



# PRIVACY POLICY

Shoals Technologies Group, Inc.

Shoals Technologies Group, Inc. and its affiliates (“us”, “we”, “our,” or Shoals) operate the shoals.com website (“Website”). We want you to be familiar with how we collect, use, and disclose information, including personal information. This Privacy Policy describes our practices in connection with your access to the Website. This Privacy Policy applies to information that we collect on the Website, through email, text, or other electronic messages between you and the Website or Shoals.

This page informs you of our policies regarding the collection, use, and disclosure of Personal Data when you use our Website or otherwise provide such information to us. This page also informs you of the choices you have associated with that data. This Privacy Policy does not apply to workforce-related personal information collected from California-based employees, job applicants, contractors, or similar individuals.

We use your data to provide and improve the Website. By using the Website, you agree to the collection and use of information in accordance with this Privacy Policy. Were noted in this Privacy Policy, the California Consumer Privacy Act temporarily exempts Personal Data reflecting a written or verbal business-to-business communication ("B2B personal information") from some its requirements.

This Privacy Policy describes:

1. Information that we collect and how we collect it;
2. How we use the information that we collect;
3. How we may share or disclose information with third parties;
4. How to access and correct your information;
5. How we store and protect information;
6. How we respond to do not track signals;
7. Your California privacy rights, if you are a California resident;
8. Links to other sites;
9. Prohibited use of the Website by children;
10. Changes to the Privacy Policy; and
11. How to contact us about this Privacy Policy.

## 1. Information That We Collect and How We Collect It

We collect several different types of information for various purposes to provide our Website to you.

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 provide the Website or perform the contract we have or are trying to enter into with you.

While using our Website, we collect certain personally identifiable information that can be used (either alone or in combination with other information) to contact or identify you (“Personal Data”). We collect and use your Personal Data for the purposes set out below. The Personal Data we collect may be provided by you, for example, by entering information in forms on the Website. If you contact us, we may also retain copies of your correspondence including any Personal Data therein.

Personal Data includes the following, which are categories of personal Data that we have collected within the last 12 months:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Usage Data (including data obtained from the use of cookies or similar technologies)
- Location Data
- Cookies Data

#### Usage Data

We may collect information about how you use and access the Website (for example, the duration of a page visit and your browsing journey, including where you entered the Website from and where you go when you exit) (“Usage Data”). This Usage Data includes information such as your device’s Internet Protocol address (i.e. IP address), browser type, browser version, the pages of our Website that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

#### Location Data

We may use and store information about your location if you give us permission to do so (“Location Data”) by setting your device to allow for location tracking/data or by opting in to browser prompt that asks for location tracking. You can enable or disable location services when you use our Website at any time, through your device settings.

#### Tracking Cookies Data

We use cookies and similar tracking technologies to track the activity on our Website and hold certain information (“Cookies Data”). We use cookies to enable certain functions of the Website, including to provide data analytics on your use of the Website.

**What are cookies.** Cookies are small pieces of information sent to your web browser by a website you visit. A cookie is stored in your web browser and allows the Website or a third-party to recognize you and to provide the Website’s functionality.

The period during which a cookie is stored on the device you are browsing with depends on whether it is a “persistent” or a “session” cookie. Session cookies are only stored on a device until the web browser is closed. Permanent cookies remain on the device after you have finished browsing until they expire or are deleted.

**How we use cookies.** When you use and access the Website, we place a number of cookies in your web browser.

We use cookies for the following purposes:

- To enable certain functions of the Website; and
- To provide data analytics on your use of the Website;

We use both session and persistent cookies on the Website, and we use different types of cookies to run the Website:

**Essential cookies.** These are cookies that are required for the operation of our Website. They include, for example, cookies that enable you to navigate and use the Website.

**Functionality and Analytics cookies.** We use these cookies to recognize you when you return to our Website and to track information about how the Website is used so that we can make improvements (for example, to recognize and count the number of visitors and to see how visitors move around our website when they are using it). We may also use these cookies to test new pages, features, or functionality on the Website to see how our users react to them.

**What are your choices regarding cookies?** If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser.

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, and some of our pages might not display properly.

- For the Chrome web browser, please visit this page from Google: <https://support.google.com/accounts/answer/32050>
- For the Internet Explorer web browser, please visit this page from Microsoft: <https://support.microsoft.com/en-us/help/278835/how-to-delete-cookie-files-in-internet-explorer>
- For the Firefox web browser, please visit this page from Mozilla: <https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>
- For the Safari web browser, please visit this page from Apple: [https://support.apple.com/kb/PH21411?locale=en\\_US](https://support.apple.com/kb/PH21411?locale=en_US)
- For any other web browser, please visit your web browser's official web pages.

**Where can you find more information about cookies?** You can learn more about cookies and online advertising more generally through the following third-party websites:

- AllAboutCookies: <http://www.allaboutcookies.org/>

## 2. How We Use the Information that We Collect

We use the Personal Data that we collect for various purposes, including the following:

- To provide and maintain our Website and to provide information to you;

- To notify you about changes to our Website;
- To use data analytics to improve our Website, products/services, marketing, customer relationships and experiences;
- To monitor the usage of our Website;
- To administer and protect our business and the Website (including for accounting and records, troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data);
- To provide you with news and general information about our goods, services, and events which we offer;
- To comply with applicable laws and regulations; and
- To fulfill any other purpose for which you provide Personal Data

### 3. How We May Share or Disclose Information with Third Parties

We may share your Personal Data with the parties, or in the circumstances, set out below. We require third parties to respect the security of your Personal Data and to treat it in accordance with the law. We do not allow our third-party Service Providers to use your Personal Data for their own purposes and only permit them to process your Personal Data for specified purposes and in accordance with our instructions. In the preceding 12 months, we may have disclosed Personal Data to third parties as described below and elsewhere in this Privacy Policy:

- **To our subsidiaries and affiliates:** For information collected through the Website or our interactions with you, we may share such information with other companies affiliated with Shoals. These affiliates are permitted to use your information for their own marketing purposes and in a manner otherwise consistent with this Privacy Policy.
- **Service Providers:** We may employ third-party companies and individuals to facilitate our Website, to provide information, goods, and services to you, to provide the Website on our behalf, to perform Website-related activities or to assist us in analyzing how our Website is used. These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.
- **Business Transaction:** If we are involved in a merger, acquisition or asset sale, your Personal Data may be transferred to another third party. If a change happens to our business, then the new owners may use your Personal Data in the same way as set out in this Privacy Policy.
- **Disclosure for Law Enforcement:** Under certain circumstances, we may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court, a government agency, or law enforcement organization).
- **Legal Requirements:** We may disclose your Personal Data to such third parties where such action is necessary to: comply with a legal obligation, protect and defend our rights or property, prevent or investigate possible wrongdoing in connection with the Website, protect the personal safety of users of the Website or the public, or protect against legal liability.

- **Professional Advisors:** We will share your Personal Data with our professional advisors, including legal advisors and insurers, where this is necessary for the advice they provide. These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.
- **Others:** We may disclose your Personal Data to fulfill the purpose for which you provide it, for any other purpose disclosed by us when you provide the information, or with your consent.

We do not sell Personal Data.

#### 4. How to Access and Correct Your Information

You can review and change your Personal Data input by you on the Website by contacting us at [sales@shoals.com](mailto:sales@shoals.com) or 615-451-1400. We may not change your Personal Data, if we believe the change would violate any law or legal requirement or cause the information to be incorrect. If you request removal or change your Personal Data, prior copies of your Personal Data may be retained.

#### 5. How We Store and Protect Information

The security of your data is important to us, but no method of transmission over the internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Your information, including Personal Data, may be transferred to—and stored on—computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ to those in your local jurisdiction.

If you are located outside United States and choose to provide information to us, please note that this information, including Personal Data, is processed in the United States.

Subject to applicable law, your consent to this Privacy Policy or use of the Website and your submission of such information to us constitutes your agreement to the transfer of your information to the United States.

We retain your Personal Data for as long as needed or permitted in light of the purposes for which it was obtained, consistent with applicable law. We will also retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

We also retain Usage Data for internal analysis and statistical purposes. Usage Data is generally retained for a shorter period of time than other Personal Data, except when such data is used to strengthen the security of the Website or to improve the functionality of our Website, or we are legally obligated to retain such data for longer time periods.

## 6. How We Respond to Do Not Track Signals

We do not support “Do Not Track”. While Do Not Track may be a preference you can set in your web browser to inform websites that you do not want to be tracked, we do not recognize or respond to Do Not Track signals.

## 7. Your California Privacy Rights

California Law provides California residents with specific rights regarding their personal information. This section describes your California-specific rights and explains how to exercise those rights.

### Right to Know and Data Portability

You have the right to request that we disclose certain information to you about our collection and use of your Personal Data over the past 12 months (the "right to know"). Once we receive your request and confirm your identity, we will disclose to you:

- The categories of Personal Data we collected about you.
- The categories of sources for the Personal Data we collected about you.
- Our business or commercial purpose for collecting or selling that Personal Data.
- The categories of third parties with whom we share that Personal Data.
- If we sold or disclosed your Personal Data for a business purpose, two separate lists disclosing:
  - sales, identifying the Personal Data categories that each category of recipient purchased; and
  - disclosures for a business purpose, identifying Personal Data categories that each category of recipient obtained.
- The specific pieces of Personal Data we collected about you (also called a data portability request).

We do not provide a right to know or data portability disclosure for B2B Personal Data.

### Right to Delete

You have the right to request that we delete any of your Personal Data that we collected from you and retained, subject to certain exceptions (the "right to delete"). Once we receive your request and confirm your identity, we will review your request to see if an exception allowing us to retain the information applies. We may deny your deletion request if retaining the Personal Data is necessary for us or our service provider(s) to:

1. Complete the transaction for which we collected the Personal Data, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, or otherwise perform our contract with you.
2. Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.

3. Debug products to identify and repair errors that impair existing intended functionality.
4. Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
5. Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
6. Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
7. Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
8. Comply with a legal obligation.
9. Make other internal and lawful uses of that Personal Data that are compatible with the context in which you provided it.

We will delete or deidentify Personal Data not subject to one of these exceptions from our records and will direct our service providers to take similar action.

We do not provide these deletion rights for B2B personal information.

### Exercising Your Right to Know or Delete

To exercise your rights to know or delete described above, please submit a request by either calling or emailing us at the contact information listed under the Contact Us section of this Privacy Policy.

Only you, or someone legally authorized to act on your behalf, may make a request to know or delete related to your Personal Data.

You may only submit a request to know twice within a 12-month period. Your request to know or delete must provide sufficient information that allows us to reasonably verify you are the person about whom we collected Personal Data or an authorized representative and must describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with Personal Data if we cannot verify your identity or authority to make the request and confirm the Personal Data relates to you.

We will only use Personal Data provided in the request to verify the requestor's identity or authority to make it.

### Non-Discrimination

We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

- Deny you goods or services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of goods or services.

- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

### Other California Privacy Rights

California Civil Code Section 1798.83 permits users of the Website that are California residents to request certain information regarding our disclosure of Personal Data to third parties for their direct marketing purposes. To make such a request, please send a written request by mail or by email to the address listed under the section “Contact Us” in this Privacy Policy. Please include your name and email address in the body of your email or letter and put “Opt-out” in the subject line. Importantly, an opt-out request does not prohibit us from sending you disclosures or other information.

## 8. Links to Other Sites

Our Website may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party’s site. We advise you to review the privacy policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

## 9. Children's Privacy

Our Website is not intended for anyone under the age of 18 and we do not knowingly collect Personal Data from anyone under the age of 18. If you are under 18, do not use or provide any Personal Data in connection with the Website. If you are a parent or guardian and you are aware that your child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information. If you believe that we might have any information from or about a child under 18, please contact us at

## 10. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the “effective date” at the top of this Privacy Policy. You are advised to review this Privacy Policy periodically for any changes and to ensure that we have an up-to-date email address for you. Changes to this Privacy Policy are effective when they are posted on this page.

## 11. Contact Us

If you have any questions about this Privacy Policy, please contact us:

- By email: sales@shoals.com
- By mail: 1400 Shoals Way, Portland, Tennessee 37148
- By Telephone: 615-451-1400