

FASTNED PRIVACY STATEMENT - Version 9 december 2019

Fastned takes your privacy very seriously and shall carefully process and use information obtained from you or about you.

Who is Fastned?

Fastned has its main offices in Amsterdam at James Wattstraat 77-79 (1097 DL) and is registered with the Dutch Chamber of Commerce under number 54606179. Fastned has appointed a Data Protection Officer who has been registered with the Data Protection Authority. The Data Protection Officer can be reached via info@fastned.nl.

What information does Fastned collect and process?

Providing Personal Data upon registration

If you want to fast charge your electric car you can register with Fastned by creating a Fastned account. You can create your Fastned account through the Fastned app. When creating your Fastned account, you will be asked to provide certain personal data such as name, telephone number, e-mail address, password, registration number and/or bank or charge card information. If you want to fast charge on credit and if you like to receive invoices, you will also be asked for your address details. All these data are stored and processed by Fastned within the European Union or by companies that work with the EU-U.S. Privacy Shield Framework.

You can also charge at Fastned without registering; in this case you pay with your charge card. To pursue payment, Fastned receives a so-called RFID code from the charge card company that issued your charge card, on the basis of which Fastned can send an invoice to the charge card company for the electricity charged.

To make full use of the App's functionality, it is recommended to switch on the App's location service. This allows the use of GPS data and locations of WiFi hotspots and telephone masts to determine your approximate location, in order to assess which Fastned fast charge station is closest to you. Fastned may store and process these data regarding locations to improve our services. We may also ask you for access to your camera for the purpose of providing a better service. We will always ask you for specific access to your location service or your camera and you may refuse this at all times. Sharing location services is therefore not mandatory, but it is convenient.

You may always modify the above-mentioned data yourself in your Fastned account or ask us to modify or delete your data. Fastned shall store personal data for no longer than is necessary for the realisation of the purposes for which they are collected and processed.

Communication

If you have registered with Fastned, Fastned may send you messages in various ways, for example via e-mail, via text messages and via push notifications within the App. We use e-mail or push notifications to keep you informed of new relevant developments regarding Fastned (like the opening of new stations) and maintenance of our network. The text message service may be used for verification for your account or for sharing important information regarding your charging session or account.

Payment

For payment for our Services we need certain personal data such as your name and your bank account or credit card number. We shall supply these data to Fastned and/or the payment service provider whose services it uses. After charging you will need to pay for the service. To ensure smooth processing of payment, you provide us with personal data on the basis of which we can execute payment. The personal data required depend on the payment method selected. Fastned shall only supply the payment service provider with the data necessary for payment execution.

Automatically generated information

Fastned also collects automatically generated information about your behaviour while using the Service, including but not limited to how often you use the Service, the type of car, your charging behaviour and the specific location. This information includes for example your IP address and the type of device used for Authorisation. We may also use cookies, as described below. We shall never categorise these data.

Camera surveillance

For your own safety, to monitor our belongings, prevention and registration of nuisance, vandalism and other criminal offences, Fastned has implemented camera surveillance at its charging stations. The camera surveillance is announced on notice boards at the boundaries of the areas covered by the cameras, because the cameras are prominently displayed, and, if necessary, in other clearly visible ways. Fastned shall never store the images longer than necessary and/or legally allowed.

What are cookies and how does Fastned use them?

When you use the App and the Website, Fastned uses cookies that are stored temporarily (“session” cookies) or for a longer period of time (“persistent” cookies) by your browser and/or the App on the device you use. Cookies are small files that contain information sent by the server of Fastned and/or third parties to your browser for the information to be sent back to the server of Fastned and/or the third party concerned during a subsequent visit. Fastned only uses cookies to perform and improve its services.

For which purposes shall Fastned use the collected information?

Fastned shall use the personal data collected from you for the following purposes:

- § To provide you with the best possible service;
- § To facilitate and optimise your use of our fast charge services;
- § To handle your complaints, suggestions and questions;
- § To draw up anonymised statistical data based on automatically generated information;
- § To keep you informed of developments at Fastned;
- § To send you push messages and other types of messages when we think this may improve our service to you, but only if you authorise us to do so;
- § To provide your data to third parties if this is useful for our services and always within the limits of laws and regulations;
- § To process your payment transactions.

Use by Fastned and grounds for processing

Fastned uses and processes your personal data to ensure easy use of our services, proper handling of possible complaints/suggestions/questions and to ensure payments can be made for the fast charge services provided.

Fastned also wants to keep you informed of the developments within its network; we consider this an informative service. We think it is useful for customers to be aware of new stations, maintenance to our network and other important news regarding Fastned. We shall not send you any commercial offers via e-mail without your permission. If you no longer wish to receive this information, you may unsubscribe by clicking the “unsubscribe” link at the bottom of the e-mail. Push messages can be switched off within the App.

The legal ground for processing your personal data is based on your personal consent by explicitly agreeing to our General Conditions and our Privacy Policy. You may revoke your consent at any time by

deleting your account or by asking us to remove your account. If you do not want us to process your personal data you can also charge with us without registering. In this case we shall only process your personal RFID code that is linked to your charge card. We receive this RFID code from the party that has provided you with your charge card. This is based on the legal ground that processing of this code is required for implementation of the agreement. After all, you purchase electricity from us and you need to pay for this by using your charge card. If you do not want us to process any of your personal data, we can unfortunately not assist you with our fast charge service.

Use by third parties

Fastned may provide personal data to third parties for the purposes of providing its service. Fastned has its own platform for providing and using your Fastned account and authorisation of your account, this platform runs on AWS; Zendesk, GRRR and Mixpanel to optimise the services. Mailchimp helps us sending your emails in a more easy way. For the camera surveillance we use the services of Alpatron Security Systems. When you call Fastned Customer Service, your telephone number will appear in a call center, the software we use for this is Hipper. If our Customer Service does not answer, but your call is answered by an ANWB (Royal Dutch Touring Club) staff member, this ANWB staff member can also see your personal data. Fastned also uses survey tools like SurveyMonkey and Typeform. And finally we use Google Analytics and Crazy Egg to better analyse the use of our service. Google Analytics is user-friendly, which means that we use Google Analytics cookies but we cannot see the last part of your IP address, your data will not be not shared and we do not use the Google Analytics cookies for other Google services. Fastned has concluded data processing agreements with aforementioned parties to guarantee careful processing of personal data. Fastned expands rapidly and we do our best to keep this list up to date. In case of any questions, please do not hesitate to contact us.

Fastned shall not provide your personal data to third parties for direct marketing purposes (for example for mailing of advertising materials) without your explicit consent.

Personal data are only disclosed to the judicial authorities upon receipt of a legal order from a public prosecutor to that end, or if there is another legal obligation for Fastned to do so. If personal data show evidence of criminal offences, Fastned may decide to officially report this and voluntarily hand the personal data over to the competent authorities as evidence. In exceptional cases Fastned may decide to provide a private third party access to personal data. This requires balancing the interests of the private party for inspection, and the interests of the data subject, like his/her right to protection of privacy. If possible and if Fastned so wishes, this shall be done in consultation with the data subject.

How does Fastned protect your personal data?

Fastned has implemented appropriate technical and organisational measures to protect your personal data against loss or any form of unlawful processing.

The external companies engaged by Fastned have taken appropriate measures to secure the processed personal data against unauthorised access or misuse. The space where the personal data is stored is physically protected from unauthorised access (key, pass, etc.). Where possible, data are stored in such a way that they cannot be traced back to natural persons, and as such cannot be regarded as personal data. Records are also kept (logging) of who requests personal data and when. This logging is regularly monitored. The persons authorised to access personal data are explicitly bound by confidentiality. Access to personal data is password protected.

Transfer of business

In the future, one or more parts or assets of Fastned may be transferred to a third party or Fastned may merge with a third party. In that case your personal data may also be transferred.

Access to and correction and deletion of your data

If you wish to receive more information about the processing or if you want to know what data Fastned has recorded on you, please contact support@fastned.nl. Fastned shall inform you within four weeks if and what personal data Fastned processes about you. If this is the case, Fastned shall send you a complete overview of the personal data that Fastned processes about you and shall indicate the purpose for which these personal data are processed.

Based on the overview provided you may ask Fastned, at reasonable intervals, to improve, complete or to remove (the right to be forgotten) personal data, or to block them if they are factually incorrect, incomplete or irrelevant to the purpose or purposes of processing, or otherwise processed in a manner that is contrary to a statutory regulation, in as far as you could not personally modify those data via your Fastned account.

A person recorded on camera images may access the images on which (s)he is identifiable. To this end, an appointment can be made with Fastned. A person recorded on camera images may receive a copy of these images by submitting a request, in writing or by electronic means, to Fastned. A request for access or extraction of a copy requires proof of identity and a clear indication of the time period during which the data subject suspects to have been recorded.

Can this Privacy Policy be amended?

This Privacy Policy may be amended; we shall inform you of significant changes.

Questions?

Should you have any questions regarding this Privacy Policy, please send an e-mail to support@fastnedcharging.com. In case you have a complaint about the processing of personal data, you have the right to lodge a complaint with the Data Protection Authority.

This Privacy Policy was last updated on 9 December 2019.