

EZ-Charge LTD Privacy Policy

Welcome to EZ-Charge's privacy policy. EZ-Charge respects their customer's privacy and is committed to protecting personal data. This policy will inform you as to how we collect your data and store it securely when you visit our website or use our app. This policy will inform you of your privacy rights and how the law protects you.

EZ-Charge Limited is responsible for your personal data (collectively referred to as "EZ-Charge", "we", "us" or "our" in this privacy policy).

Purpose of this privacy policy

This privacy policy aims to give information on how EZ-Charge collects and processes personal data through our website www.ez-charge.co.uk and our app available through the app store and google play store.

This privacy policy should be read together with any other policies we have released or may release in the future regarding collecting and/or processing personal data. This policy supplements any other policies and does not intend to override them. This policy is intended for persons of legal driving age as the service we provide requires a vehicle. We do not knowingly collect data about children.

Our contact details

Name: EZ-Charge

Address: Capps House, Telford Road, Bicester, OX26 4LB

E-mail: info@ez-charge.co.uk

Please contact us if you have any questions regarding this policy.

Changes to our privacy policy and your duty to inform us of changes to your personal data

We regularly review our policies. This version was updated: 25/02/2021.

It is important any personal data we hold about you is accurate. Please inform us of any changes that occur during the period you are using our products/services.

The type of personal information we collect

We currently collect and process the following information:

- Name
- Home and/or billing address
- Email address
- Phone number
- Financial data - bank account and payment card details
- Transactional data - details of payments to and from you as a result of using/purchasing our products and services
- Technical Data - internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website
- Profile Data - your username and password, purchases made by you, your preferences, feedback and survey responses
- Usage data – how you use our website, app and other services
- Communications data – preferences in receiving communications from us regarding our products/services
- We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

How we get the personal information and why we have it

Personal information we process is provided to us directly by you by the following means:

- Use of our app or website and its features/benefits by creating an account
- Downloading our app
- Subscribing and/or purchasing a product or service from us
- Request marketing information from us
- Enter a competition, promotion or survey
- Give us feedback or contact us.

Technical data about your equipment, browsing actions and patterns is provided to us as you interact with our website. Please see our cookies policy for more information.

We will receive personal data about you from various third parties and public sources as set out below:

- Technical data from analytics and search information providers
- Contact, financial and transactional data from providers of technical and payment services
- Identity and contact data from publicly available sources such as DVLA.

How we use your personal data

We will only use your personal data when the law allows us to in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where necessary for our legitimate interests and your rights are not infringed upon
- Where we must comply with a legal obligation.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting: info@ez-charge.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a legitimate interest.

Marketing

You will receive marketing communications from us if you have requested it or if you have purchased services from us and not opted out of receiving marketing information when given the option.

We will be sure to get your opt-in consent before sharing any personal data with any third party marketing services.

You can ask us or third parties to stop sending you marketing messages at any time by following opt-out links on our correspondence or by emailing info@ez-charge.co.uk.

We may share your personal data with the parties set out below under the lawful bases of the GDPR:

- Service providers that we use for certain aspects of our operations such as payment services and website/app hosting services.
- Other members (current and future) of the same group of companies (which means a parent company, a subsidiary, joint venture or other company that controls, is controlled by or is under common control with EZ-Charge).
- Third party partners such as advertisers, associates, and other potential business partners.
- Professional advisers including legal services, bankers, auditors and insurers who provide services to EZ-Charge.
- HM Revenue and Customs, regulators and other authorities based in the UK.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for the purpose given in our instructions.

How we store your personal information

Your information is stored with appropriate security measures to prevent any personal data from being lost, used or accessed in an unauthorised way. We limit access to your personal data to those employees, agents, contractors or third parties who have a business need to know. These parties will only process data on our instructions and are subject to a duty of confidentiality.

We will only store your personal data for the period of time necessary to fulfil the purposes it was collected for, including legal, tax accounting or contract requirements. It is a legal requirement for us to keep basic personal data (contact, financial, transactional and identity) for 6 years after you cease being a customer for tax purposes.

We may make your data anonymous so that there is no way to connect it with your identity for research and analytical purposes. In this case we may use your data indefinitely without further notice from you.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data

Please contact us at info@ez-charge.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at: info@ez-charge.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>