



HIVE OFFER: £20 ZAPMAP CHARGING CREDIT

February 2026

TERMS AND CONDITIONS

Please read this document carefully as it sets out the terms of our £20 Zapmap charging credit offer for new Hive EV charging customers who commission a Hive charger. These terms are supplementary to our Hive EV Charger Terms and Conditions provided to you when you purchase a Hive EV charger.

Words in bold

Some of the words and phrases we have used in these terms have a particular meaning. We have highlighted these words in bold and explained what they mean below.

Definitions

Any definitions included in the Hive EV Charger Terms and Conditions shall also apply to these terms.

By **we**, **us**, or **our**, we mean Centrica Hive Limited, registered address Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD, and company number 03033654, the provider of the Hive EV Charger and related services.

Commission and **commissioning** means connecting a newly installed Hive EV charger to the Hive App for the first time. **Hive Charging Card** means the card that will enable you to top up credit and can be used at **Zap-Pay** approved public charge points listed in the **Zapmap** app.

Zapmap means the EV charging app that enables EV drivers to find, plan, and pay for public EV charging, operated by **Zapmap**, registered address 33 Colston Avenue, Bristol, England, BS1 4UA, and company number 05960749.

Zap-Pay means Zapmap's integrated payment system for charging across multiple networks.

1. Offer

1.1 This offer entitles eligible customers (as defined below) to receive a £20 **Zapmap** charging credit to use at **Zap-Pay** enabled public EV chargers (**Offer**).

1.2 The **Offer** is available between 13th March 2025 and 30th September 2026.

1.3 After **commissioning** your Hive EV Charger, you will receive a £20 voucher code via email within fourteen (14) calendar days. The voucher can be activated within the **ZapMap** app.

1.4 The **Offer** is limited to one per person and cannot be exchanged for cash. Any charging credit provided to you as part of the Offer must be used by 31st December 2026.

2. Eligibility

2.1 To be eligible for the **Offer**, you must satisfy all the following conditions:

2.1.1 You must be a new Hive EV Charger customer who **commissions** the charger between 13th March 2025 and 30th September 2026.

2.1.2 You must download the **Zapmap** app to activate and use the £20 credit.

2.2 You are not eligible for the **Offer** if you **commissioned** your charger before 13th March 2025.

3. General Terms

3.1 We reserve the right to amend or withdraw this **Offer** at any time without notice.

3.2 The £20 **Zapmap** credit is provided for use on **Zap-Pay** approved public charge points and is subject to Zapmap's terms and conditions.

3.3 These terms do not affect any other rights you may have under warranty or your statutory rights under the Consumer Rights Act 2015 (as amended) and any laws that replace it.

3.4 By purchasing a Hive EV Charger and **commissioning** it in accordance with these terms, you acknowledge and agree to these Terms and Conditions.

3.5 These terms are effective from 13th March 2025.

4. Data Sharing and Communications

4.1 To administer the £20 **Zapmap** charging credit and enable you to redeem your credit within the **Zapmap** app, **we** will securely share limited personal data with **Zapmap**. This may include your name, email address, voucher details, and the minimum information required to validate eligibility for the **Offer**.

4.2 **Zapmap** will use this data solely for the purposes of issuing, managing, and supporting your charging credit, and for sending any communications required to fulfil this **Offer**.

4.3 All customer communications relating to voucher activation, redemption, or support for **Zap-Pay** usage will be issued **directly by Zapmap**. These communications will be governed by **Zapmap's** own terms and privacy policy.

4.4 **We** will only share the minimum data necessary to deliver this **Offer** and will do so in accordance with **our** Privacy Notice and all applicable data protection laws. For more information on how **we** process your data, please refer to hivehome.com/privacy and britishgas.co.uk/privacy.

We care about privacy and **we** protect your personal data. Please read our Privacy Notices, to understand how **we** collect and use your personal data and your data protection rights. Our Privacy Notices do not form part of the contract between you and **us**. You can find the Privacy Notice for British Gas at

britishgas.co.uk/privacy and the Hive privacy policy at hivehome.com/privacy.

You can contact Centrica's data protection officer by writing to The Data Protection Officer, Centrica Plc, Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. You can also contact our data protection officer at privacy@centrica.com.