



# Milence – Driver App Privacy Statement

**Milence Service Holding B.V.**

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This privacy statement contains information on how we (Milence) process personal data in the Driver App. It also explains your rights, what we do to ensure your personal data are safe and how long they are stored.

### Introduction

In order for you to make use of certain features in our Driver App, we may need to process some of your personal information. This privacy statement describes Milence's practices regarding the collection and use of your personal data. It also outlines your privacy rights.

### What personal data we collect and how we use it

The types of data we collect and use is limited to the information that you provide us, including information:

- You provide when you register yourself in the Driver App,
- Shared with us through the Search & Find option in the App,
- Shared with us by managing Charging Sessions in the App.

Activity	Personal data we collect & process	Purpose	Legal basis
Onboarding	We collect the following categories of data directly from you: <ul style="list-style-type: none"><li>• Name, address, email address, telephone number, or other contact information;</li><li>• Vehicle information, such as license plate, brand, model, type of connector; (optional) and/or</li><li>• UID (unique identifier) of your token.</li></ul>	We use your data to: <ul style="list-style-type: none"><li>• Register an account to use the Driver App.</li><li>• Be able to set up different profiles in your user account.</li><li>• Be able to bill you for your charging session.</li></ul>	Consent & performance of contract
Searching for a charger	<ul style="list-style-type: none"><li>• Location data; and</li><li>• Preferences, such as connector types and charging speeds.</li></ul>	We use your data to allow you to search for the nearest preferred charger.	Consent
Managing charging sessions	<ul style="list-style-type: none"><li>• Preferred departure time (Optional);</li><li>• Charging information, such as date, time, kWh consumed, the costs, the duration and km added;</li><li>• Charging history, including session reference numbers; and</li><li>• Feedback after completing a charging session.</li></ul>	We use your data to: <ul style="list-style-type: none"><li>• Manage your charging sessions through the Driver App;</li><li>• To create a receipt after completing your charging session; and</li><li>• To allow easy access to the charging session history in the Driver App.</li></ul>	Consent

## Security

To help protect the personal data you transmit through the Driver App, we maintain physical, technical, and administrative safeguards. We update and test our security technology on an ongoing basis. We restrict access to your personal data to only authorized staff members who need access. In addition, we train our staff members about the importance of confidentiality and maintaining the privacy and security of your information.

## Sharing information with third parties

We will only share authorised information with third parties, such as agents and service providers, if they are contracted by us to facilitate the delivery of our services to you or if we are under a legal obligation to hand over information to public authorities.

## International data transfers

Information we collect from you will be processed by Milence and our contracted third parties, with whom we have a contractual agreement. Contracted third parties may be processing your personal data within and outside the European Economic Area (EEA). When personal data is transferred outside of the EEA, we make sure that the appropriate supplemental safeguards are in place to ensure an adequate level of the protection of your data in accordance with the General Data Protection Regulation (GDPR).

## Data retention

We keep your personal data to enable your continued use of our services, for as long as necessary in order to fulfil the relevant purposes described in this privacy statement, or as is required by law.

## Your rights

The GDPR provides you with the following rights:

- Right of Access
  - This means you can make a request to obtain access to the personal data concerning you.
- Right to Rectification
  - The right to rectification or correction of your personal data.
- Right to Erasure
  - The right to erasure of the personal data concerning you.
- Right to Restriction of processing
  - This means you can ask us to restrict the processing of your personal data in some circumstances, such as when you contest the accuracy of the personal data.
- Right to Data portability
  - This means that you have the right to receive your personal data in a structured, commonly used and machine-readable format, and that you have the right to transmit that data to another third party of your choice.
- Right to Object
  - This means you can object to our processing of your personal data and ask us to stop such processing at any time if we rely on our own or someone else's legitimate interests to process your personal data or where we process your personal data for direct marketing purposes.



- Right to Object to automated decision-making
  - This means you have the right not to be subject to a decision based solely on automated processing, including profiling. We do not use such automated decision-making in relation to our processing of your personal data described in this privacy statement.
- Right to withdraw your consent
  - If we rely on your consent for the processing of your personal data, such as in the Driver App, you have the right to withdraw that consent at any time.

If you have any questions regarding the processing of your personal data or if you want to exercise the rights described above, you may contact us at [privacy@milence.com](mailto:privacy@milence.com).

We will handle your request carefully and we will respond within 30 days. If we cannot fulfill your request within 30 days, we will inform you about an expected date on which the information will be provided. Furthermore, we may require more information to verify your identification before fulfilling your request.

You also have a right to lodge a complaint with a supervisory authority. In the Netherlands, the supervisory authority is the Dutch Data Protection Authority and in the United Kingdom, the supervisory authority is the Information Commissioner's Office (ICO).

#### **Changes and updates to this privacy statement**

As we continuously develop our Driver App, this privacy statement will be updated accordingly. We reserve the right to amend this privacy statement at any time, for any reason. We will publish the amended privacy statement in the Driver App and on our website. If required by law, you will be notified of any major changes to our privacy statement.

#### **Questions, comments, or complaints**

If you have any questions, comments, or complaints about this privacy statement or if you would like to obtain information about your personal data processed by us, please contact [privacy@milence.com](mailto:privacy@milence.com).