

# Privacy Policy and Cookie Statement



Version February 2020

Last Mile Solutions is a trademark of Threeforce B.V., hereinafter referred to in this document as Last Mile Solutions. Last Mile Solutions is convinced that the protection of personal data is essential for her activities.

This policy applies to all personal information collected, used and managed by Last Mile Solutions. The data mentioned above is the information provided by the customer by means of logging in to the site, charging sessions or customer profiles.

Last Mile Solutions only uses your information if the general conditions are accepted before 24 May 2018. From May 25, 2018 the general conditions will be updated so that permission is requested for the usage of the personal information. Last Mile Solutions will never sell personal data to third parties. Last Mile Solutions uses this information with parties that are involved through the contract between Last Mile Solutions and the customer.

## **Contact Details:**

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### **1.Last Mile Solutions collects the following data to provide its services:**

In this section we provide you with more specified information about the use of the personal data.

1.1 If you register a customer account with us, the details provided by you, such as: your name, email address, card numbers or bank account numbers, are collected by Last Mile Solutions and only used for the billing of consumption and the performance of our service. You are not obliged to provide us with all information requested for. Only information marked with (\*) 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 charge point or another third party based on an agreement between you and that third party.

1.2 If you use a chargepoint hosted by Last Mile Solutions, your personal data related to this use is collected by us, such as: your name, charge card numbers, details of the location, period of use and of the consumption of electricity during the charging session. Last Mile Solutions uses the data to settle payment for the use of the charge point by you. In order to do so Last Mile Solutions 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.

1.3 When using the app, your location data is used to make it possible for you to use the navigation option. This makes it possible to receive notifications from the charge point regarding the charge session and makes it possible to let us know if a charging point is broken. It is possible to switch this option off in our app if you want to withdraw your consent.

1.4 If you use our website [www.evc-net.com](http://www.evc-net.com), data is automatically collected by the technology platforms providing the experience. For example, your mobile device or web browser share certain data with Last Mile Solutions 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.

1.5 Last Mile Solutions uses your data to reimburse you for energy cost related to charging at home, to provide you with an overview of your consumption and of the use of your chargepoint.

1.6 We can use your data to inform you electronically (by text or email) about Last Mile Solutions' special offers and campaigns and about new relevant products from our partners until you unsubscribe.

1.7 When you sign up for our newsletter, a brochure or a study we store your name, address, email address and you receive the newsletter, brochure or study and information about any campaign and/or promotions from us by email and/or we might contact you for offers or promotions.

1.8 Last Mile Solutions manages the data on charging activity in our own network and in third party networks, by chargepoint and by charge cards. This data is used for the settlement of consumption. Last Mile Solutions also uses this data for market analysis and information purposes, with a view to improving our services and analyzing 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 Last Mile Solutions 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 Last Mile Solutions is subject to, or
- A legitimate interest of Last Mile Solutions or a third party, which is not overridden by your interest or fundamental rights and freedoms which requires protection of your personal data.

## **3. Last Mile Solutions does not sell your data**

Last Mile Solutions will not sell or 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 personal data.

## **4. Partners**

Last Mile Solutions uses partners to store her data. Last Mile Solutions 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 Causes as accepted by the European Commission or through comparable rules. Last Mile Solutions enters into processor agreements with all its partners if needed.

## **5. Data retention**

Last Mile Solutions will retain your data as long as you provide her service. Your data will be deleted as soon as you stop using the service. It is possible that your data will remain in our database due to backups.

## **6. Security**

The security of your data is also very important. Last Mile Solutions therefore uses the encrypted SSL connection to ensure that your data remains secure. But remember that no security system can give 100% guarantees. Within our organization, every effort has been made to ensure that your data is safe.

## **7. Changes to our Privacy Policy**

Due to legal changes or changes to the service, the privacy policy may change. To keep track of the changes, we recommend that you review the policy regularly. In the event of major changes, customers are of course informed by means of email.

## 8. 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 Last Mile Solutions, 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

Last Mile Solutions uses cookies to recognize 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, Last Mile Solutions 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 Last Mile Solutions uses can be divided into two 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 recognizing 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.  
Optimization 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 optimize the ease of use of the website.
3.  
Analytical cookies collect (often anonymous) data and statistics to understand how visitors use the website, so that we can improve the website and our services.

4.

Google Analytics collects (anonymized) data on visitor behavior on this website. This allows us to see how visitors navigate through the website. We use this information to make decisions about the design of our website. We also use this information to optimize the functioning of the website.

Don't you want your visiting behavior tracked? Then you can download a plugin from Google that prevents this and is available for Microsoft Internet Explorer 11, Google Chrome, Mozilla Firefox, Apple Safari and Opera. This setting then applies to all websites you visit, not just this website. <https://tools.google.com/dlpage/gaoptout?hl=nl>