

# Privacy Policy and Cookie Statement

Version Dec. 2018

The New Motion B.V., hereinafter “NewMotion”, takes the protection of your privacy very seriously. We therefore treat your personal data in confidence and with the utmost care.

This Privacy Policy applies to all personal data collected and used by NewMotion. The data in question is customer data as provided by you but also for example data on visits to our website, sign-ups for our newsletters and participation in campaigns or promotions or data regarding charging sessions and charge points

NewMotion will only use your data if you give your consent or if NewMotion needs your data to deliver (or has delivered) products or services to you. NewMotion will not sell your personal data to third parties. NewMotion will only make the data available to third parties involved in the performance of the contract between NewMotion and you. If and when NewMotion processes your data in any other way this will be subject to your (express) consent.

## **Our contact details are:**

The New Motion B.V.  
Rigakade 20  
1013 BC Amsterdam  
The Netherlands

Our customer support team is available for you 24 / 7: +442038681036  
[customerservice@newmotion.com](mailto:customerservice@newmotion.com)

NewMotion’s privacy officer is part of the Shell Group Chief Privacy Officer Office at Shell International B.V. If you have any personal data related questions, please send an email to [customerservice@newmotion.com](mailto:customerservice@newmotion.com) with subject “privacy officer”.

## **1. NewMotion collects the following personal data to provide you with the following products and services:**

We here provide you with more detailed information about the use of your personal data. Please note that several descriptions can be applicable at the same time. For example, if you register a charge card with us (either on [my.newmotion.com](http://my.newmotion.com), or in the app) and you also use our application for mobile devices (the “app”) then the collection and use of data described at both specific bullets hereunder apply and might be combined in our databases.



- 1.1 If you register a charge card with us, the details provided by you, such as your name, email address, card number, home address and payment details including bank account details or credit card details, are collected by NewMotion and only used for the billing of consumption, the performance of our service and to keep you informed of directly related developments.
- 1.2 In case the charge card is provided to you by third party (such as a lease company, a fuel card provider or your employer) and/or a party which pays the invoices based on an agreement between you and that party, NewMotion shall forward your card number and user information on your charging sessions to such party(ies) in order for settling payment with respect to the charging sessions. On request of such party, NewMotion can forward your data to such parties. Your personal data includes the data provided by you after registration of the charge card by means of your card number, the usage of the charge card, such as location of use, quantity of consumption and period of consumption. In some instances, those parties may use this information for analytical purposes in order to evaluate their products and services but also for management purposes which might affect you. Please refer to the privacy statement of those third parties in case you require further information how they handle your personal data. You are not obliged to provide us with all information requested for. Only the information marked (\*) is required in order to provide you with the adequate services.
- 1.3 In case you use the Group Charge App, which app is developed by NewMotion and Social Charging, NewMotion can share your personal data to your employer for analytical and management purposes which might affect you. Your personal data includes card number, the usage of the charge card, such as location of use, quantity of consumption and period of consumption.
- 1.4 If you register a charge point with us, the details provided by you, such as your name, email address, address and details on where the charge point will be or is installed and payment details including bank account details, are collected by NewMotion and used for settling payment with respect to the use of your charge point, the performance of our service and to keep you informed of directly related developments. You are not obliged to provide us with all information requested for. Only information marked (\*) is required in order to provide you with adequate services. Your data will only be shared with you and/or the party paying for (the use of) the charge point or another third party based on an agreement between you and that third party.
- 1.5 If you use one of our charge points, your personal data related to this use is collected by us, such as your charge card number, the company issued your charge card, details of the location, of the period of use and of the consumption of electricity during the charging session. If you are not using a NewMotion charge card, we do not have nor store your name. NewMotion uses the data to settle payment for the use of the charge point by you. In order to do so NewMotion shares your data only with you and/or the party paying the invoice or any third party based on an agreement between you and that third party.
- 1.6 If you buy one of our charge points, the details provided by you, such as your name, home address, email address, phone number and payment details including bank account or credit card details, are collected by NewMotion and only used for the billing, installation of the charge point bought by you, for the performance of our services and to keep you informed of directly related developments. You are not obliged to provide us with all information requested for. Only the information marked (\*) is required to provide you with adequate services. We share your data with transportation, installation and maintenance service companies to have your charge point installed and maintained at the location you indicated to us. This transfer is secured by us in a processor agreement.



- 1.7** If you use our applications for mobile devices (the “NewMotion app” and/ or the Corporate Charging app), NewMotion collects after your consent data on your location to make it possible for you to use the navigation option, to receive notifications on the charging, or to enable you to notify us about broken charge points. You can easily switch the location functionality off in our app if you want to withdraw your consent. Besides this your mobile device will automatically share certain data with NewMotion as the device interacts with the app.
- 1.8** If you use our website [www.newmotion.com](http://www.newmotion.com), data is automatically collected by the technology platforms providing the experience. For example, your web browser or mobile device may share certain data with NewMotion as those devices interact with our website. This data includes device ID, network access, storage information and battery information, cookies, ip- addresses, referrer headers, data identifying your web browser and version and web beacons and tags.
- 1.9** If you are a lease car driver, NewMotion has to collect your data in order to deliver and install a charge point for you and in order to provide you with a charge card or a combined charge card (in case of combined fuel/electric card). NewMotion also uses your data to reimburse you for energy costs related to charging at home, to provide you with an overview of your consumption and of the use of your charge point to the lease company and/or your employer.
- 1.10** NewMotion can forward your user data and/or personal data to partners of your lease company and/or employer (such as parties mentioned on a co-branded charge card) only on their request, in order for them to share this data with your lease company and/or employer for analytical and management purposes which might affect you.
- 1.11** NewMotion can use your charging data to advise on optimising charging behaviour with a view to battery preservation or lower charging fees including load balancing in case you opted in for this service. NewMotion can also use the charge card data to advise you on the type of subscription appropriate to your use.
- 1.12** We use your data to inform you electronically (by email and text message, for example) about NewMotion special offers and campaigns and about new relevant products from our partners until you unsubscribe.
- 1.13** When you sign up for our newsletter, a brochure or a study we store your name, address and email address and you receive the newsletter, brochure or study and information about any campaigns and/or promotions from us by email and/or we might contact you for offers or promotions.
- 1.14** If you respond to a campaign or competition, we ask for your details. We use these details to run the campaign, to announce the prize-winner(s) and to gauge the response to our marketing activities and, with your consent, to keep you up to date electronically (email, text message, etc.) about other campaigns and offers.
- 1.15** 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 to communicate with you regarding that vacancy. We also use third party (software) providers for the processing of responses to our vacancies on our website.
- 1.16** NewMotion manages the data on charging activity in our own network and in third party networks, by charge point and by charge card. This data is used for the settlement of consumption. NewMotion also uses this data for market analysis and information purposes, with a view to improving our services and analysing the need in relation to the network. The information collected in this way cannot be traced back to personal data.



## 2. Legal basis of processing

The abovementioned data will be processed by NewMotion using per data processing one of the following legal basis:

- Your consent, and if needed your explicit consent, or
- To fulfill our obligations under the contract with you or in order to take steps at your request prior to entering into a contract, or
- To comply with a legal obligation NewMotion is subject to, or
- A legitimate interest of NewMotion or a third party, which is not overridden by your interest or fundamental rights and freedoms which requires protection of your personal data.

## 3. NewMotion does not sell your data

NewMotion will not sell or otherwise provide your personal data to third parties and will only make it available to third parties involved in the performance of the service agreed with you. Our employees and third parties brought in by us are obliged to respect the confidentiality of your data.

## 4. Partners

NewMotion uses partners to manage and store its data. These partners may be located in the EU, but also outside the EU. NewMotion chooses partners that offer an adequate level of personal data protection, either through compliance with the US-EU Privacy Shield Framework, Binding Corporate Rules or entering into Standard Contractual Clauses as accepted by the European Commission or through comparable rules. NewMotion enters into processor agreements with all its partners if needed.

## 5. Data retention

NewMotion retains your personal data for as long as your subscription continues or for as long as is necessary to deliver our services. If you decide to stop using our services, we will delete your personal data at your request. Remember that a copy of this data may be stored in backups.

## 6. Security

The security of your data is also important. Where you key in your bank details to make direct debiting possible for your subscription, we will ensure that the information is sent encrypted via SSL (Secure Socket Layer). Remember, however, that no security is 100% safe and that NewMotion is unable therefore to guarantee this security. We have taken organizational measures and technical measures within our organization to secure the use of your data.

## 7. Credit Card details

When you enter your credit card details, please be informed that a third-party payment provider will process your payment. NewMotion will only store the last four digits of your credit card number, the expiry data and the security code.

## 8. Changes to our Privacy Policy

This Privacy Policy may need updating as a result of changes in the applicable laws or as a result of changes in the business or services. So therefore, we advise you to read this Privacy Policy on a regular basis to remain up to date. If NewMotion makes changes that materially alter your privacy rights, NewMotion will provide additional notice, such as via email or through the services.



## 9. Your rights with respect to your personal data

You have the right to withdraw your consent with respect to our use of your personal data. You also have the right to access your data and to modification or deletion in the event your data as stored by us are incorrect or otherwise unlawful. Next thereto you have the right to request us to provide you or another party with your data in a machine readable and interoperable format.

To modify your subscriptions or to opt-out of receiving our communication, please modify your preferences in the settings of the app of your account. You can also contact us to exercise your rights of access, modification, deletion and portability of your data.

If you have any questions about the Privacy Policy of NewMotion, please contact us through our website or contact details mentioned above. If you do have complaints about our use of your data, which we have not solved for you in an adequate manner, you can file a complaint at the applicable authority.

## Cookies

NewMotion uses cookies to recognise you on a subsequent visit to the website. Cookies are pieces of information stored on your computer by your browser. Cookies enable us to collect information about the use of our services and to improve them and to adapt them to your wishes. Our cookies provide information with regard to personal identification. You can set your browser so that you do not receive any cookies.

Using cookies NewMotion can for instance ensure that you do not keep receiving or having to enter the same information on a visit to our site. This makes the use of our website easier for you. Cookies also allow us to see how the website is used and how therefore we can improve it further.

### Types of cookies

Cookies that NewMotion uses can be divided into three types:

1. Functional and necessary cookies - Some cookies are indispensable if our website is to work properly. We use these cookies to retain your preferences. They include cookies that are used to keep recognising you once you have registered. In this way you do not have to type in your username and/or password every time you visit and we can be certain that you are entitled to view and modify closed parts of our website, such as your subscription details.
2. Social media and external cookies - When you are logged in on social media websites (Facebook, Google+, etc.) and have given consent via NewMotion website for this category of cookies, you can use additional functionalities. They include the easy sharing of information via Facebook Like, Google+, Twitter, etc. For the cookies that the social media parties place and the possible data that they collect with them, see the statements that these parties give about them. Remember that these statements can change on a regular basis. NewMotion has no influence over them.
3. Optimisation and relevance of cookies - We also use cookies to collect information. This information allows us to see which pages are visited most, which pages are effective and which pages produce error messages. We use this information to optimise the ease of use of the website.

**Further information about Google Analytics and Google AdWords Google Analytics:** This function allows us to view information about the use of our websites, including the viewing of pages, the source of the visit and the time spent on our websites. The information is anonymised and presented in statistical form, so that it cannot be traced back to the user. With Google Analytics we can see what content is popular on our websites, so that we are better able to provide users with useful information.



**Google AdWords (incl. DoubleClick):** This function is used to advertise on third-party websites (including Google) aimed at visitors to our websites. This helps us to offer our products to visitors to our websites on a more focused basis. Blocking cookies Cookies can of course also be blocked. Most Internet browsers can be set so that cookies are not accepted or so that you are notified when you receive a cookie. The way in which you can do this depends on the browser you use. You must remember that certain parts of the website may not work or may not work properly if you block cookies and in certain cases access to the website is impossible without them.

You can choose not to allow Google cookies (opt-out) by visiting the Google Ads page:

[www.google.com/settings/ads](http://www.google.com/settings/ads)

You can choose not to allow third-party cookies (opt-out) by visiting the Network Advertising Initiative page: <http://www.networkadvertising.org/choices/>

You can choose not to allow DoubleClick cookies (opt-out) by visiting the Google Ads page:

[www.google.com/settings/ads](http://www.google.com/settings/ads) Deleting cookies afterwards

You can choose to delete the cookies from your computer after visiting

[www.newmotion.com](http://www.newmotion.com).

### **Google Display Advertising**

Additionally, NewMotion Google Analytics code that allows for certain forms of display advertising and other advanced features. Subject to change, the Google Display Advertising features NewMotion currently uses are Remarketing, Google Display Network Impression Reporting, and Google Analytics Demographics and Interest Reporting.

These features are used to advertise online; to allow third-party vendors, including Google, to show you advertising across the Internet; to allow NewMotion and third-party vendors, including Google, to use first-party cookies (such as the Google Analytics cookie) and third-party cookies together to inform, optimize, and serve ads based on your past visits to the Website and to report how ad impressions, uses of ad services, and interactions with these ad impressions and ad services are related to visits to the Website. Data from Google's interest-based advertising or third-party audience data (such as age, gender, and interests) is also combined with Google Analytics to better understand the needs of NewMotion users and to improve the Services.

- This Privacy Policy was last amended in Dec 2018 -

