

SOLARACLOUD AI LLC

PRIVACY POLICY

Effective Date: March 5, 2026

1. Introduction

Welcome to SolaraCloud AI LLC ("SolaraCloud," "we," "us," or "our"), a Florida limited liability company operating the SolaraCloud IMPACT platform and website at solaracloud.ai (the "Service"). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our Service.

By using our Service, you agree to the collection and use of information in accordance with this Privacy Policy. This Privacy Policy should be read together with our Terms & Conditions, which govern your use of the Service.

2. Definitions

"Client Data" means any data, content, or materials that you upload, submit, or process through the SolaraCloud IMPACT platform.

"Personal Data" means information that can be used to identify an individual, either directly or indirectly.

"Usage Data" means data collected automatically through your use of the Service, such as IP address, browser type, pages visited, and time spent on the Service.

"Cookies" means small files stored on your device that help us provide and improve the Service.

3. Information We Collect

3.1. Account Information

When you create an account or subscribe to our Service, we may collect:

- (a) Name and contact information (email address, phone number);
- (b) Company name and business address;
- (c) Billing information (processed securely by our payment processor);
- (d) Account credentials.

3.2. Client Data

You may upload, submit, or process data through the SolaraCloud IMPACT platform. You retain full ownership of your Client Data. We process Client Data solely to provide the Service to you and do not use Client Data to train artificial intelligence models or for any purpose other than delivering the Service.

3.3. Usage Data

We automatically collect certain information when you access the Service, including your IP address, browser type and version, device information, pages visited, time and date of visits, time spent on pages, and other diagnostic data.

3.4. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to operate and improve our Service. The types of cookies we use include:

(a) Essential Cookies: Required for the Service to function, including session management and security.

(b) Analytics Cookies: Help us understand how visitors interact with the Service so we can improve it.

(c) Marketing Cookies: Used to deliver relevant advertisements and track campaign effectiveness.

You can instruct your browser to refuse cookies or alert you when cookies are being sent. However, some parts of the Service may not function properly without cookies.

4. How We Use Your Information

We use the information we collect for the following purposes:

- (a) To provide, operate, and maintain the Service;
- (b) To process transactions and send related information, including confirmations and invoices;
- (c) To communicate with you, including responding to inquiries and providing customer support;
- (d) To send administrative information, such as updates to our terms and policies;
- (e) To improve and personalize the Service;

- (f) To monitor and analyze usage patterns and trends;
- (g) To detect, prevent, and address technical issues and security threats;
- (h) To send marketing communications (with your consent, where required).

5. Use of AI Technologies

SolaraCloud IMPACT uses artificial intelligence technologies to provide insights, analysis, and automated workflows. This section explains how AI processes your data.

5.1. How AI Processes Your Data

Our AI systems process Client Data solely to deliver the Service to you. This includes generating insights, analyzing trends, and providing recommendations based on your data.

5.2. No Training on Client Data

SolaraCloud does not use Client Data or AI-generated outputs to train artificial intelligence models. Your data is processed only to respond to your requests and deliver the Service. This commitment is also reflected in our Terms & Conditions.

5.3. Output Ownership

You retain all rights to any content, reports, strategies, or other outputs generated through your use of SolaraCloud IMPACT. We claim no ownership interest in your outputs.

5.4. Third-Party AI Providers

We integrate with the following third-party AI providers to power the SolaraIMPACT platform: Anthropic (Claude), Google (Gemini), OpenAI (GPT), and xAI (Grok). These providers receive job input parameters and context (prompts) as necessary to generate AI-powered outputs. All providers are contractually bound to process data only as instructed by us, not to use API customer data for model training, and to comply with the data protection obligations set forth in this Privacy Policy and our Data Processing Agreement. Provider-specific data retention for prompts and responses is as follows: Anthropic applies zero retention (data is not stored after processing); Google retains API data for up to 55 days solely for policy enforcement purposes; OpenAI retains API data for up to 30 days for abuse monitoring (Zero Data Retention option available); and xAI applies a 30-day retention window (Zero Data Retention option available for enterprise).

6. How We Share Your Information

We do not sell your Personal Data. We may share your information in the following circumstances:

6.1. Service Providers

We engage the following third-party service providers to facilitate the Service: Microsoft Azure for cloud hosting, database, and storage infrastructure; Clerk for user authentication and identity management (processing user email, name, and organization membership); Stripe for payment processing (processing billing email and subscription status; SolaraCloud does not store payment card data); and Google Analytics for marketing website analytics (solaracloud.ai only; not used on the SolaraIMPACT platform). These providers access your data only to perform tasks on our behalf and are obligated to protect it. A complete list of sub-processors is maintained in Annex III of our Data Processing Agreement.

6.2. Legal Requirements

We may disclose your information if required by law, court order, or government request, or to protect the rights, property, or safety of SolaraCloud, our users, or others.

6.3. Business Transfers

If SolaraCloud is involved in a merger, acquisition, or asset sale, your information may be transferred as part of that transaction. We will notify you of any such change.

7. Data Storage and Security

7.1. Data Location

Your data is stored on Microsoft Azure infrastructure. Our default production environment operates in the Azure East US 2 region. For customers with specific data residency requirements (e.g., EU-only hosting), we can deploy dedicated instances in the customer's preferred Azure region upon request. All data storage, including application databases, file storage, and caching, resides within the selected Azure region. No data is replicated to other regions without explicit configuration. If you are accessing the Service from outside the United States, please be aware that your data will be transferred to and processed in the United States unless an alternative region has been configured for your account.

7.2. Security Measures

We implement industry-standard security measures to protect your data, including: encryption of all data in transit using TLS 1.2 or higher; encryption of all data at rest using AES-256 encryption (with customer-managed keys available via Azure Key Vault upon request); access controls enforcing user-level data isolation and least-privilege principles; and regular security assessments. **SolaraCloud maintains SOC 2 Type II certification (covering Security, Availability, and Confidentiality trust service categories), demonstrating our commitment to industry-leading security controls.**

While we strive to protect your data, no method of transmission or storage is 100% secure. We cannot guarantee absolute security.

8. Data Retention

We retain your Personal Data only as long as necessary for the purposes described in this Privacy Policy, to comply with legal obligations, resolve disputes, and enforce our agreements.

Upon termination of your account, you have thirty (30) days to retrieve your Client Data. After this period, we have no obligation to retain your data and may delete it in accordance with our data retention policies.

9. Analytics and Third-Party Services

9.1. Analytics

We use Google Analytics on our marketing website (solaracloud.ai) to analyze how visitors interact with our site. Google Analytics is not used on the SolaraIMPACT platform itself. These services collect Usage Data (such as pages visited and time on site) to help us improve our website. You can opt out of analytics tracking through your browser settings or Google's opt-out mechanisms.

9.2. Payment Processing

We use third-party payment processors (such as Stripe) to handle payments. We do not store your payment card details. Payment information is provided directly to our payment processors, whose use of your data is governed by their privacy policies. Our payment processors adhere to PCI-DSS standards.

10. Your Rights

10.1. General Rights

Depending on your location, you may have certain rights regarding your Personal Data, including the right to:

- (a) Access the Personal Data we hold about you;
- (b) Correct inaccurate or incomplete data;
- (c) Request deletion of your data;
- (d) Object to or restrict certain processing;
- (e) Request data portability;
- (f) Withdraw consent where processing is based on consent.

To exercise these rights, please contact us at privacy@solarcloud.ai. We may need to verify your identity before processing your request.

10.2. GDPR Rights (European Users)

If you are located in the European Union or European Economic Area, you have additional rights under the General Data Protection Regulation (GDPR), including the right to lodge a complaint with your local data protection authority.

10.3. CCPA Rights (California Residents)

If you are a California resident, you have rights under the California Consumer Privacy Act (CCPA), including:

- (a) The right to know what Personal Data we collect, use, and disclose;
- (b) The right to request deletion of your Personal Data;
- (c) The right to opt out of the sale of your Personal Data (note: we do not sell Personal Data);
- (d) The right to non-discrimination for exercising your privacy rights.

10.4. Do Not Track

We honor Do Not Track signals. When a Do Not Track browser mechanism is in place, we will not track, plant cookies, or use advertising for users who have enabled this setting.

11. Children's Privacy

Our Service is not intended for use by children under the age of 13. We do not knowingly collect Personal Data from children under 13. If you become aware that a child has provided us with Personal Data, please contact us. If we discover that we have collected Personal Data from a child under 13, we will take steps to delete that information.

12. Third-Party Links

Our Service may contain links to third-party websites or services. We are not responsible for the privacy practices of these third parties. We encourage you to review their privacy policies before providing any information.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the updated policy on this page and updating the "Effective Date" above. For significant changes, we may also notify you by email. Your continued use of the Service after changes become effective constitutes your acceptance of the updated policy.

14. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at:

SolaraCloud AI LLC

Email: contact@solarcloud.ai

Website: solarcloud.ai

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SolaraCloud AI LLC

A Florida Limited Liability Company