



FASTNED PRIVACY STATEMENT - Version 30 November 2021

Fastned takes your privacy seriously and shall carefully process your personal data. In this statement, we explain which personal Fastned processes, for what purposes and on what legal basis. We also explain how long we will retain your data, with which third parties we share your data and what your rights are with regard to this data, for example the right of access and the right to be forgotten.

Fastned

Fastned has its main office in Amsterdam at James Wattstraat 77R 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 privacy@fastned.nl.

What personal data does Fastned collect and process?

1. When you register for a Fastned account

If you want to fast charge your electric vehicle you can register with Fastned by creating a Fastned account. You can create your Fastned account through the Fastned app ("Fastned App"). When creating your Fastned account, you will be asked to provide certain personal data such as name, telephone number, e-mail address, registration number (optional) and/or address and/or bank or charge card information (optional). You may always modify the above-mentioned data yourself in the Fastned App 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. You can also withdraw your consent at any time by deleting your account or asking us to delete your account.

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



Do you prefer not to provide us with your personal data? You can also charge at Fastned without registering; in this case you pay for a one-off charging session with a credit or debit card, or with your charge card. Please see paragraph 3 for more information.

2. When using all functionalities of the Fastned App

To make full use of all the functionalities of the Fastned App, it is recommended to switch on the Fastned App 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 charging 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 when you want to share a photo, for example when you want to send us feedback. 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.

3. When making the payment for your charging session

Payment by debit- or credit card with a Fastned account

For payment for a charging session as a registered Fastned user we need certain personal data such as your name and your debit or credit card number, which are required for your payment. We shall supply these data to our payment service provider Adyen. The personal data required depends on the payment method selected. Fastned only processes the last four digits of your IBAN number or your credit card number and expiry date. Fastned shall only supply the payment service provider Adyen with the data necessary for payment execution.

One-off payment by debit- or credit card without registration

It is also possible to pay for a one-off charging session without registration or account. For these payments your credit, debit or bank account information (such as expiry date and type of card) and other financial information required for your payment will be collected and stored by our payment service provider Adyen. Fastned does not process any personal data .

One-off payment by payment terminal

If available at the charging station, it is also possible to pay for a one-off charging session via a payment terminal. For these payments, your card details (name, account number, CV, expiry and start date) are processed by our payment service provider, Elavon.



Payment by charge card

When using a charge card, the costs incurred will be invoiced via the charge card company. 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.

4. When you apply for one of our vacancies

If you respond to a vacancy on our Website, we ask for your details, including your resume. We use these details to evaluate your application and possibly to contact you. We use a third party (software) applicant tracking system, namely Recrutee, for the processing of responses to our vacancies on our Website. We will keep your personal data only for the period necessary to fulfil the purposes for which it was collected or processed, unless we have to keep it for tax or legal reasons. In practice, this means that if you are hired, the information related to your job application will end up in your personnel file. If you are not hired, we will inform you by email that we will keep your information for a maximum of 6 months. If you do not want us to keep your information for this period of time, you can click on the link that we've included in the email, which will direct you to the Recrutee environment where you can delete all your data.

You can withdraw your permission for your application at any time by sending an email to hr@fastned.nl. In this case, we will not process your application any further.

5. 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 vehicle, 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.

6. Via cookies on our website

We may use cookies on our website that belong to one of the four categories listed below. Through our website cookie banner it is possible to manage your preferences of the non-mandatory cookie categories. The banner also gives an overview of all the cookies used under the categories.

- Necessary cookies - these are the mandatory cookies required for our website to function properly.



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- Preference cookies - these cookies allow us to retain data related to changes in the operation and appearance of the site, such as your preferred language or the region in which you are located.
- Statistics cookies - these cookies help us understand how visitors use our website by collecting and reporting data anonymously.
- Marketing cookies - these cookies are used to track visitors across websites.

7. In case of camera surveillance at our sites

For your the purpose of your own safety, the surveillance of our property, prevention and registration of nuisance, vandalism and other criminal offences, Fastned has installed camera surveillance at its charging stations. The camera surveillance is indicated on notice boards at the boundaries of the areas covered by the cameras, by hanging the cameras in a clearly visible position, and by other clearly recognisable means if the situation so requires. Fastned shall never store the images longer than necessary and/or legally allowed.

A person recorded on camera images may access the images on which (s)he is identifiable, provided that the images have not yet been deleted due to their retention period. This person 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 is suspected to have been recorded.

For which purposes and on the basis of which legal principles will Fastned process your personal data?

Fastned processes your personal data for the following purposes:

- for the conclusion and execution of the agreement to provide you fast charging services;
- to process your payment transactions;

The processing of your data for the above purposes is necessary for the performance of the contract that you enter into with Fastned when you purchase a fast charging service.

- to offer you our fast charging services as completely as possible and to analyse, maintain, optimise and secure them;
- to deal with your complaints, suggestions and questions;



- to keep you informed about Fastned developments;
- to generate anonymised statistical data based on automatically generated information;
- to provide your information to third parties if this is useful for our services and always within the limits of the law and regulations;

The basis for processing your personal data for the above purposes is a legitimate interest to improve and secure our services, to communicate to you relevant information about our services (user information and service messages).

- to comply with the applicable legislation to Fastned, such as the retention obligation for the tax authorities.

The basis for processing your data for the above purposes is to comply with a legal obligation of Fastned.

How long does Fastned retain your personal data?

We will retain your personal data for as long as is necessary or permissible within the scope of the purposes set out in this Privacy Statement and in accordance with applicable law. The criteria to determine our retention period include:

- The length of time we have an ongoing relationship with you and provide services to you (for example, as long as you have an account with us or continue to use our services);
- Whether there is a legal obligation that we must comply with (for example, certain laws require us to retain our transaction data for a certain period of time before we can delete them).

Sharing of personal data with third parties

For the performance of our business activities and depending on the services we provide to you, we may share your personal data with external parties (so-called processors) who carry out specific tasks at the request of Fastned. These third parties process your personal data exclusively on behalf of Fastned. The processing performed by these third parties is subject to so-called data processing agreements, in which Fastned has ensured that the service provider will only process personal data in accordance with the applicable data protection legislation and Fastned's instructions. This includes the following parties:

- External hosting providers, including cloud providers for the storage and management of your data;
- External parties with applications and/or software in the areas of customer service, recruitment, email marketing, product and service analysis, survey services, tool sets for our Fastned App;



- Other specific tasks that have been externalised include (additional) external support and camera security.

Transmission outside the European Economic Area (“EEA”)

Some of our service providers are established in a country outside the European Economic Area (“EEA”), for example the United States. In order to comply with EU data protection laws on international transfers, we carefully consider whether an adequate level of protection can be provided. Where necessary, we lay down arrangements in a transfer agreement based on standard contractual clauses adopted by the European Commission (Article 46(2)(c) of the GDPR).

Security and protection of personal data

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

Your rights as a data subject

You have the right to access, correct or delete your personal data. You also have the right to withdraw your consent for data processing, to object to the processing of your personal data by Fastned and you can request us to limit or stop the processing of your personal data. You also have the right to data portability. This means that you have the right to ask us to transfer your personal data directly to you. At your request, and if technically possible, we will transfer your personal data to an organisation named by you.

To exercise one of the above rights, please send your request to support@fastnedcharging.com. If you have a complaint regarding the processing of your personal data you can report this via privacy@fastned.nl. Lastly, you have the right to submit your complaint to your national data protection authority.

Amendment of the privacy statement

As we may change this statement from time to time, we encourage you to check this page regularly to ensure you are aware of any changes. If we make significant changes to our privacy statement, we will also publish a clear notice on our website. If we wish to use your data for other processing, we will actively inform you of the following.



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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.

Questions

Should you have any questions regarding this Privacy Statement, please send an e-mail to support@fastnedcharging.com.

This Privacy Statement was last updated on 30 November 2021.