



General terms and conditions – Bravida Charge APP

1. Background

- a. Bravida Charge APP mobile app offers to the user a charging solution regarding electrical charging of cars at assigned charging points.
- b. The Customer can use Bravida Charge APP to pay for electrical charging of cars at charging points assigned to the Customer by a third party (including but not limited to real estate owners, employers, landlords and tenant-owned associations (Sw. bostadsrättsföreningar)) ("**Charging Point Owner**") that has entered into an agreement with Bravida regarding the relevant charging points.
- c. These terms and conditions governs the customer's use of the Bravida Charge APP. The user of the Bravida Charge APP (below referred to as the "Customer" or the "user") must approve these terms and conditions in connection with registration in Bravida Charge APP and prior to initiating the use of Bravida Charge APP.

2. Usage, ownership and responsibility for Bravida Charge APP and related charging points

- a. The Customer can only use Bravida Charge at charging points assigned to the Customer by a third party that has an agreement with Bravida. When the customer uses the Bravida Charge APP to charge its car at such assigned locations the charging is registered in the app and each charging is considered a separate purchase of charging between the Customer and the Charging Point Owner. Bravida is only providing the Bravida Charge APP and the related payment solution to the Customer and has no responsibility towards the Customer for any damage caused by the relevant charging point.
- b. The Charging Point Owner is the owner of the charging point and as such responsible for the function of the charging point and fulfillment of relevant laws and regulations regarding the charging points. Bravida has no responsibility towards the Customer to ensure the function or service of a certain charging point. Instructions regarding the use of the charging points and contact details for any problems related to the charging points should be made available by each Charging Point Owner in connection with the charging point or following instructions to Bravida, via Bravida Charge. For the avoidance of any doubt, Bravida is not responsible for damage arising as a result of (i) the customer's car and the charging station are not compatible, (ii) incorrect or faulty use of the charging points or (iii) a charging point not being available or functioning properly at a certain charging point.

3. Payment

- a. To pay for charging the Customer needs to register its debit or credit card in Bravida Charge APP. The relevant debit or credit card and payment needs to be approved prior to charging at a charging point. The charging rate applicable to the charging points applicable to the relevant Customer is decided by the Charging Point Owner and the applicable rate is accessible via Bravida Charge App.
- b. Bravida has the right to suspend a Customer unless the payment terms are met.

4. Unauthorized use and liability

- a. In case the Customer is informed of or has reasons to believe that Bravida Charge APP has been or may be subject to unauthorized use, the Customer shall immediately inform Bravida via available contact details in Bravida Charge to receive further instructions from Bravida regarding how to block Bravida Charge APP to avoid unauthorized use.
- b. Bravida is liable towards the Customer for loss arising as a result of that Bravida Charge APP has been misused by another person in accordance with the act (2010:738) on unauthorized transactions (Sw. lagen (2010:738) om obehöriga transaktioner). In the event of unauthorized transactions arising from the Customer's breach of the obligations imposed on the Customer under the terms and conditions through gross negligence (i) the Customer is responsible for the full amount up to a maximum of SEK 12 000 if the Customer is a consumer and (ii) if the Customer is not a consumer according to the act (2010:738) on unauthorized transactions, the Customer is responsible for the full amount. The Customer is never liable for losses incurred after Bravida Charge has been blocked in accordance with section d above. Save for the liability stated in this section (b), Bravida is not liable or responsible for any loss or damage arising as a result of that a device with the Bravida Charge APP installed has been lost or damaged.

5. Data privacy

- a. Bravida Charge APP collects certain personal data regarding the Customer. Protecting your privacy is very important to Bravida, and we want to keep your personal data secure. In **Appendix 1**, you will find the applicable privacy policy containing information on how we collect and store your personal data.

6. Changes to terms and conditions, term and termination

- a. The terms and conditions are valid until further notice. Bravida may terminate this agreement immediately in case the Customer violates these terms and conditions or uses Bravida Charge APP in a way that Bravida assess Bravida, any supplier of Bravida or the Charging Point Owner could be or is damaged by the Customers use of Bravida Charge APP.
- b. The Customer may not transfer its rights and obligations under this agreement to any other party. Bravida is entitled to transfer its rights and obligations under this agreement to a company within the Bravida Group or to another party that could reasonably be expected to fulfill the terms and conditions towards the Customer.
- c. Bravida may update these terms and conditions with a prior notice of two months. Should there be any changes made to the terms and conditions, we are going to publish the updated terms and conditions in Bravida Charge and notify you either via e-mail or with a message in Bravida Charge APP. The changes come into effect two months following such notice.

7. Governing law and disputes

- a. These terms and conditions are governed by the Swedish law.
- b. Disputes arising as a result of these terms and conditions and the Customers use of Bravida Charge shall be settled by the general courts of Sweden and Stockholm District Court shall be the first instance.

8. Customer service and contact information

Contact information to Bravida is presented below:

Bravida Sverige AB
Org.nr 556197-4188
Address: Bravida, 126 81 Stockholm, Sweden
Phone: +46 771 448888
E-mail: se.support@bravidacharge.net

Bravida Danmark A/S
CVR 14769005
Address: Park Allé 373, 2605 Brøndby
Phone: +45 7015 2000
E-mail: dk.support@bravidacharge.net

Bravida Finland Oy
Y-tunnus: 2528874-1
Osoite: Valimotie 21, 00380 Helsinki
Puhelin: +358 10 238 8000
E-mail: fi.support@bravidacharge.net

APPENDIX 1

PRIVACY POLICY – Bravida Charge APP

This Privacy Policy describes how Bravida Holding AB (publ) via its operating subsidiaries Bravida Sverige AB (Sweden), Bravida Danmark AS (Denmark), Bravida Norge AS (Norway), Bravida Finland OY (Finland), as applicable (“Bravida”) collects and uses your personal data when you use the Bravida Charge APP and become a customer of ours. This Privacy Policy describes your rights in relation to our use of your personal data, and how to exercise those rights. This is a specific Privacy Policy regarding the services (i) website cp.se.bravidacharge.net, cp.dk.bravidacharge.net and the (ii) mobile apps Bravida Charge (both for Android and iOS) (below referred to as “Bravida Charge”). Bravida also has a general privacy policy, please see <https://www.bravida.se/en/about-bravida/privacy-policy--personal-data/>.

1. Personal data that is being processed

In order to provide the services offered via Bravida Charge, Bravida needs to collect certain personal information about the users of Bravida Charge.

The following types of data is collected:

- Personal contact information: The name, address, phone, e-mail of the user.
- Payment details: Information about the payment methods used and transaction history within our system. In the case with payment details - we do NOT know or keep the details, necessary to submit the payment but only the minimum data to identify the type of the payment method.
- Service usage data: Place, time and duration of the services used.
- Location: Only within the context of the service used - we keep record on the locations where the charging service has been used, but we do NOT track the location of our users.
- Messages to and from Bravida: Any messages that a user sends to our contact e-mail or any other messages that the user sends to us, as well as the ones Bravida sends to the user.
- Behavior data: The OS, browser and device type used by the user.
- Phone number, e-mail address and installed application: Your phone number, e-mail address and the name of the application are collected and provided to Stripe during the process of adding a payment method to your account and when performing a payment transaction.

2. How we collect the data

Some of the data is provided by the user during the registration process and/or when requesting to use Bravida Charge. Behavior data, usage data and other data related to the way the user uses our services is collected in an automated manner and through system logs. Third-party sources are public databases and registries.

You can change the information you provide us, such as contact information and other editable settings, directly in the Bravida Charge.

3. Purpose and usage

Bravida uses the collected data only in the context of the services provided by Bravida to the user via Bravida Charge. Data may be used to identify the user, contact the user, respond to queries and providing adequate support to the user and improving the service provided to the user.

If you have consented in Bravida Charge to us using your data to provide you with marketing material, you are at any time entitled to stop any further marketing or receiving promotional materials from us. If you want to suspend/cancel the marketing, you can do this via the settings available in Bravida Charge.

When we process your personal data, we do so on the basis of:

- (i) that processing is necessary for the performance and providing of the services of Bravida Charge to you; or
- (ii) that processing is necessary for compliance with legal obligation we are subject to; or
- (iii) that we have a legitimate interest of the processing and such interest is not overridden by your interests or fundamental rights and freedoms which require protection; or
- (iv) the consent you have provided.

If processing is based on your consent, which is the case regarding usage of your personal data to send you marketing material from Bravida, you may withdraw this consent at any time.

In connection with the processing, your personal data may become accessible to other group companies within the Bravida group and other external companies and third-party service providers. This is dealt with, with the utmost of care, and is always preceded by Bravida entering into a personal data processing agreement with such external party, where its processing of your personal data is governed for the purpose of ensuring that the external parties comply with applicable laws and regulations, as well as the other instructions Bravida provides concerning the processing and storage of personal data. We may share your personal data with the categories of recipients listed below, for the purposes listed below. Bravida does not share your data with parties outside of the European Economic Area ("EEA"):

- (v) Bravida may share personal data with the suppliers and subcontractors we use in order to provide Bravida Charge to you. Suppliers and subcontractors are companies who are only entitled to process the personal data they receive from Bravida on Bravida's behalf. Examples of such suppliers and subcontractors are software providers and payment processing services providers.
- (vi) Data, required for fulfilling contractual obligations and providing a service to the user may be provided to third-party operators in the case when the user is using a charge point of another operator that has a roaming agreement with Bravida.
- (vii) Anonymized usage data is shared with third parties that provide analysis and intelligence tools with regard to improving the provided services.

4. Retention period, storage and protection of data

We will process your personal data for the time period needed to fulfil the respective purpose of our processing. Personal data, collected during the signup process are stored for as long as your account is active.

The personal data we collect from you is stored in the European Economic Area ("EEA"). Your personal data will not be transferred to or processed in a country outside of the EEA.

Bravida ensures the right of privacy and protection of your private data by taking measures when handling and collecting any private user data, in compliance with Regulation (EU) 2016/679 of the European Parliament and the National legislation of the Republics of Sweden/Denmark/Norway/Finland, as applicable.

When collecting and handling any private data of its users/customers Bravida follows strict standards with regard to the privacy, security and protection of the collected/handled private user data. The company has implemented the necessary organizational and technical measures to avoid any unwarranted access, loss or unauthorized use of your private data.

5. Your rights in regards to the personal data

You are entitled to request information about the personal data we process about you at any time. You also have the right to receive information about the reasons the type of data and the third-parties, which the data is shared with (if any) and the time during which we are storing your private data. If the information we have about you is incorrect, incomplete or irrelevant, you can ask to have this corrected and/or deleted. You have the right to request deletion of your personal data, for example when it is no longer necessary for us to process the data for the purpose it was collected, or when you have withdrawn your consent. However we cannot delete your personal data in instances where there is a statutory requirement that we retain it. You are also entitled to receive your personal data in a structured, generally-used and machine-readable format, and have the right to transfer this information to another personal data controller. To make any of the above requests, contact us by sending an e-mail to: gdpr@bravida.se. It is also possible to erase or request information regarding personal data in the mobile app directly in Bravida Charge.

If for some reason you are dissatisfied with how we process your personal data, you have the right to report this to the applicable supervisory authority (Integritetsskyddsmyndigheten in Sweden, Datatilsynet in Denmark and Tietosuojavaltuutetun toimisto in Finland).

6. General information

This Privacy Policy is valid for all natural persons - users/customers of Bravida's services Bravida Charge.

You can access the Privacy Policy directly via Bravida Charge and at the www.bravidacharge.net/terms.pdf as well as at Bravida's main office at Mikrofonvägen 28, 126 38 Hägersten, Sweden.

We may regularly and without prior notice update this Privacy Policy to reflect any changes to the way we collect and handle private data or to comply to new legislation. Should there be any changes made to the Privacy Policy, we are going to publish the updated Policy on the website www.bravidacharge.net/terms.pdf and notify you either via e-mail or with a message in the mobile app.