

PRIVACY POLICY FOR CHARGE AMPS

1. GENERAL INFORMATION

This Privacy Policy (the “**Privacy Policy**”) describes how Charge Amps AB, company registration number 556897-7192, having its registered address at Frösundaleden 2B, 169 75 Solna, Sweden (“**Charge Amps**”, “**we**” or “**us**”) collects, uses and processes personal data.

The Privacy Policy is applicable when you use the cloud service “Charge Amps Cloud” or mobile application connected to the Charge Amps Halo or to the Charge Amps Aura (the “**Services**”). The Privacy Policy is also applicable when you visit our “**Website**” (<https://chargeamps.com>), when you contact our customer service and support, when we reach out to you with news and marketing and when you visit us on our social media accounts.

All terms used in this Privacy Policy shall be interpreted in accordance with applicable data protection laws, which means the General Data Protection Regulation (Regulation no. 2016/679).

For further information regarding Charge Amps and third party providers use of cookies and similar techniques on our Website (e.g. the purpose of the use of each cookie, their duration, how you may withdraw your consent to cookies, etc.), please see our [Cookie Policy](#).

2. OUR PROCESSING OF PERSONAL DATA

2.1 App and cloud service

The following personal data is processed when we provide the Services to you:

- (a) Your name;
- (b) Telephone number;
- (c) Email address;
- (d) The external IP-address that the Charge Amps Halo or the Charge Amps Aura exposes when connecting to the internet;
- (e) RFID tag information, so that the Charge Amps Halo or the Charge Amps Aura may recognise who/what cable is connected to it; and
- (f) Data regarding completed charging sessions.

Unless you provide us with the account information above, we are unable to set up an account for the Services for you. You will not be able to use the Services without setting up an account.

We will process the data in (a), (b) and (c) above to set up and administrate your account of the Services. By agreeing to the Terms of Use in order to use the Services, you enter into an agreement with us under which we shall provide the Services to you. The processing of this personal data is based on our fulfilment of this agreement (*Article 6.1(b)*).

We will process the personal data in (d), (e) and (f) above to ensure the technical functioning of the Services, to ensure that all communication from the Charge Amps Halo, or the Charge Amps Aura, comes from the same IP-address and to administrate access to and logging of use of the Charge Amps Halo or the Charge Amps Aura (RFID tag). We process this personal data based on our legitimate interest, described below, to provide Services that are safe, reliable, and well-functioning, (*Article 6.1(f)*).

We store personal data regarding you for the duration of providing the Services. Upon termination of your account, the personal data relating to you will be erased without undue delay. If you have not actively used the Services for a period of 24 months, your account will be terminated, and Personal Data relating to you will be deleted.

2.2 Customer service and support

When you contact our customer service and support, we process the following personal data:

- (g) Your work and/or home address(es);
- (h) Your work and/or home telephone number(s);
- (i) Your work and/or home email address(es); and
- (j) Other information you share with us during the communication.

Information discussed between us during support matters may be noted in writing and stored during your warranty period, if they are relevant for the service or support matter. No phone calls will be recorded, and we only store information that is directly relevant for the case discussed.

We process this personal data to be able to provide customers support and respond customers inquiries, as well as to follow up on previous matters. The legal ground for this processing is our legitimate interest to be able to respond to your enquiries and provide help to our customers, and to keep track of our support history (*Article 6.1(f)*).

Personal data collected within your contacts with our customer service and support will not be stored for longer than the warranty period for the relevant product or service. The information will then be erased.

2.3 Newsletter and contact

If you sign up to receive newsletters from us, or use the contact form on our website, we will process the personal data provided by you in such forms to send you our newsletter or reach out in response to your contact request.

This processing is based on our legitimate interest to market and grow our business (*Article 6.1(f)*). You may opt out of such communications by Charge Amps at any time by unsubscribing from communications sent by Charge Amps.

2.4 Social media

We are present on several social medias, and whilst these platforms process personal data regarding you as controllers (for instance regarding your personal account), we also process some personal data as controllers (this data relates to insights on our pages regarding visits and activity). On Facebook, LinkedIn and Twitter, we are joint controllers with the respective platform for activities on our pages. Our joint controller arrangement with Facebook is available [here](#); with LinkedIn [here](#); and with Twitter [here](#). For more information about these platforms' respective processing of personal data regarding you, please see their respective privacy policies ([Facebook](#); [LinkedIn](#); [Twitter](#)).

Our processing of insights data is based on our legitimate interest to better understand what type of communication and efforts yield results, and to better understand our overall company journey and presence on digital media (*Article 6.1(f)*).

2.5 Website

When you visit our Website we collect information by using technology such as cookies¹, local storage, pixels and tags on your browser or device, in order to e.g. measure the number of visitors, location, unique device ID, and to improve the efficiency of our online marketing efforts. If you do not want us to set anything but essential cookies, please do not click "Allow All" on our cookie banner.

For further information regarding the purposes of the use of cookies, their duration, who we share your information with including third party providers which may set cookies based on your consent for their own purposes acting as data controllers, please see our [Cookie Policy](#).

Insofar as the information collected by the use of cookies constitute personal data, Charge Amps process personal data collected through the use of strictly necessary cookies based on Charge Amps legitimate interest to make our Website work and to save your preferences for cookie settings. For all other cookies that are not strictly necessary, inter alia, preference cookies, statistics cookies and marketing cookies such as social media and advertising cookies, you are asked to consent to the use of such cookies. The legal basis for the processing of personal data collected through cookies that are not necessary is based on your consent.

¹ Charge Amps Cookie Policy

You can change or withdraw your consent at any time by clicking on the cookie settings icon in the bottom right-hand corner of our Website.

3. DISCLOSURE OF PERSONAL DATA

The personal data will be shared with our service providers, which can be categorised as hosting providers, customer service platforms, customer service call centres, and our CRM-system. Some of our service providers are located outside the EU/EEA and we are therefore applying appropriate safeguards for the transfers to these recipients, if and when a transfer of personal data relating to you is made, such as the European Commission's standard contractual clauses. You can acquire further information regarding the transfer by contacting us at privacy@charge-amps.com.

4. PROCESSING AND RETENTION DUE TO LEGAL MATTERS

We may access, preserve and share personal data regarding you in response to a legal request (like a search warrant, court order or a subpoena or the like), or when necessary to detect, prevent and address fraud and other illegal activity, to protect ourselves, you and other users. We may also use any personal data we process for the purposes of establishing, defending and exercising legal claims (our legitimate interest, *Article 6.1(f)*), if this becomes necessary. If so happens, we will store the personal data for the duration of the matter, and for ten years thereafter.

5. OUR LEGITIMATE INTERESTS

Our assessment is that our legitimate interests can be pursued in accordance with applicable laws and that there is no less intrusive way of achieving the same result.

The personal data is handled only by personnel who are bound to secrecy, and it is protected by appropriate technical and organisational measures. The personal data provided by you is handled with care and professionalism. Since it is also in your interest to make use of the Services, or you have chosen to sign up for a newsletter, to reach out to us, or to interact with us on social media, and our processing of personal data does not constitute a significant intrusion of your privacy, rights or freedoms, we base our processing of personal data relating to you on the grounds of our legitimate interests.

If you object to the processing of your personal data that is processed based on our legitimate interest, we will cease to process your personal data for these purposes if we have not been able to provide you with sufficient support for our processing.

6. YOUR RIGHTS

You have the right to request access to and information about the processing of your personal data, or request that we correct, rectify, complete, erase or restrict the processing of your personal data. You have the right to obtain a copy of the personal data relating to you that we process.

You have the right to object to our processing of personal data based on our legitimate interests.

You have the right to have the processing of personal data regarding you restricted if (i) you have contested the accuracy of the personal data; (ii) the processing is unlawful and you have requested restriction; (iii) we no longer need your personal data for the original purposes but you require it to establish, exercise or defend legal rights; or (iv) if a verification of overriding grounds, regarding an erasure request, is pending. You also have the right to data portability, meaning that you in some cases can receive the personal data that you have provided to us, in a structured, commonly used and machine-readable format, and have the right to transfer such data to another data controllers.

Your rights as a data subject will be accommodated by us to the extent we are obliged under applicable laws.

7. CONTACT INFORMATION

To exercise your rights, or if you have any questions about our processing of your Personal Data, please contact us at the following address: privacy@charge-amps.com or at our postal address set out above.

If you have any complaints regarding our processing of your Personal Data, you may file a complaint to the competent Data Protection authority. You can find out more about the local data protection authorities under the following link http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm.

8. NOTICE OF CHANGES TO THE PRIVACY POLICY, AND CHANGES OF CONTROL

If we make changes to this Privacy Policy, we will notify you thereof. If your consent is required due to the changes, we will provide you additional prominent notice as appropriate under the circumstances and, ask for your consent in accordance with applicable law.

If there is a change of control in our business, we may transfer your information to the new owners for them to continue to provide the Services. The new owners shall continue to comply with the commitments we have made in this Privacy Policy.

Last updated: 18 February 2021