

## Privacy Notice

Version 1.0  
May 23, 2018

### Introduction

In order to make use of Allego's charging stations and certain features of the [www.allego.eu](http://www.allego.eu) website, we may have to process your personal information. We take our responsibilities towards processing personal information very seriously. This privacy notice describes Allego's practices regarding the collection and use of your personal information. It also sets forth your privacy rights. Information privacy is an ongoing responsibility, and so we will from time to time update this Privacy Notice as we undertake new practices with regard to processing personal data or adopt new privacy policies.

### Data Protection Officer

Allego is headquartered in Arnhem, the Netherlands. Allego has appointed a data protection officer for you to contact if you have any questions or concerns about Allego's personal data policies or practices. Allego's data protection officer's contact information is as follows:

Allego B.V.  
Attn: Data Protection Officer  
Industriepark Kleefse Waard  
Westervoortsedijk 73  
6827 AV Arnhem  
The Netherlands  
[dpo@allego.eu](mailto:dpo@allego.eu)  
+31 (0)88-7500300

## 1. How we collect and use (process) your personal information

Allego and its contracted third parties collect personal information from its users. In chapter 2 of this privacy notice there is an outline of the categories of personal information. This information is limited to the kinds of information that must be used to use the services that Allego offers. This information can include, initials, last name, email address, telephone number, Facebook account name, Google+ account name, charge token (i.e. card, key tag), bank account number and credit card number. We use this information to provide you with our services, ranging from charging services to receiving newsletters. We do not share or sell personal information to anyone and only share it with third parties we have contracted to facilitate the delivery of our services.

## 2. The types of Personal Information you give to us.

### 2.1 Charging your vehicle

Allego needs to process your personal information for the purpose of carrying out its contractual obligations with your service provider. By using Allego's charging stations, your personal information will be processed. The personal information that is being processed by Allego to carry out a charging session is your contract identification number (also known as an EVCO ID or charge token). This contract ID is issued by your service provider. The processing of your contract ID is necessary for carrying out the charging session of your vehicle and billing processes by your service provider. Your contract ID is stored by Allego for as long that is it permits Allego to carry out the contract between

Allego and your service provider and as long as processing is necessary for Allego to meet its legal / fiscal obligations. We also use data of the charging sessions other than the contract ID (for example: contract ID, time, duration, location of the charging session) to further improve our services.

Allego and your service provider have a shared responsibility and a legal obligation, to process personal data in accordance with the law. As such, Allego takes measures to ensure that details with regard to your charging sessions is not, in any way whatsoever, either directly or indirectly, disclosed to third parties (other than those contracted by Allego). As such, Allego and your service provider share responsibilities with regard to the processing of your personal information. Please contact your service provider if you have any questions about how your service provider processes your personal information.

## 2.2 Application of a charging station.

In order to apply for a charging station in a municipality we must process your personal information. Personal information we process, includes your name, address, email and phone number. The processing of your personal information is necessary for the approval process of your municipality for the installation of a charging station. Personal information that is used for the approval and installation of a charging station in your municipality will not be used for any other purpose. Allego will keep a record of your application in order to contact you in the case of technical matters, for example service interruptions. If you wish to not to be contacted for this purpose, we will erase your personal information two months after the charging station has been taken into operation.

We also share your personal information with the municipality in which you live. Allego and the particular municipality share, under prevailing regulatory requirements, equal responsibilities with regard to the protection of your personal data. This entails that Allego and the respective municipalities undertake to refrain from disclosing to third parties, in any way whatsoever, either directly or indirectly, either orally or in writing or in any other manner, any confidential information regarding the applicant of a charging station. Allego and the municipality in which you live, shall use your personal information exclusively for the performance of their agreements to place charging stations in the municipality. To avoid any doubt: information about the application or usage of a charging station that has been disclosed by Allego to the municipality cannot be used in any other way than the stated intended purpose.

Allego and the respective municipalities are committed to the protection of your personal information. Personal data are generated and processed by virtue of carrying out agreements between Allego and respective municipalities to install charging stations. We have a shared responsibility and are bound by the GDPR, as well as other relevant national data protection laws of EU Member States and other relevant countries, to process personal data in accordance with the law.

You may also contact the municipality you live in for any questions you may have about the processing of your personal information.

## 2.3 Locating a charging station

You can use the Allego website to locate and check the availability of charging stations. The default setting of the website is set to not track your location. If you want the website to automatically locate charging stations based on your geographic location, you must give explicit permission to locate a charging station. Allego does not store, nor track your location through this functionality. At any time, you can withdraw your permission to automatically look up charging stations by accessing

the privacy settings of your (mobile) device and/or through the settings in the applicable (mobile) application.

## 2.4 Allego's newsletter

You can sign up for the newsletter via the Allego website. In order to do so you must first give us explicit permission to use your email address. By signing up for our newsletter you will receive news about Allego and developments in the eMobility market. In order to do so, you must enter your first name, last name and email address. We will only use your email address for the specified purpose. Allego will retain your name and email as long as you wish to make use of this service. You can withdraw your permission at any time by clicking on the link at the bottom of a newsletter. If you withdraw your permission, your name and email address will be removed from our mailing list.

## 2.5 Contacting the Allego service desk

If you correspond with us through the contact form on our website, by email, the postal service, or phone, we may retain such correspondence and the information contained in it and use it to respond to your inquiry, or to keep a record of your complaint, or request. If you wish to "erase" your personal information or otherwise refrain from communicating with you, please contact us at [dpo@allego.eu](mailto:dpo@allego.eu).

## 2.6 For the purpose of using the SMOOV app

Allego collects and processes your information so that you can use the services of the SMOOV app. Please refer to the [Privacy Notice of the Smoov app](#) for further details.

## 2.7 Information that is passively or automatically collected

Allego uses Google Analytics to collect various types of information about the use of our website. Types of automatically collected information may include: network or Internet protocol address and type of browser you are using (e.g., Chrome, Safari, Firefox, Internet Explorer), the type of operating system you are using, (e.g., Microsoft Windows or Mac OS), device identifiers (such as an Apple IDFA or an Android Advertising ID), device settings, browser settings, the Allego web pages you have visited. Please see our section titled Cookies for more information about how the foregoing information may be collected and used.

## 2.8 Information collected by and from social media services and other third party platforms.

You also can engage with our content through social media services or other third party platforms, such as Facebook, LinkedIn, or other third-party social media plug-ins, integrations and applications. When you engage with our content on or through social media services or other third party platforms, plug-ins, or applications, by virtue of using social media services you may allow us to have access to certain information in your profile. This may include your name, e-mail address, photo, gender, birthday, location, an ID associated with the applicable third party platform or social media account user files, like photos and videos, your list of friends or connections, people you follow and/or who follow you, or your posts or "likes." For a description on how social media services and other third party platforms, plug-ins, integrations or applications handle your information, please refer to their respective privacy policies and terms of use, which may permit you to modify your privacy settings.

When we interact with you through our content on third party websites, applications, integrations or platforms, we may obtain any information regarding your interaction with that content (e.g. measure total amount of likes and engagement).

## 2.9 When and how we share information with others

Allego processes and stores personal information about your charging sessions, location data, application for a charging station, a malfunction, signing up for a newsletter, an inquiry, compliant or other process mentioned in this privacy notice. The personal information Allego processes from you is stored in one or more databases hosted by third parties Allego has contracted and are located in the European Union. These third parties do not use or have access to your personal information for any purpose other than cloud storage, retrieval related to the services which you are making use of. We do not otherwise reveal your personal data to third parties for their independent use unless: (1) you request or authorize it; (2) the information is provided to comply with the law (for example a court order), enforce an agreement we have with you, or to protect our rights; or (3) the information is provided to our agents or service providers who perform functions on our behalf.

## 3. Transferring Personal Data within the European Union

Allego has its headquarters in the Netherlands and is subject to the General Data Protection Regulation. Information we collect from you will be processed solely by Allego and our contracted third parties in the European Union.

## 4. Data subject rights

The European Union's General Data Protection Regulation and other countries' privacy laws provide certain rights for data subjects. A good explanation of them can be found on the websites of various Supervisory Authorities in the countries in which Allego operates:

Click [here](#) for the website of the Commissie voor de bescherming van de persoonlijke levenssfeer / Commission de la protection de la vie privée of Belgium.

Click [here](#) for the website of the Bundesdatenschutzbeauftragte of Germany.

Click [here](#) for the website of the Autoriteit Persoonsgegevens the Netherlands.

Click [here](#) for the website of the Information Commissioner's Office of the United Kingdom.

This Privacy Notice is intended to provide you with information about what personal data Allego collects about you and how it is used. If you have any questions, please contact us at [dpo@allego.eu](mailto:dpo@allego.eu). If you wish to confirm that Allego is processing your personal data, or to have access to the personal data Allego may have about you, please contact us at [dpo@allego.eu](mailto:dpo@allego.eu).

You may also request information about: the purpose of the processing; the categories of personal data concerned; who else outside Allego might have received the data from (or through) Allego; and how long it will be stored. Details pertaining to charging sessions are securely stored for the statutory minimum amount of time. All other data is stored as long as you make use of a particular service.

You have a right to correct (rectify) the record of your personal data maintained by Allego if it is inaccurate. You may request that Allego erase that data or cease processing it (in the case that you have given explicit permission to process data), subject to certain exceptions. You have a right to lodge a complaint with Dutch data protection authority (regardless of the country in which you make use Allego's services) if you have concerns about how Allego processes your personal data. You must direct your complaints towards the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) in the Netherlands. Click [here](#) for the contact details.

Reasonable access to your personal data will be provided at no cost to you upon request made to Allego at [dpo@allego.eu](mailto:dpo@allego.eu). If access cannot be provided within a reasonable time frame, Allego will provide you with a date when the information will be provided. If for some reason access is denied, Allego will provide an explanation as to why access has been denied.

## 5. Security of your information

To help protect the privacy of data and personally identifiable information you transmit through use of Allego services, we maintain physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis. We restrict access to your personal data to those employees who need to know that information to provide benefits or services to you. In addition, we train our employees about the importance of confidentiality and maintaining the privacy and security of your information. We commit to taking appropriate disciplinary measures to enforce our employees' privacy responsibilities.

## 6. Changes and updates to this Privacy Notice.

As our services and use of technology may change from time to time, this Privacy Notice is expected to change as well. We reserve the right to amend the Privacy Notice and at any time, for any reason, without notice to you, other than the posting of the amended Privacy Notice on our website <https://www.allego.eu/>. We can post reminders of our Privacy Notice through our website, but you should check our website frequently to see the current Privacy Notice that is in effect and any changes that may have been made to it.

## 7. Questions, comments or complaints

If you have any questions or comments about this Privacy Notice or if you would like to have information about the personal information stored about you, please contact us:

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