

FASTNED PRIVACY VERKLARING

Fastned takes the privacy of its users very seriously and will process and use information on its users carefully. Our data processing is registered with the Dutch Data Protection Authority under number 1588857. This document sets out Fastned's privacy policy. The capitalised terms in this Privacy Policy are defined in Fastned's General Terms and Conditions (which can be found here: www.fastned.nl/en).

1. Who is Fastned?

Fastned has its office at James Wattstraat 77-79 (1097 DL) in Amsterdam, the Netherlands, and is registered with the Chamber of Commerce under number 54606179. Fastned may process Personal Data by use of the Service.

2. What information is collected and processed by Fastned?

Provision of Personal Data

In order to be able to use the various parts of the Service, the User will provide a number of Personal Data to Fastned and/or Fastned will process a number of Personal Data. Below, Fastned informs you about what Personal Data may be processed via the different parts of the Service.

Fastned Account and App

When you register as a User for the Service, the User will create a Fastned Account. The User is asked to provide certain information about itself, such as name, phone number, email address, password, license plate number and/or charging card number. User can be asked (and is sometimes obligated to) provide other (Personal) data, such as address details. All this information will be stored and processed by organisations within the EU or by companies that comply to the EU-US Privacy Shield Framework. The User can edit this information in the Fastned Account. Fastned stores your Personal data not longer than necessary for processing for the goals it was collected and processed.

To fully use all functionalities of the App, we recommend to turn on location services for the App. By

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enabling location services, the App uses GPS-data, locations of WiFi-hotspots and phone masts to understand if a User is located near a Fastned Charging station and thus use the Service. Sharing your location is not obligatory, but very useful. Through the settings of the device which has the App installed, the location services can be enabled or disabled by the User. Fastned can store and process your location data to improve the Service. We can also ask you to enable your camera to improve our Service, you can always deny this request.

Messaging

Fastned can message the User in different ways, such as per e-mail, SMS, or via push messages in the App.

The SMS-service can be used for authorising the Service. To use the SMS-service, the User first need to register, as described under "Fastned Account and App".

E-mail can be used by Fastned to keep you updated on additions and improvements of existing Services and other Fastned related news.

Fastned can send you push messages in the App with information related to the Service and related services.

Payment

In order to pay for our Service, the User will provide Personal Data to Fastned and/or the payment services provider engaged by it. Depending on the chosen payment method, only necessarily needed information will be provided to the payment processor in order to fulfil the transaction.

WiFi Service

As part of the Service, the User can also use the WiFi Service. Fastned will only process the User's IP-Address and authentication information (such as phone number or mac-address) to verify if the User has a Fastned Account.

Automatically generated information

Fastned also collects automatically generated information on your behaviour during the use of the Service, including, but not limited to, how often you use the Service and at what location. This information consists of, among other things, your IP Address and the type of device you use for Authorisation.

“Cookies” may also be used, as described below.

Fastned does not systematically review the personal data of our Users with the purpose of organizing someone in a particular category (“profiling”). Fastned occasionally filters Users to notify them about work on stations that they, according to our data, often visit. We also profile customers by type of rider (“business or private”) or by brand / type of vehicle to better analyse our data. Users will not notice this. Fastned absolutely makes no profiles of individuals based on features such as one’s professional performance, economic situation, health, personal preferences or interests, trustworthiness or behaviour.

Camera Surveillance

Fastned uses camera surveillance at the Charging Station location in order to protect the goods present there, prevent and document nuisance such as vandalism, prevent and document criminal offences by third parties (such as burglary, theft or destruction) and everything directly related to this.

The camera surveillance is announced by means of notice boards at the boundaries of the site covered by the cameras, by the fact that the cameras have been installed in clearly visible locations and in other clearly recognisable ways if the situation calls for this. Fastned does not store the content longer than legally allowed.

3. What are cookies and how does Fastned use them?

When the App, the WiFi Service and the Website are used, Fastned uses cookies that are stored by your browser and/or by the App temporarily (“session” cookies) or for a longer period of time (“permanent” cookies) on the device you use. Cookies are tiny files with information that the server of Fastned and/or third parties sends to your browser with the intention that this information can be requested by the server of Fastned and/or the particular third party upon a subsequent visit. Fastned only uses cookies in order to improve its Service.

4. For what purposes will Fastned use the information it collects?

Purposes

Fastned will use the Personal Data collected on you for the following purposes:

- in order to provide the Service to you optimally;
- in order to facilitate and optimise your use of the Service;
- in order to handle your complaints, suggestions and questions;
- in order to set up statistical data in anonymous form based on automatically generated information with the aim of securing the Service;
- in order to send push messages and other messages if we believe that this will help you using our Service, you can opt out for these messages;
- in order to keep you up to date on developments in relation to the Service, which includes sending Fastned's newsletter if you have signed up for this;
- in order to provide your information to third parties on the basis of legislation and regulation or if Fastned sees reason to do so on grounds of this Privacy Policy;
- in order to process financial transactions;

Use by Fastned

Fastned uses Personal Data from Users in order to ensure that you as User can easily make use of the Service, can grant Authorisations for use of the Service, can deal with any complaints, suggestions and questions properly and make payments for the Service.

Fastned also wants to keep you updated on the development of its Service if you have provided your email address for the purpose of receiving the newsletter or other messages. If there is an expansion or update, Fastned will notify you of this via the newsletter or Fastned Alerts. This information can be send to you via email, push message or SMS. Fastned may also keep you informed about campaigns it organises. You

can expect an email from Fastned about this once every so often. If you no longer wish to receive a newsletter, you can unsubscribe by clicking the “unsubscribe” link at the bottom of the newsletter. You can disable push messages in the app.

Use by third-parties

Fastned can use Personal data to third parties to provide the Service. Fastned uses the services of NOW! Innovations to provide the Fastned Account and Authorisation. Zendesk and Mixpanel to optimize the Service. Adyen B.V. to process financial transactions and payments. Netco B.V. for deploying the WiFi network at our stations. Finally, Alphatron Security Systems is used for installing camera's and recorders for monitoring our stations. Fastned has agreements in place with these parties to secure your personal data and ensure careful processing of it. Fastned grows quickly, we'll do our best to keep this list up-to-date. Might you have any questions, feel free to contact us.

Fastned will not, without your explicit permission, provide your Personal Data to third parties for direct marketing purposes (for example, for the sending of advertising).

Fastned may provide your Personal Data to third parties however, to the extent these data cannot be traced to you personally and are therefore not Personal Data (such as Automatically Generated Information, excluding your IP address).

Finally, Fastned may provide your data to third parties if it is required to do so by law, it is forced to do so as the result of a court case and/or it deems this necessary in order to protect its own rights.

Personal Data are exclusively provided to the Justice department if a lawfully issued order requiring this is received from a public prosecutor or if another statutory provision requires Fastned to do so. If Personal Data indicate evidence of criminal offences, Fastned may decide to report this and voluntarily surrender the Personal Data to the competent authorities as evidence. In exceptional cases, Fastned may decide that a private third party may have access to the Personal Data. This requires a weighing of the interest that the private party has in accessing the data and the interest of the data subject, such as the right to protection of his/her privacy. If possible and if desired by Fastned, consultation will be held with the data subject in this context.

5. How does Fastned protect personal information?

Fastned has taken appropriate technical and organisational measures to secure your Personal Data against loss or any form of unlawful processing.

The external companies Now! Innovations B.V., Netco B.V., New Media 2 Day B.V., Microsoft B.V., Google (Analytics) and Alpatron Security Systems have taken adequate measures to secure against unauthorised access to or abuse of processed Personal Data. The space where the Personal Data are stored is physically secured against unauthorised access (key, card, etc.). Where possible, data are stored in such a way that they cannot be traced to natural persons and consequently cannot be regarded as Personal Data. A log is also kept of who accesses Personal Data and when. This log is reviewed periodically. The persons who may view the Personal Data are explicitly required to observe secrecy. Access to the Personal Data is password protected.

6. Transfer of undertaking

In the future, it is possible that one or more divisions or assets of Fastned may be transferred to a third party or that Fastned may merge with a third party. In that case, your Personal Data may also be transferred.

7. Notification and improvement and removal of your data

If you would like to know which data Fastned has stored about you, you can contact us at support@fastned.nl. Within four weeks, we'll notify you if we have any data stored and/or processed about you. If this is the case, we'll provide you with a list of all data that we have collected and processed about you, and for which goals this has been processed.

Based on this list, you can request Fastned to: improve, update, complete, delete or mask this data, if the data is incorrect, or if the data is incomplete or irrelevant for the goal for which this data is stored and processed, or in any other way illegitimately stored and/or processed, and if only you can't change this data through your Fastned Account yourself. Fastned will respond within four weeks if, and in how far, Fastned will comply with your request.

Any person that is recorded on security camera footage can get access to those images where this person is recognisably in view. An appointment can be made with Fastned. A person who is recorded on security camera footage can request a copy of this footage by sending a request by means of e-mail or by letter to Fastned. A request for footage requires identification and a begin and end time and place indication where the person assumes to be recorded.

For the purpose of processing these requests and sending a copy of the data, administration fees of € 5.00 are charged, and a fee of € 0.23 per page with a maximum of € 5.00, which need to be paid in advance. Information will only be sent digitally. Concerns can be reported by the Dutch data protection authority.

8. How far does Fastned's responsibility extend?

The Service may contain hyperlinks which take you away from the Service and bring you to third-party websites. Fastned has no control over the third-party websites to which links are provided. It may be the case that a different privacy policy applies to the use of these third-party websites. This Privacy Policy only pertains to Personal Data that are processed via the Service. Fastned does not accept any responsibility or liability for (the functioning and/or content of) third-party websites or services.

9. Can this Privacy Policy be amended?

This Privacy Policy may be amended. These amendments will be announced via the Service.

10. Questions?

If you have any questions about this Privacy Policy, you may send an email to: support@fastned.nl

This privacy policy was last amended on October 2, 2017.

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