

Chargemap Privacy Policy

Chargemap support contact form

This form allows us to receive, manage and respond to your specific assistance requests that are not addressed in our existing help topics.

The data categories processed in this framework are:

- identification and correspondence data (email address),
- data related to support request management (subject, request, request timestamp)

Completing this form is voluntary and based on your consent, which can be freely revoked.

Providing the information requested in this form is not mandatory, but its absence or inaccuracy will prevent us from sending you a response (e-mail address) and/or responding efficiently to your request (subject and message).

If you are under 16 years old, you must ensure that you have obtained the prior consent of your parents (or legal guardian) before providing us with your data.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 Strasbourg - France.

Your Rights

You have the right to access, and if applicable, restrict, rectify and delete data concerning you. You also have the right to object to the collection of data concerning you.

Pursuant to article 85 of Law No. 78-17 of 6 January 1978 "Informatique et Libertés", any natural person also has the right to define directives as to the fate of their personal data after their death.

You can exercise each of these rights by sending your request, accompanied by a copy of a valid identity document, to the address of our data controller mentioned above.

In accordance with your right to portability, we will respond to your regular access requests by providing you with a copy of the information concerning you in a standard digital format.

You also have the right to file a complaint regarding the processing or filing of your personal data by addressing an authority (e.g. the CNIL for France).

Recipients, transfers and retention period

The information you provide via this form is intended for :

- internal employees of our company (CHARGEMAP),
- our host, whose contact details are given in our legal notice
- if necessary, the general services (administrative, accounting, legal) of our parent company (BRAKSON).

None of the information transmitted via this form will be transferred outside the European Union.

If you have only transmitted your information to us via our contact form, we may be likely to retain it for a maximum of one year after your last use of the form. At the end of this period, unless you renew your agreement, your information will be deleted from our databases.

If you have transmitted your information to us in multiple ways and/or on multiple occasions, then this retention period may be extended accordingly.

Contact us

Our data protection officer can be contacted via: dpo@chargemap.com.

Chargemap map

The geolocation feature of the map we offer allows us to determine where you are located in order to display the charging points located in your geographical area.

The data categories processed in this framework are:

- geolocation data (location of your device)

The collecting of data requested by our geolocation feature is voluntary and based on your consent. This consent is freely revocable.

Providing the information requested by this geolocation feature is not mandatory, but the absence or inaccuracy of your geolocation coordinates will prevent us from sending you the information you wanted to obtain or may generate errors in the results generated by our system.

If you are under 16 years old, you must ensure that you have obtained the prior consent of your parents(or legal guardian) before providing us with your data.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 Strasbourg - France.

Your Rights

You have the right to access, and if applicable, restrict, rectify and delete data concerning you. You also have the right to object to the collection of data concerning you.

Pursuant to article 85 of Law No. 78-17 of 6 January 1978 "Informatique et Libertés", any natural person also has the right to define directives as to the fate of their personal data after their death.

You can exercise each of these rights by sending your request, accompanied by a copy of a valid identity document, to the address of our data controller mentioned above.

In accordance with your right to portability, we will respond to your regular access requests by providing you with a copy of the information concerning you in a standard digital format.

You also have the right to file a complaint regarding the processing or filing of your personal data by addressing an authority (e.g. the CNIL for France).

Recipients, transfers and retention period

The information you provide via this form is intended for :

- internal employees of our company (CHARGEMAP),
- our host, whose contact details are given in our legal notice
- if necessary, the general services (administrative, accounting, legal) of our parent company (BRAKSON).

None of the information transmitted through this feature will be transferred outside of the European Union.

The geolocation data that you send us is immediately deleted from our databases after you use our geolocation feature.

Contact us

Our data protection officer can be contacted via: dpo@chargemap.com.

Route Planner

Our localization and route tool allows us to:

- identify the geographical location as well as the parameters you select to then provide you with the most relevant information about the charging stations in the relevant geographic area,
- identify the route as well as the parameters you select to then provide you with the most relevant information about the route we recommend to you, including information about the charging stations along that route.

The data categories processed in this framework are:

- geolocation data (location of your terminal),
- technical data (electric charge characteristics, type of electrical socket),
- location request settings data (characteristics, availability and specific location of charging stations),
- route request settings data

The input of the data requested by our location and route tool is voluntary and based on your consent. This consent can be freely revoked.

Our archiving of your billing data is a legal obligation.

Providing the information requested by our location and route tool is not mandatory, but the absence or inaccuracy of the data you provide us with will prevent us from sending you the information you wished to obtain or may generate errors in the results generated by our system.

If you are under 16 years old, you must ensure that you have obtained the prior consent of your parents (or legal guardian) before providing us with your data.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 Strasbourg - France.

Your Rights

You have the right to access, and if applicable, restrict, rectify and delete data concerning you. You also have the right to object to the collection of data concerning you.

Pursuant to article 85 of Law No. 78-17 of 6 January 1978 "Informatique et Libertés", any natural person also has the right to define directives as to the fate of their personal data after their death.

You can exercise each of these rights by sending your request, accompanied by a copy of a valid identity document, to the address of our data controller mentioned above.

In accordance with your right to portability, we will respond to your regular access requests by providing you with a copy of the information concerning you in a standard digital format.

You also have the right to file a complaint regarding the processing or filing of your personal data by addressing an authority (e.g. the CNIL for France).

Recipients, transfers and retention period

The information you provide via this form is intended for :

- internal employees of our company (CHARGEMAP),
- our host, whose contact details are given in our legal notice
- if necessary, the general services (administrative, accounting, legal) of our parent company (BRAKSON).

None of the information transmitted through this tool will be transferred outside the European Union. The personal data that you provide us with is deleted from our databases immediately after you use our location and route tool.

Contact us

Our data protection officer can be contacted via: dpo@chargemap.com.

Chargemap community registration form

This form allows us to receive and manage your Chargemap membership account creation requests and, if you benefit from our company's paid services, to intermediate (and compulsorily) archive your billing data.

The data categories processed in this framework are:

- identification, location and correspondence data (email address, password, username, country of residence, registration timestamp)
- if you choose to register via the Meta Login function, we will also process your first name, name, gender, avatar url, date of birth and location city provided by the Meta company.

The collection of data requested by our registration form is voluntary and based on your consent.. This consent is freely revocable.

Our archiving of your billing data is a legal obligation.

Providing the information requested by this form is not mandatory, but except for the option to subscribe to our mailing list (newsletter):

- the lack of one or more of your details will make it impossible to create your account and to subscribe to our commercial services,
- the inaccuracy of your details may generate many errors and anomalies in the functioning of your account (connectivity problems if your password is incorrect, identification problems that do not comply with your expectations if your pseudonym is incorrect, delivery problems of Chargemap pass badges if your address is incorrect).

If you are under 16 years old, you must ensure that you have obtained the prior consent of your parents(or legal guardian) before providing us with your data.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 Strasbourg - France.

Your Rights

You have the right to access, and if applicable, restrict, rectify and delete data concerning you. You also have the right to object to the collection of data concerning you.

Pursuant to article 85 of Law No. 78-17 of 6 January 1978 "Informatique et Libertés", any natural person also has the right to define directives as to the fate of their personal data after their death.

You can exercise each of these rights by sending your request, accompanied by a copy of a valid identity document, to the address of our data processing manager mentioned above.

We specify that if you use the authentication tools of the Meta, Google or Apple companies to register as a Chargemap member, it is these companies that should be contacted to exercise your rights relating to your data in their systems.

In accordance with your right to portability, we will respond to your regular access requests by providing you with a copy of the information concerning you in a standard digital format.

You also have the right to file a complaint regarding the processing or filing of your personal data by addressing an authority (e.g. the CNIL for France).

Recipients, transfers and retention period

When you directly transmit your personal data to us:

- your email address is intended for internal employees of our company (CHARGEMAP) and necessary for general services (administrative, accounting, legal) of our parent company (BRAKSON):

- your password is intended for our company but is not accessible in plain text by its employees,
- your pseudonym will be publicly distributed and will indirectly identify you on our network,
- your data may be consulted by our telephone support provider (ArcEurope) if you request it as part of our Chargemap Pass paid services,
- your agreement to receive our mailing list is intended for internal employees of our company (CHARGEMAP), our host whose contact details are listed in our legal notices and if necessary, general services (administrative, accounting, legal) of our parent company (BRAKSON).

When you use the authentication tools of Meta, Google or Apple companies, you authorize them to transmit your personal data to us - except for your password - as they appear on your already created accounts with these companies.

When you register directly as a Chargemap member, none of the information provided through our form will be transferred outside the European Union.

If you use the authentication tools of Meta, Google or Apple to register as a Chargemap member, you should contact these companies to check if they transfer your personal data outside the European Union before they arrive to us.

If you have provided us with your information exclusively through our registration form, we may be likely to keep it for a maximum of three years after the date of your last engagement in our network. At the end of this period, unless your agreement is renewed, your information will be deleted from our databases.

If you have provided us with your information in several ways and/or on several occasions, then this retention period can be extended accordingly.

Finally, if you are benefiting from our company's paid services, your billing data will also be subject to intermediate archiving until the tenth year following your purchase/subscription date, in accordance with Article L123-22 of the French Code de commerce to which our company is subject.

Contact us

Our data protection officer can be contacted via: dpo@chargemap.com.

Chargemap newsletter registration form

This form allows us to receive and manage subscription requests for our newsletter. We will then inform you periodically about Chargemap's activity, news, and commercial offers. The data provided in this form is also subject to internal statistical monitoring by our company.

The data categories processed in this framework are:

- data related to your consent (subscription to our mailing list and timestamp of acceptance)

Your subscription to our mailing list and the provision of your e-mail address is free and based on consent. This is freely revocable.

Providing the email address requested by this form is not mandatory, but its absence or inaccuracy will prevent us from sending out our newsletter.

If you are under 16 years old, you must ensure that you have obtained the prior consent of your parents (or legal guardian) before providing us with your data.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 Strasbourg - France.

Your Rights

You have the right to access, and if applicable, restrict, rectify and delete data concerning you. You also have the right to object to the collection of data concerning you.

Pursuant to article 85 of Law No. 78-17 of 6 January 1978 "Informatique et Libertés", any natural

person also has the right to define directives as to the fate of their personal data after their death. You can exercise each of these rights by sending your request, accompanied by a copy of a valid identity document, to the address of our data controller mentioned above.

In accordance with your right to portability, we will respond to your regular access requests by providing you with a copy of the information concerning you in a standard digital format.

You also have the right to file a complaint regarding the processing or filing of your personal data by addressing an authority (e.g. the CNIL for France).

Recipients, transfers and retention period

The email address you will submit through this form is intended for :

- internal collaborators of our company (CHARGEMAP)
- our host, whose contact details are listed in our legal notices and
- if necessary, the general services (administrative, accounting, legal) of our parent company (BRAKSON).

None of the information transmitted via this form will be transferred outside the European Union.

If you have provided us with your information exclusively through this form, we may be able to keep it for a maximum of three years after your last activity in our network. At the end of this period, unless your consent is renewed, your information will be deleted from our databases.

If you have provided us with your information in multiple ways and/or on multiple occasions, then this retention period may be extended accordingly.

Contact us

Our data protection officer can be contacted via: dpo@chargemap.com.

Login form

This feature allows us to authenticate you as a Chargemap member. The data categories processed in this framework are:

- identification and correspondence data (email address, password, username),
- technical data (connection preference)
- if you choose to authenticate yourself via the Meta Login function, we will also process your first name, name, gender, avatar url, date of birth and location city provided by the Meta company.

The collection of data requested by our login form is voluntary and based on your consent. This consent is revocable at any time. Our archiving of your billing data is a legal obligation.

Providing the information requested by this form is not mandatory, but their absence or inaccuracy will prevent us from authenticating you as a Chargemap member, and therefore, access to your profile and features reserved for Chargemap members will be inaccessible to you.

If you are under 16 years old, you must ensure that you have obtained the prior consent of your parents (or legal guardian) before providing us with your data.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 Strasbourg - France.

Your Rights

You have the right to access, and if applicable, restrict, rectify and delete data concerning you. You also have the right to object to the collection of data concerning you.

Pursuant to article 85 of Law No. 78-17 of 6 January 1978 "Informatique et Libertés", any natural person also has the right to define directives as to the fate of their personal data after their death.

You can exercise each of these rights by sending your request, along with a copy of an up-to-date identity document, to the address of our processing manager mentioned above.

We specify that if you use the authentication tools of Meta, Google or Apple to log into your Chargemap account, it is these companies that should be contacted to exercise your rights relating to your data in their systems.

In accordance with your right to portability, we will respond to your regular access requests by providing you with a copy of the information concerning you in a standard digital format.

You also have the right to file a complaint regarding the processing or filing of your personal data by addressing an authority (e.g. the CNIL for France).

Recipients, transfers and retention period

When you directly transmit your personal data to us:

- your email address is intended for internal employees of our company (CHARGEMAP) and if necessary for the general services (administrative, accounting, legal) of our parent company (BRAKSON):
- your password is intended for our company but is not accessible in clear by its employees,
- your pseudonym will be publicly disseminated and will indirectly identify you on our network,
- your agreement to receive our mailing list is intended for internal employees of our company (CHARGEMAP), to our host, whose contact details are listed in our legal notices and if necessary for the general services (administrative, accounting, legal) of our parent company (BRAKSON).

When you use the authentication tools of Meta, Google or Apple companies to log in to your Chargemap account, you authorize them to transmit your personal data to us - with the exception of your password - as they appear on your accounts already created with these companies.

When you directly enter your credentials into our login form, none of the information you provide us will be transferred outside of the European Union.

If you use the authentication tools of Meta, Google or Apple to log in to your Chargemap account, you should contact these companies to check if they transfer your personal data outside of the European Union before it reaches us.

If you have transmitted your information exclusively through our login form, we may be able to keep it for a maximum of three years after your last activity on our network. At the end of this period, unless your agreement is renewed, your information will be deleted from our databases. If you have transmitted your information in multiple ways and/or multiple times, then this retention period may be extended accordingly.

Contact us

Our data protection officer can be contacted via: dpo@chargemap.com.

Help article assessment tool

Our feedback collection feature for our help articles is purely for statistical purposes and does not transmit any personally identifiable information about you.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 Strasbourg - France.

Activation form for Chargemap Pass badges

This form allows us to activate your Chargemap Pass badge in our system, to report it as functional to our partner operators and to proceed to the intermediate (and mandatory) archiving of your billing data.

The data categories processed in this framework are:

- user badge management data related to Chargemap Pass (badge number, timestamp)

The information requested by our login form is voluntary but conditions your acceptance of our terms of service. These are available from the internet address <https://en.chargemap.com/about/cgv>. Our archiving of your billing information is a legal requirement.

Providing the Chargemap Pass badge number requested by this activation form is not mandatory, but his lack of transmission or the transmission of an incorrect number will prevent us from activating your Chargemap Pass badge and, consequently, our company will be unable to provide you with the corresponding commercial services.

Badge activation is restricted to adults or emancipated persons due to its purpose which requires the legal capacity to enter into a contract.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 Strasbourg - France.

Your Rights

You have the right to access, and if applicable, restrict, rectify and delete data concerning you. You also have the right to object to the collection of data concerning you.

Pursuant to article 85 of Law No. 78-17 of 6 January 1978 "Informatique et Libertés", any natural person also has the right to define directives as to the fate of their personal data after their death.

You can exercise each of these rights by sending your request, accompanied by a copy of a valid identity document, to the address of our data controller mentioned above.

In accordance with your right to portability, we will respond to your regular access requests by providing you with a copy of the information concerning you in a standard digital format.

You also have the right to file a complaint regarding the processing or filing of your personal data by addressing an authority (e.g. the CNIL for France).

Recipients, transfers and retention period

The badge number you submit through this form is intended for:

- internal collaborators of our company (CHARGEMAP),
- our host, whose contact details are listed in our legal notices,
- our network operators partners to signal the operability of your badge.
- if necessary for the general services (administrative, accounting, legal) of our parent company (BRAKSON).

Your Chargemap Pass badge number transmitted via this activation form may be transferred outside the European Union, to our partner network operators who are not established in this territory. Its isolated transmission does not allow your direct identification.

We will keep your badge number for a maximum of three years after the termination of your contractual engagement with our company. At the end of this period, unless you renew your agreement, your information will be deleted from our active databases for intermediate archiving until the tenth year following the date of your subscription to our terms of service, in accordance with Article L123-22 of the French Code de Commerce to which our company is subject.

Contact us

Our data protection officer can be contacted via: dpo@chargemap.com.

Chargemap member profile management space

The completion of your Chargemap member profile data allows us to:

- manage your profile, your check-in statistics, your contributions and your contribution history, your comments, your photos, the characteristics of your registered vehicles, your identification and contact data, your support requests in our system,
- process your requests for account and data deletion,
- locate you in our ranking of the most active contributors in our community,
- fight against frauds likely to target our activities,
- send you (if you have activated this option) commercial information about our activities,
- inform our charging infrastructure partner operators of your observations, notes and opinions on their charging stations,
- send you (if you have activated this option) information and advice relating to the activity and news of our company,
- if you benefit from the paid services of our company; to proceed to the intermediate (and mandatory) archiving of your billing data,
- if you benefit from the *Employee Home Recharge* services set up as part of our *Chargemap Business* professional package; manage your reimbursements.

The data categories processed in this framework are:

- identification and correspondence data (user photo, name, first name, username, password, email address, gender, date of birth, postal address, phone number, website, presentation, and optionally, as part of our *Employee Home Recharge/Chargemap Business services* : your bank details)),
- data relating to your consent (registration/unsubscription to our mailing list and promotional announcements, account deletion, timestamp of registration/unsubscription/account deletion),
- data relating to your/your vehicle(s) (trademark, model),
- data relating to the management of your contributions (contribution history, ranking among contributors, geolocation, ownership of recharge points, personal appreciation of a recharge point, photograph(s) of recharge point and its immediate environment, timestamp of contribution).

The provision of data for your Chargemap member profile is voluntary and based on your consent. This consent is freely revocable. Our archiving of your billing data is a legal obligation.

Providing the information requested on your Chargemap member profile is not mandatory, however, the absence or inaccuracy of some of your data can lead to operational anomalies or even prevent the functioning of certain features of our platform and prevent us from providing you with some of our commercial services:

- the absence or inaccuracy of your identification and contact data can cause matching and billing problems,
- the absence or inaccuracy of your vehicle data can cause reliability problems with the information we provide to you, including through our support,
- the absence or inaccuracy of your subscription choices for our mailing list and commercial offers can generate unwanted mail or prevent you from receiving mail that you wanted to receive.

If you are under 16 years old, you must ensure that you have obtained the prior consent of your parents(or legal guardian) before providing us with your data.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 Strasbourg - France.

Your Rights

You have the right to access, and if applicable, restrict, rectify and delete data concerning you. You also have the right to object to the collection of data concerning you.

Pursuant to article 85 of Law No. 78-17 of 6 January 1978 "Informatique et Libertés", any natural person also has the right to define directives as to the fate of their personal data after their death. You can exercise each of these rights by sending your request, accompanied by a copy of a valid identity document, to the address of our data controller mentioned above.

In accordance with your right to portability, we will respond to your regular access requests by providing you with a copy of the information concerning you in a standard digital format.

You also have the right to file a complaint regarding the processing or filing of your personal data by addressing an authority (e.g. the CNIL for France).

Recipients, transfers and retention period

The information you provide on your Chargemap member profile is intended for :

- internal collaborators of our company (CHARGEMAP),
- for our host, whose contact details are listed in our legal notices,
- if necessary, for the general services (administrative, accounting, legal) of our parent company (BRAKSON),
- our infrastructure partner operators (to whom we will only give access to your ratings and public comments on their charging stations),
- your data may be consulted by our telephone support provider (ArcEurope) if you request it as part of our Chargemap Pass paid services,
- and optionally, as part of our *Employee Home Recharge/Chargemap Business services*: the banking organisations responsible for processing your reimbursements.

None of the information transmitted through this form will be transferred outside the European Union. However, we remind you that your public information (pseudonym, user photo, Check-in volume, etc.) is intended to be publicly distributed on the internet, potentially to a worldwide audience.

We may retain your Chargemap member profile information for up to three years from the date of your last activity in our network. At the end of this period, unless your consent is renewed, your information will be deleted from our databases.

If you have provided us with your information in multiple ways and/or on multiple occasions, then this retention period may be extended accordingly.

Finally, if you use our company's paid services, your billing data will also be subject to intermediate archiving until the tenth year following your purchase/subscription date, in accordance with article L123-22 of the French Code de Commerce to which our company is subject.

Contact us

Our data protection officer can be contacted via: dpo@chargemap.com.

Badges order form

This form allows us to formalize your subscription to our commercial services, to manage your payment, your billing, the shipment of your (s) Chargemap Pass badge (s) and to proceed to the intermediate (and mandatory) archiving of your billing data.

The data categories processed in this framework are:

- identification and correspondence data (name, first name, email address, postal address, phone number, corporate name of the parent body [professionals and associations]),
- data relating to your consent (Chargemap Pass badge order, order timestamp)

The data requested in our ChargePass badge order form is voluntary but conditions your acceptance of our terms of service which are available at <https://en.chargemap.com/about/cgv>. Our archiving of your billing data is a legal obligation.

Providing the information requested on our Chargemap Pass badge(s) ordering form is not mandatory,

however,

- their absence will prevent your subscription to our commercial services from being properly formalized,
- their inaccuracy will generate payment, delivery and billing anomalies of our services.

The badge order is reserved for adults or emancipated persons due to its purpose which requires the legal capacity to enter into a contract.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 Strasbourg - France.

Your Rights

You have the right to access, and if applicable, restrict, rectify and delete data concerning you. You also have the right to object to the collection of data concerning you.

Pursuant to article 85 of Law No. 78-17 of 6 January 1978 "Informatique et Libertés", any natural person also has the right to define directives as to the fate of their personal data after their death.

You can exercise each of these rights by sending your request, accompanied by a copy of a valid identity document, to the address of our data controller mentioned above.

The data transmitted when registering your payment method is neither known nor stored by CHARGEMAP, but will be by our secure payments service provider (STRIPE); if necessary, it is the latter that you should contact to exercise your rights relating to your identification data used for your payments.

In accordance with your right to portability, we will respond to your regular access requests by providing you with a copy of the information concerning you in a standard digital format.

You also have the right to file a complaint regarding the processing or filing of your personal data by addressing an authority (e.g. the CNIL for France).

Recipients, transfers and retention period

The information you provide on our Chargemap Pass badge order form is intended for :

- internal collaborators of our company (CHARGEMAP),
- our host, whose contact details are listed in our legal notices
- if necessary, the general services (administrative, accounting, legal) of our parent company (BRAKSON).

None of the information transmitted via this form will be transferred outside the European Union.

We will be likely to keep the information you provide us through our Chargemap Pass badge order form for a maximum of three years after your last visit to our network. At the end of this period, unless you renew your agreement, your billing data will also be subject to intermediate archiving up to the tenth year after your purchase/subscription date, in accordance with article L123-22 of the French Commercial Code to which our company is subject.

Contact us

Our data protection officer can be contacted via: dpo@chargemap.com.

Account deletion feature

This feature of your Chargemap profile allows you to request the deletion of your account and personal data, and - if you benefit from the paid services of our company - to proceed with the intermediate (and mandatory) archiving of your billing data.

The data categories processed in this framework are:

- data related to your consent (account deletion and timestamp of account deletion request)

The deletion of your Chargemap account and the data of your Chargemap member profile is free and based on your consent. The deletion of your data is definitive subject to your billing data which will be subject to a intermediate archiving measure insofar as it is a legal obligation.

Your consent is of course a mandatory prerequisite for any deletion of your account and data.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 Strasbourg - France.

Your Rights

You have the right to access, and if applicable, restrict, rectify and delete data concerning you. You also have the right to object to the collection of data concerning you.

Pursuant to article 85 of Law No. 78-17 of 6 January 1978 "Informatique et Libertés", any natural person also has the right to define directives as to the fate of their personal data after their death.

You can exercise each of these rights by sending your request, accompanied by a copy of a valid identity document, to the address of our data controller mentioned above.

In accordance with your right to portability, we will respond to your regular access requests by providing you with a copy of the information concerning you in a standard digital format.

You also have the right to file a complaint regarding the processing or filing of your personal data by addressing an authority (e.g. the CNIL for France).

Recipients, transfers and retention period

The information related to your account deletion request is intended for :

- internal employees of our company (CHARGEMAP),
- our host, whose contact details are listed in our legal notices
- if necessary, the general services (administrative, accounting, legal) of our parent company (BRAKSON).

The information related to your request for account deletion will not be transferred outside the European Union.

We will be likely to keep the information related to your request for account deletion for a maximum of three years after your last visit to our network. At the end of this period, unless you renew your agreement, your billing data will also be subject to intermediate archiving up to the tenth year after your purchase/subscription date, in accordance with article L123-22 of the French Commercial Code to which our company is subject.

Contact us

Our data protection officer can be contacted via: dpo@chargemap.com.

Chargemap Pass badge use

We link your badge number to your user account. Then, when you use your Chargemap Pass badge to recharge your vehicle at a charging station managed by one of our partner network operators, we transmit this number to them to authenticate you and authorize you to use the station. Your data may also be communicated to the owners of the Chargemap-compatible charging stations you use, for information, statistical and corrective purposes. Finally, once your charging session has been processed and invoiced we proceed to the intermediate (and mandatory) archiving of your billing data.

The categories of data processed in this context are :

- data relating to the management of Chargemap Pass user badges (badge number, time stamp)
- data relating to the terminal used and its use (location, charging session characteristics)
- technical data (electrical charging characteristics)
- data relating to your user account (surname, first name, e-mail address, bank details entered, note and comment given to a charging session, pseudonym and vehicle reference if you have authorized them to be made public, etc.).

Use of the badge is free, but subject to your acceptance of our general terms and conditions of service, which can be accessed at <https://chargemap.com/about/cgv>.

Archiving your billing data is a legal obligation.

Except for professional users or Chargemap Business offers, use of the Chargemap Pass badge is strictly personal and reserved for adults.

The data controller is CHARGEMAP, 7 Allée Cérès 67200 STRASBOURG - France.

Your rights

You have the right to access, restrict and, if necessary, rectify or delete data concerning you. Unless prevented by law, you may also object to the processing of data concerning you, but this choice may partially or completely prevent the provision of our services or impair their quality. In this case, please contact us so that we can inform you of the foreseeable consequences.

Pursuant to article 85 of Law No. 78-17 of 6 January 1978 "Informatique et Libertés", any natural person also has the right to define directives as to the fate of their personal data after their death.

You can exercise each of these rights by sending your request, accompanied by a copy of a valid identity document, to the address of our data controller mentioned above.

In accordance with your right to portability, we will respond to your regular access requests by providing you with a copy of the information concerning you in a standard digital format.

You also have the right to file a complaint regarding the processing or filing of your personal data by addressing an authority (e.g. the CNIL for France).

Recipient, transfers and retention period

The use of your badge implies the processing of your personal data by :

- our company's internal employees (CHARGEMAP),
- our host, whose contact details are given in our legal notice,
- the owners of the Chargemap-compatible charging stations you use,
- your data may be consulted by our telephone support provider (ArcEurope) if you request it as part of our Chargemap Pass paid services,
- if necessary our parent company's (BRAKSON) general services (administrative, accounting, legal),

finally, our partner network operators only receive your Chargemap Pass number. This is transmitted only to the operator whose terminal you are using, at the time your charge is initiated. All data collected and processed at our request by our partner operators remains anonymous to them.

If you use the Chargemap Pass at a terminal of one of our partner operators located outside the European Union, data concerning you will be processed in the territory concerned by that operator. The data in question will not allow your direct identification.

We will keep your badge number for a maximum of three years after termination of your contractual relationship with our company. At the end of this period, unless your agreement is renewed, your information will be deleted from our active databases, with the exception of your billing data, which will be archived until the tenth year following the date of your subscription to our general terms of service, in accordance with article L123-22 of the French Code de Commerce, to which our company is subject.

Contact us

Our data protection officer can be contacted via: dpo@chargemap.com.