

Privacy Policy (EN)

Product: SlimLaden!

Please review our "Privacy Policy" and your choices regarding how information is used. This notice is intended to provide a transparent understanding of the use of information, in an easy-to-read, understandable form that is easy to navigate. Please refer to each section to understand how we collect, use, share and protect your information.

We collect three types of information relating to you and your use of our products and services:

- (1) Information from or about you or your Edge devices
- (2) Information from or about your vehicle: battery capacity and battery status
- (3) Information from or about your energy consumption: electricity, power and possible energy feed-in

Depending on the products and services you request, own or use, not all of these types of information may apply.

1. From or about you or your Edge devices

We may collect information from or about you (such as your name, address, telephone number, email, payment information) or your devices in a variety of ways, including:

- **Through our Mobile App:** we may collect information from you through our mobile application ("app") such as energy usage and location. Location is only used if you wish to share a charge point with others and want them to know where the charge point is located.
- **From other sources:** we may receive information about you from other sources such as public databases, joint marketing partners, authorised installers or service centres and social media platforms.
- **Edge registration:** customers who purchase Edge products are registered by us for operational and service purposes. We may collect and process the following types of information you have provided to us for your Edge account: your customer registration information; the status of your order; warranty and other

documentation for your Edge products; and general information about your Edge products. You may access that information from or about you upon request.

- **By device:** certain critical information is collected by Edge as a manufacturer. This includes the model of your device, serial number and version, and the name and version of the Mobile App (such as the EV-HUB App) you are using. We use this information to ensure that the Mobile App is working properly.

We will retain the information we collect from or about you, our products and our services for as long as necessary to fulfil the purposes set out in this Notice, unless a longer retention period is required or permitted by law. When the information is no longer needed for these purposes, we will delete it or keep it in a form that does not identify you. In determining this retention period, we will consider various criteria, such as the type of products and services you request or provide, the nature of our relationship with you, the impact on our service to you if we remove certain information from or about you, and the retention periods required by law.

We also collect information in a form which in itself does not allow direct association with any particular person. We may collect, use, transfer and disclose information that is not personally identifiable for any purpose. If we combine non-personally identifiable information with your personal information, the combined information will be treated as personal information for as long as it is combined.

2. Information from or about your vehicle: battery capacity and battery status

We can collect a limited amount of data on the charging process or the charging status of your electric vehicle (if you have given us access). Examples of information that may be collected include information about charging your battery and the use of the charging station, for example, to analyse how long and efficiently the battery has been charged or participation in government clean energy programmes.

- **on your energy consumption (electricity/ power):** We may collect a variety of information from and about your energy products or your home, from you, through an authorised fitter, when one of our energy consultants visits your home, from your electricity company, or from the products installed (either directly or via connected equipment, such as a changeover switch), including:
- **Information on energy installation:** We may collect information about your home, such as the configuration of your electrical system and the capacity of the connection.
- **Data on energy installation performance:** In order to offer and improve our products and services, we may collect information about where your product is

installed and how it is configured, data related to the use and performance of the product (e.g. useful energy capacity, rated power, battery efficiency and other energy logs) data related to your energy consumption, solar panel yield and other data relevant to problem diagnosis.

- **Refuse sharing of data:** If you no longer want us to collect performance or other data from your Edge product, please contact us as indicated in the "Contact Us" section below. Please note that if you opt-out of collecting performance information from your Edge product, we will not be able to notify you in real time of any problems with the product and service. This may result in reduced functionality of products, as well as damage to unusability. It may also disable many functions of the products, including periodic software and firmware updates.

3. Sharing of information

In particular, your information will be used for the use of the Mobile App and may be shared with other companies for service and disruption processes. If there is important information about the Mobile App or the hardware provided, such as security information or updates, information may be shared with the companies and parties who sold you the hardware. We may then share information such as a serial number with them so that they can assess whether the information is relevant to you. So we will only share the information with companies and parties who have helped to provide the service to you or help to resolve a fault, such as a vendor, installer or energy co-operative.

We may use the information we collect to:

- (1) Communicate with you
- (2) Provide our products and services
- (3) Improve and expand the development of our products and services

This includes contacting you (or other necessary parties) to provide you with important safety-related information, to notify first responders in the event of an accident with your vehicle, to present customised products and offers to you, or to respond to your enquiries and meet your requests for product information, newsletters or other events.

We may share information with:

- (1) Our service providers and business partners when necessary to provide services on our behalf or on your behalf

- (2) Third parties if authorised by you
- (3) Other third parties where required by law

Some examples of when we may share your information are payment processing, order processing, product installation, customer service, marketing, financing, maintenance or repair and other similar services.

Copyright

All rights reserved. The text, images, graphics, animation files, video files are all subject to copyright and other intellectual property protection. It is not permitted to copy these objects for commercial use or distribution. It is also not permitted to modify these objects or place them elsewhere.

Contact

We are happy to receive questions, requests and comments about this privacy statement. You can address them via jeroen@edge-cs.com or by post to:

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