
- Analytics or measurement: used to understand website traffic, visitor behaviour and website performance.
- Marketing or advertising: used, where applicable, to measure campaigns or support targeted marketing.

Where consent is required by the Privacy and Electronic Communications Regulations (PECR), non-essential cookies or similar technologies will not be used until you have made an appropriate choice. You can refuse or withdraw consent through the cookie controls made available on the relevant website. Withdrawing consent will not affect cookies or processing that occurred before withdrawal.

Further detail about the cookies and technologies currently in use, including their providers and duration, is provided through the website cookie banner or a separate Cookie Policy and kept updated as website tools change.

7. Third-party service providers and recipients

We use trusted service providers to help operate our business and websites. Depending on the service and your interaction with us, these may include:

- Microsoft 365 and related Microsoft services for business email, documents, collaboration and administration;
- HubSpot for customer relationship management, forms, marketing communications, website or campaign activity where enabled;
- website hosting, WordPress, security and maintenance providers;
- analytics and measurement providers used on our websites;
- website chat or communication providers where enabled;
- delivery, logistics, installation, distributor, reseller or other service partners where necessary to fulfil an enquiry, order or service request; and
- professional advisers, insurers, auditors, banks, payment providers, regulators, law-enforcement bodies or public authorities where disclosure is necessary or legally required.

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Where a service provider processes personal information on our behalf, we require it to process the information only for authorised purposes and to provide appropriate protection. We do not sell, rent or trade personal information or email lists.

8. International transfers

Solar Solve serves customers and enquirers internationally. Personal information may therefore be transferred outside the United Kingdom where this is necessary to fulfil an order or request, provide support, work with relevant service providers, or operate our business systems.

Where UK data protection law treats a transfer as a restricted international transfer, we will use an appropriate transfer mechanism. Depending on the destination and circumstances, this may include UK adequacy regulations, the UK International Data Transfer Agreement (IDTA), the UK Addendum to the EU Standard Contractual Clauses, or another lawful safeguard or exception. Where required, we will also assess whether the transfer provides an appropriate level of protection.

9. How long we keep personal information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, including legal, accounting, warranty and dispute-resolution requirements. Our normal retention approach is:

Record type	Normal retention approach
Enquiries and quotations that do not become orders	Normally up to 3 years after the last meaningful interaction, unless a longer period is justified by an ongoing business relationship or legal requirement.
Customer, order, contract and financial records	Normally up to 6 years after the end of the relevant financial year or business relationship, or longer where required for warranty, legal claims or another legal obligation.
Warranty and product-support records	For the applicable warranty/support period and, where necessary, for a reasonable period afterwards to deal with claims, product history or legal obligations.
Marketing contact and preference records	For as long as marketing remains relevant and lawful. If you opt out or object, we may retain a minimum suppression record so that we can respect your preference.
Website analytics and cookie data	According to the retention period configured for the relevant tool and disclosed through the cookie information on the website; identifiable analytics data should not be kept longer than necessary for the stated purpose.

We may retain information for a longer period where necessary to establish, exercise or defend legal claims, comply with law, investigate a complaint or dispute, or protect our rights. Where possible, information no longer required will be deleted or anonymised.

10. Marketing communications

We may contact existing or prospective business customers about Solar Solve products, services, news or other relevant business matters where this is lawful. Our marketing may relate to Solar Solve Ltd brands, including SOLASOLV® and Ziptrak® UK.

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For B2B marketing, we may rely on legitimate interests where PECR permits this and where our use of the contact details is proportionate and reasonably expected. Where consent is required, we will obtain consent before sending the relevant electronic marketing.

Every marketing email we send will provide an appropriate way to unsubscribe or opt out. You can also ask us at any time not to use your personal information for direct marketing by contacting info@solasolv.com. We may retain a minimal suppression record to ensure we continue to respect your request.

11. Security and confidentiality

We take reasonable technical and organisational measures to protect personal information against accidental or unlawful loss, misuse, alteration, unauthorised access or disclosure. Hard-copy records containing personal information are kept in secure areas, and electronic records are protected through access controls and password-protected systems. Access is limited to employees and authorised service providers who need the information for their work.

No method of internet transmission or electronic storage is completely secure. We therefore review our security measures and seek to apply safeguards appropriate to the nature and risk of the information we process.

12. Children's personal information

Our websites, products and services are intended for business and adult users and are not directed at children. We do not knowingly seek to collect personal information from children through our websites. If we become aware that we have collected a child's personal information without an appropriate lawful basis, we will take reasonable steps to delete it or otherwise deal with it in accordance with applicable law.

13. Your data protection rights

Depending on the circumstances and the lawful basis for processing, you may have the following rights under UK data protection law:

- the right to be informed about how we collect and use your personal information;
- the right of access to personal information we hold about you;
- the right to ask us to correct inaccurate or incomplete personal information;
- the right to request erasure of personal information in certain circumstances;
- the right to request restriction of processing in certain circumstances;
- the right to data portability where the legal conditions for that right apply;
- the right to object to processing based on legitimate interests and the right to object at any time to direct marketing;
- the right to withdraw consent at any time where we rely on consent; and
- rights relating to solely automated decision-making and profiling that produces legal or similarly significant effects, where applicable.

These rights are not absolute and may be subject to legal conditions or exemptions. We do not currently use solely automated decision-making that produces legal or similarly significant effects in relation to ordinary website enquiries, quotations or customer orders.

To exercise your rights, email info@solasolv.com with the subject line "FOR THE ATTENTION OF THE DATA PROTECTION DELEGATE", or write to the Data Protection delegate at the Solar Solve Ltd address above. We may need to verify your identity before responding to a request.

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14. Complaints

If you have a concern about how Solar Solve Ltd has used your personal information, please contact us first so that we have an opportunity to investigate and respond.

You also have the right to complain to the UK supervisory authority, the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
United Kingdom
Telephone: 0303 123 1113

Website: ico.org.uk

If you are located outside the UK, you may also have the right to contact the data protection authority in your country, depending on the law that applies to your personal information.

15. Changes to this privacy notice

We may update this Privacy Policy from time to time to reflect changes in our websites, brands, systems, service providers, business practices or legal requirements. The current version will be published on our website with the date of the latest update.

This Solar Solve Ltd Privacy Policy was reviewed and updated on 9th September 2026. It should be reviewed at least annually as part of Solar Solve Ltd's Quality Management Policy and whenever there is a material change to the way personal information is collected or used.

16. Legal framework

This notice is intended to explain Solar Solve Ltd's handling of personal information in the context of the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR), as amended, including relevant changes introduced by the Data (Use and Access) Act 2025.

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