

Privacy Policy

This Privacy Policy explains the privacy practices of Lumos Global B.V. (“**Lumos**”) and its subsidiaries and affiliates around the world.

Lumos respects your right to privacy and your ability to make informed choices about the uses of your information. This Privacy Policy describes Lumos’s policy regarding the collection, use, disclosure, and protection of Personal Information. The terms of this Privacy Policy apply to information collected from you unless different terms are specified as part of a special offer or in another form or contract we provide you.

Collection and Use of Personal Information. Personal Information is information that can be directly associated with an identifiable natural person such as a customer’s name, address, telephone number, email address, or credit card number.

You may be asked to provide your Personal Information anytime you are in contact with Lumos or a Lumos affiliated company. Lumos and its affiliates may share this Personal Information with each other and use it consistent with this Privacy Policy. They may also combine it with other information to provide and improve our products, services, content, and advertising. You are not required to provide the Personal Information that we have requested, but, if you chose not to do so, in many cases we will not be able to provide you with our products or services or respond to any queries you may have.

Lumos collect Personal Information that you provide it, such as when you:

- Register to use the Lumos website (the “**Site**”) or to receive Lumos newsletter
- Provide your information when purchasing Lumos’s product and service
- Provide your information online when asking to join Lumos
- Contact our customer support whether by phone, email, or chat

We may automatically collect some information when you visit our Site such as the site from which you linked to us, and the time and date of your visit and activities. We also collect information received from third parties to the extent that they have represented that they have entered into an agreement with you for the provision of Lumos services. Lumos does not knowingly collect Personal Information from children under the age of 16,

and you must be 18 years of age or older in order to establish an account or contact Lumos on the Site.

Use of Personal Information. Lumos may process your Personal Information for the purposes described in this Privacy Policy with your consent, for compliance with a legal obligation to which Lumos is subject or when we have assessed it is necessary for the purposes of the legitimate interests pursued by Lumos or a third party to whom it may be necessary to disclose information.

Lumos also use Personal Information to help it create, develop, operate, deliver, and improve our products, services and advertising, and for loss prevention and anti-fraud purposes. Lumos may also use your Personal Information for account and network security purposes, including in order to protect our services for the benefit of all our users.

From time to time, Lumos may use your Personal Information to send important notices, such as communications about purchases, plans and changes to Lumos terms, conditions, and policies. Because this information is important to your interaction with Lumos, you may not opt out of receiving these communications.

Lumos may also use Personal Information for internal purposes such as auditing, data analysis, and research to improve Lumos's products, services, and customer communications.

If you enter into a lottery, contest or similar promotion we may use the information you provide to administer those programs.

Sharing of Personal Information. Lumos does not sell or rent Personal Information to third parties without your prior consent. Lumos does not share or disclose Personal Information to third parties without your prior consent, except in the limited circumstances described below under the heading "Disclosures".

Other sources of your personal information. Lumos may receive your personal information from other third party if that third party has shared your personal information with Lumos in order to enable Lumos to provide you with Lumos's services.

Collection and Use of Non-Personal Information. We also collect data in a form that does not, on its own, permit direct association with any specific

individual. We may collect, use, transfer, and disclose non-personal information for any purpose. Lumos may collect information such as occupation, language, zip code, area code, unique device identifier, referrer URL, location, and the time zone so that we can better understand customer behavior and improve our products, services, and advertising. Lumos may collect information regarding customer activities on its website and data it collects from the Solar Power Systems and solar panels. In other words, information about how you use Lumos's services may be collected and combined with information about how others use the same services, but no Personal Information will be included in the resulting data. This information is aggregated and used to help Lumos provide more useful information to its customers and to understand which parts of its website, products, and services are of most interest. Aggregated data is considered non-personal information for the purposes of this Privacy Policy.

Lumos does use and disclose de-identified aggregate information, for the purposes of evaluating and improving its services and tailoring its products and for commercial purposes. Lumos may choose at its sole discretion to transfer, sell, provide, or share such information with third parties, including to Lumos's business partners for commercial purposes.

If Lumos do combine non-personal information with personal information the combined information will be treated as Personal Information for as long as it remains combined.

Protection of Personal Information. Lumos has put into place security measures in an effort to protect Personal Information from loss, misuse, or alteration while it is under our control. Personal Information Lumos collect is stored electronically. Lumos uses technical, contractual, administrative, and physical measures in an effort to protect against unauthorized access.

While Lumos uses reasonable measures to protect information that is stored within its database and restricts access to information to those employees who need access to perform their job functions, such as customer service personnel and technical staff, Lumos cannot guarantee the security of account information. Unauthorized entry or use, hardware or software failure, and other factors may compromise the security of account information at any time. Lumos cannot ensure the security of the information you transmit to us, and so we urge you to take every precaution to protect your Personal Information when you are on the

Internet. Change your passwords often, use a combination of letters and numbers, and make sure you use a secure browser.

Choice. By joining Lumos, you agree to receive promotional messages from us. If at any time you wish to stop receiving promotional information from Lumos, you may opt out by following the instructions on the messages/newsletter.

Cookies and Other Technologies. Lumos's Site, email messages, and advertisements may use "cookies" and other technologies such as pixel tags and web beacons. Cookies enable you to use to tell us which parts of Lumos Site people have visited, help Lumos measure the effectiveness of ads and web searches, and give Lumos insights into user behavior so it can improve its communications and products.

If you want to disable cookies in the Safari web browser, go to Preferences and then to the Privacy pane and choose to block cookies. For other browsers, check with your provider to find out how to disable cookies.

Because cookies are used throughout Lumos Site, disabling them may prevent you from using certain parts of the sites.

Lumos use the following categories on its Site:

Category 1 — Strictly Necessary Cookies

These cookies are essential to enable you to browse around Lumos Site and use their features.

Category 2 — Performance Cookies

These cookies collect information about how you use Lumos Site — for instance, which pages you go to most. This data may be used to help optimize Lumos Site and make it easier for you to navigate. These cookies don't collect information that identifies you. All information these cookies collect is aggregated and therefore anonymous.

Category 3 — Functionality Cookies

These cookies allow Lumos Site to remember choices you make while browsing. For instance, we may store your geographic location in a cookie to ensure that we show you Lumos Site localized for your area. They may

also be used to keep track of what featured products or videos have been viewed to avoid repetition. The information these cookies collect will not personally identify you, and they cannot track your browsing activity on non-Lumos websites.

These technologies help Lumos better understand user behavior, tell us which parts of Lumos Site people have visited, and facilitate and measure the effectiveness of advertisements and web searches. Lumos treat information collected by cookies and other technologies as non-personal information. However, to the extent that Internet Protocol (IP) addresses or similar identifiers are considered personal information by local law, Lumos also treat these identifiers as personal information. Similarly, to the extent that non-personal information is combined with personal information, Lumos treat the combined information as personal information for the purposes of this Privacy Policy.

Updating, Reviewing or Correcting Personal Information. You may update, review or correct your information by contacting your local Lumos Customer Service.

Questions or Concerns. If you have any questions or concerns about this Privacy Policy or would like to contact us for any reason, you can contact us at info@www.lumos-global.com.

Changes to the Privacy Policy. Lumos reserves the right to change this Privacy Policy at any time, but will alert you that changes have been made by indicating at the bottom of the Privacy Policy the date it was last updated. Lumos encourages you to review its Privacy Policy to make sure you understand how your information will be used. If there is ever a material change to how Lumos use your information and the new uses are unrelated to uses Lumos disclose in this Privacy Policy, the amended Privacy Policy will be posted on the Site for your acceptance or confirmation, and you will be required to accept or confirm such changes prior to your continued use of the Site.

Last revised: March 2025