

Privacy Policy Q8 electric

With respect to personal data provided by the Participant without a company with legal personality, by representatives of the Participant and/or by Cardholders, or otherwise collected by Kuwait Petroleum (Belgium) N.V., with its registered office at Brusselstraat 59, box 1, B-2018 Antwerp, RPR Antwerp (Antwerp division), VAT BE0404.584.525, privacy@Q8.com (hereinafter “KPB”), in its capacity as controller and recorded in databases or otherwise stored and processed under the responsibility of KPB, KPB undertakes to comply with the applicable data protection legislation with respect to the processing of personal data, in particular but not limited to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (“GDPR”), as well as successive or modifying legislation on the processing of personal data (hereinafter jointly “**data protection legislation**”).

KPB will process the personal data in its capacity as controller. The Participant is and remains at all times fully responsible for his own processing of Cardholders' personal data for his own purposes. The services which fall within the scope of application of these General Terms and Conditions are provided together with an online platform from which further information can be collected.

In this Privacy Policy, we will explain the following aspects:

- What personal data are collected
- The purposes for which we can use these personal data
- The legal basis on which we rely for the processing of your personal data
- The parties with whom we can share your personal data
- How long we store your personal data
- Your rights with regard to your personal data
- Where you can ask questions and make comments

Information only for Participants or representatives of Participants in order to conclude the contract

During the ordering process, KPB will ask for a copy of the front of the ID or the drivers' license of a director/manager who is officially authorized to represent the Participant.

Information for Participant with a company with legal personality and the representatives of the Participant only

What personal data are collected?

Via the Platform, we collect data that are necessary to offer our E-mobility services. If you register at <https://electric.q8.be>, upon registration and while the platform and the application are used we collect certain personally identifiable information about you ('personal data'), in particular

- (i) identification and contact details (including name, telephone number, e-mail address, postal address and common data on profession and professional activity)
- (ii) consumption data
- (iii) financial data

- (iv) transaction data (of your employees) (including charging sessions: charging card number, start and stop times, electricity consumption, charging station ID, and location of the charging station used)
- (v) log-in data: e-mail address and password and
- (vi) location data. You will find more detailed information about this processing further on in this Privacy Policy.

When you use the Q8 electric App, your current location will be processed on your device in order to offer certain aspects of the Q8 electric Services and functionalities of the Q8 electric App, as set out in the General Terms and Conditions. You can easily switch on the location functionality by adjusting the authorizations of the Q8 electric App via the settings in your device.

Information for Participant without/with a company with legal personality, the representatives of the Participant, Cardholders and consumers

Non-personal data collected automatically

When you visit our Website/Platform, we may also collect information that cannot be used to identify you personally, including but not limited to the type of internet browser and computer operating system used; the domain name of the website that you visited previously; the number of visits, the average time spent and the pages you viewed. We may use this information and share it within the Kuwait Petroleum Group to analyse the use of our websites and to improve their content.

On what legal basis do we rely and for what purposes can we use these personal data?

Your personal data will be processed when **(legal basis)**:

- you have freely given us a specific, informed and unambiguous indication of your wishes (consent).
- we offer the services that you have requested (necessary to fulfil the agreement).
- processing is necessary to safeguard our legitimate interests, in particular economic, commercial and financial interests, business continuity, the security and confidentiality of customer information and products and the security of digital and physical infrastructures.
- processing is necessary to comply with legal obligations incumbent on KPB as a result of certain legislation.

More information relating to the personal data that we process and the **processing purposes** for which we use these personal data is given below:

- When you **use the Platform**, we collect the following data:
 - (i) identification and contact details (including name, telephone number, e-mail address, postal address and common data on profession and professional activity)
 - (ii) consumption data
 - (iii) financial data
 - (iv) transaction data (of your employees) (including charging sessions: charging card number, start and stop times, electricity consumption, charging station ID, location of the charging station used) and
 - (v) log-in data: e-mail address and password.

These data are processed in order to

- (i) show you a clear view of all your transactions
 - (ii) enable you to use the Platform
 - (iii) help with any questions/complaints that you may have submitted via the Platform. When you log in as a Participant with a company with legal personality or a representative of the Participant, you will also have the possibility of adding other accounts for your employees.
 - (iv) Inform you about promotions and actions at Kuwait Petroleum (Belgium) N.V.
- When you **register in the Q8 electric App**, we collect the following data: name, e-mail address, card number, home address and financial data, (for B2C only). These personal data are used for the following processing purposes:
 - (i) contracting with you as a customer
 - (ii) offering services within the Q8 electric Service
 - (iii) billing and payment of the charging session(s)
 - (iv) preventing and countering fraud and improper use
 - (v) improving our products and services.
 - If you **register a charging station with us** (B2B only), Q8 collects name, e-mail address, postal address, data relating to the location of the charging station and financial data. These data are processed in the context of the use of your charging station and with regard to the services you requested.
 - If you **purchase a charging infrastructure from us**, your name, e-mail address, address, installation details for this charging infrastructure and financial details are collected by Q8. These details are processed in the context of the sale, installation and use of the charging infrastructure and for the performance of the service you have requested.
 - If you **use a charging station with the Q8 electric Card**, we collect your personal data relating to this use. These data include: the charging card number, the company that operates the charging station, location data and details of the charging session (charging card number, start and stop times, electricity consumption, charging station ID, location of the charging station used). KPB uses these data for billing and payment of the charging session(s). In addition, you will have the possibility of letting us know how your charging session went via e-mail or text.
 - If you **have a company car**, we collect data that are necessary to provide and install a charging station and to give you a charging card or a combined charging card (if you require a combined fuel / electric card). These data are used to settle your energy costs for “home charging” and to inform you about your consumption and the use of your private/public charging station.

It is the Participant's responsibility to ensure that he has received all prior, individual and necessary consents, approvals and authorizations from representatives of the Participant and Cardholders and that he has informed these persons to enable such processing of personal data by KPB in accordance with this provision.

The Participant shall indemnify, protect and compensate KPB against all losses arising from or in connection with the Participant's failure to obtain all individual and necessary consents and approvals.

- If you **use the Q8 electric App**, the following personal data will be processed:
 - (i) identification and contact details (including name, telephone number, e-mail address, postal address and common data on profession and professional activity)
 - (ii) consumption data
 - (iii) financial data
 - (iv) transaction data (of your employees) (including charging sessions: charging card number, start and stop times, electricity consumption, charging station ID, and location of the charging station used)
 - (v) log-in data: e-mail address and password.

These personal data are processed for the following purposes:

- (i) contracting with you as a customer
- (ii) offering services within the Q8 electric Service to participants and cardholders
- (iii) administrative support by means of reimbursing expenses claims
- (iv) preventing and countering fraud and improper use
- (v) billing
- (vi) informing about promotions and actions at Kuwait Petroleum (Belgium) N.V.
- (vii) improving our products and services.

When you **use the Q8 electric App**, your current location will be processed only on your device (if you switch this on) in order to offer certain functionalities of the Q8 electric App, as set out in the General Terms and Conditions. The location is only processed on the device of the user to show their location on a map with charging stations in the vicinity. These location data are not stored in any databases. Your location data will be used for the following purposes:

- (i) to identify a charging station and activate a charging session in the Q8 electric App
- (ii) billing (name of the charging station will be indicated on the invoice)
- (iii) to report a defective charging station via the contact form
- (iv) to provide a navigation functionality (charge point finder).

You can easily switch on the location functionality by adjusting the authorizations of the Q8 electric App in the settings of your phone.

In addition, your personal data may be processed:

- to provide assistance if you submit any complaints and/or comments
- to conduct online surveys so that we can gain a clearer understanding of the wishes and profiles of our customers
- to gain a clearer understanding of your business needs and improve our products and services
- for statistical and archiving purposes.

With whom can we share your personal data?

Sharing within the group

As part of the processing activities for the aforementioned purposes, the personal data collected may be passed on to other companies within the Kuwait Petroleum Group. Such transfers are covered by an intragroup agreement that provides specific contractual protection to ensure that your personal data are appropriately and consistently protected, regardless of where they are transferred within the Kuwait Petroleum Group. Your personal data will be shared only when necessary for the realization of the above purposes and will be shared only with companies of the Kuwait Petroleum group located within the European Economic Area.

Third parties

As part of the services provided by KPB via the Q8 electric App and the Platform, your data may be shared with/processed by:

- software suppliers
- platform suppliers
- advertising and marketing agencies, companies offering mailing services
- our charging card supplier, who is also responsible for sending the cards to the delivery address of your choice
- customer services
- navigation service provider
- charging infrastructure installers

KPB may also share the personal data of Participants, representatives of the Participant and Cardholders with:

- (i) authorities or other third parties further to a request from an authority, when this is required by law or when it is necessary to identify, contact or institute legal proceedings against individuals
- (ii) third parties to whom KPB may sell or transfer its business or assets, in part or in full, after which representatives of the Participant and Cardholders will be able to contact the third party if they have any questions about the processing of their data
- (iii) service providers who offer IT support and
- (iv) third parties who provide administrative and communication services or manage transactions on behalf of KPB, including service providers relating to (electronic) billing and/or, as appropriate, who collect and process the data on the instructions of KPB for the aforementioned purposes and
- (v) bailiffs and/or lawyers.

KPB ensures that these recipients only gain access to personal data that are relevant, adequate and necessary for the processing.

KPB may also share such data with third parties in connection with the sale of (part of) its business activity, the transfer of a business or in similar circumstances with judicial or other competent authorities upon request.

International transfers

In principle, KPB will only forward personal data to countries within the EEA or countries outside the EEA which fall under a European Commission adequacy decision. In other cases, KPB ensures that appropriate measures are taken for international transfers, including but not limited to model contract provisions or other appropriate mechanisms (depending on the situation) in compliance with the GDPR requirements in order to guarantee adequate protection. For more information about the appropriate measures that are applicable, please contact us using the contact details at the bottom of this Privacy Policy.

Links to other websites

The Platform and the Q8 electric App may contain links to other websites that are not owned, controlled or maintained by Q8. We cannot be held responsible for the privacy policy of other websites or for the implementation of these policies, even if:

- you accessed the third-party website via a link on the Platform or the Q8 electric App, or
- you were referred to the Platform and the Q8 electric App via a link on the third-party website.

We recommend that you read the privacy policy of each website you visit and that you contact the owner or operator if you have any questions or comments.

How long do we store your personal data?

Your personal data will be kept as long as you remain an active Q8 electric customer. Thereafter, we keep your data for archiving purposes and fraud detection for a maximum of five years. Transaction data are kept for just one year.

Cookies

1. General

KPB may use cookies, pixel tags and similar technologies when you register for and use the Q8 electric App, which is provided in our capacity as a data controller. These technologies are used to make your experience in the Q8 electric App smoother and more enjoyable, to better tailor the content of the Q8 electric App to your needs and preferences, and to provide you with personalized promotions, special offers, discounts and ads.

A cookie is a text file that is placed on your mobile device by an application when you use an application. For example, cookies can automatically recognize you on your next visit and can allow you to customize an app or website to better match your interests, remember your language preference, or store your password so you don't have to re-enter those preferences every time.

Cookies may be placed by KPB itself or by others with whom KPB cooperates (so-called "third party cookies"). Such cookies contain a unique code that allows your device to be recognized while using the Q8 electric App (so called "session cookie") or also on subsequent repeated use of the Q8 electric App (so called "persistent cookie"). The Q8 electric App may also use similar technologies (such as SDKs, pixels, tags and other trackers, collectively referred to hereinafter as "cookies") that work in a similar way, i.e. retrieve and track information on your device.

2. Cookies used by the Q8 electric app

KPB uses the following cookies in the Q8 electric app.

- **Necessary cookies**

These cookies are essential to visit the Q8 electric App and to use certain parts of it. These cookies allow you to navigate between different parts of the Q8 electric App or to fill in forms. Due to the technical necessity of these cookies, only an information requirement applies and these cookies are placed once you use the Q8 electric App.

- **Functional cookies**

These cookies allow the Q8 electric App to store data you already entered (e.g. usernames, configurations, language settings) and to provide the user with improved, more personalized features.

- **Statistical cookies**

These cookies are used to collect data and make analyses about the use of the application in order to improve and adapt the content more to users' preferences and to increase usability. For example, they collect information about the number of users of the Q8 electric App and about the most popular parts of the Q8 electric App.

- **Marketing cookies**

These cookies are used to provide content that is relevant to the user and tailored to their interests. They are also used to limit the number of times an ad appears and to measure and monitor the effectiveness of advertising campaigns. These cookies record what content you use. This is done based on a unique identifier of your device.

3. Changing your cookie preferences

When you use the Q8 electric App for the first time, you can indicate your cookie preferences. Once you have given your consent, you have the right to withdraw it at any time.

- If you are using Android as your operating system, you can withdraw your **consent in the Q8 electric App itself, under the menu option "preferences"**;
- If you use iOS as your operating system, you can withdraw your consent **in the settings of your device**. You can also find these by clicking "manage location settings and cookies" in the Q8 electric App, under the menu option "preferences". You will then be redirected to the settings of your device where you can disable "Allow tracking".

What are your rights with regard to your personal data?

Under the data protection legislation, you have the right, under certain conditions, to access your personal data as well as the right to rectify, complete and/or erase incorrect data and, if applicable, to withdraw your consent.

You have the possibility of modifying a number of data items in your account yourself via the Platform and the Q8 electric App if you wish.

If you wish to exercise one or more of your rights and you are unable to do so via the Platform or the Q8 electric App, please let us know via the e-mail address privacy@q8.com. We will then make every effort to take the following necessary steps, including for example:

- providing you with a copy of the data you have supplied us with
- rectifying errors in the data we hold
- deleting any data for which we no longer have a legal basis or purpose to use them.

In addition, in certain cases you have the right to object to the use and processing of your personal data. You can also request us to restrict the processing of your personal data, for example while a complaint is being investigated.

Furthermore, you also have the right to object to any processing, including profiling, based on the legal ground of legitimate interests, unless our reasons for this processing outweigh any prejudice to your rights and freedoms.

Within the limits of the law, you also have the right to transfer your personal data to another organisation (data portability).

Your exercising of these rights is subject to a number of restrictions intended, for example, to safeguard the public interest (e.g. fraud prevention or detection). If you exercise one of these rights, we will examine your claim and if possible, reply within one month. We can charge a reasonable fee for “repeated requests”, “manifestly unfounded or excessive requests” or “further copies”.

If you are dissatisfied with our use of your personal data or you do not agree with our response to the exercising of one of the above rights, you have the right to submit a complaint via your Supervisory Authority

Data Protection Authority
(Gegevensbeschermingsautoriteit) Drukpersstraat 35, 1000
Brussels

+32 (0)2 274 48 00
+32 (0)2 274 48 35
contact@apd-gba.be

Changes

We reserve the right to change this Privacy Policy if necessary, for instance to comply with changes in the legislation, regulations, new practices and procedures or obligations imposed by the Supervisory Authority or to inform you about an adjustment to the processing of your personal data as a result of a change in our services. The latest version is always available via this link. This Privacy Policy was last modified on 30 September 2022.

Where can you ask questions and make comments?

If you have any questions or would like more information, you can send an e-mail to privacy@q8.com.

You may also write to the following

address: Kuwait Petroleum (Belgium) NV

Attn Data Protection Officer

Brusselstraat 59, box 1

2018 ANTWERP