
Privacy Notice

1. Who is responsible for the processing of your personal data?

This Privacy Notice ("Notice") applies to the ABB Group of companies, which means ABB Ltd, Switzerland and each entity in which ABB Ltd, Switzerland, directly or indirectly, has a majority holding or owns or controls the majority of voting rights. The ABB company that is identified as Controller (referred to as "ABB" or "we"), is responsible for the processing of your personal data and controls how it is used, in accordance with this Notice.

ABB B.V., George Hintzenweg 81 Rotterdam 3068 AX Netherlands will be the "Controller" of your personal data – this company is responsible for the privacy of your data.

Other subsidiary companies of ABB as listed in the Section "Parties we share your personal data with (in and outside the EU and EEA or outside the country where the ABB company that controls your data is located)" may also receive and process your personal data, either in the capacity of controller or processor and this Notice applies equally to them.

To the extent necessary to fulfil our obligations, we have obtained your personal data from you, from an external third party data provider.

2. The types of information we collect and use?

We collect the following categories of personal data, including:

- First Name
- Last Name
- Personal Email
- Business Address
- Business Email
- Cookie, Certificate, etc.
- Device identifier - Mobile Device ID / PC ID / etc.
- RFID Information
- Login Credentials
- Geolocation Information
- Customer or Consumer ID
- Product usage data
- Tracking/Analytics data

3. Why we use your personal data?

We use your personal data as described above for the following purposes:

The personal data are used in a mobile application and a web portal that allow the owner of an ABB charger or a network of ABB chargers to configure, monitor and authorize the use of the chargers. The use cases supported are split into two groups: Single charger use case at a home or office used by one or a very limited number of people which are typically only managed using the mobile application and a group of charger use case in an office or site or on multiple sites owned and operated by a commercial entity and made available to a group of people.

The single charger use case is mainly based on the application and it consists of: creating and logging in to user account, configuring and binding a charger to the account, adding a limited list of RFID tags, monitoring the usage, scheduling start of the session.

The group of charger use case is based on the web portal and consists of: creating and logging in to the user account (typically a company), creating a charging site or a number of sites (typically office locations, building sites), adding and configuring the chargers to the site,

adding users for the chargers by adding a larger list of RFID tags, group the users to user group, assigning usage rights to the user groups (priority charging), defining basic usage parameters, topping up the users with a balance of virtual money, tracking the usage of the chargers, tracking the usage by user/RFID, enable the download of usage data.

The personal data can be also used to prevent unauthorized access, intrusion, misuse of company systems, analyze personal data to provide customers with relevant marketing offers and information, administrate and perform customer surveys, contact to provide product support, develop and improve services or products through assessment and analysis of the information.

We only collect the personal data from you that we need for the above purposes. For statistical purposes, improvement of our services and testing of our IT systems we use as much as reasonably possible anonymized data. This means that these data can no longer (in)directly identify you or single you out as an individual.

4. What happens if you do not provide us with the information we had asked you for or if you ask us to stop processing your information

Where it concerns processing operations related to the provide the service which you have requested (as described above), ABB will not be able to provide the service and generally perform the purposes described above without certain personal data. Although we cannot oblige you to share your personal data with us, please note that this then may have consequences which could affect the business relationship in a negative manner, such as not being able to take requested pre-contractual measures to enter into a contract with you or to establish and continue the business relationship you have asked for.

5. The legal basis we rely on

We use your personal data for the purposes described in this notice based on the following legal base:

- performing a contract you have signed with us.

6. Parties we share your personal data with (in and outside the EU and EEA or outside the country where the ABB company that controls your data is located)

We only share your personal data with other ABB affiliates or third parties as necessary for the purposes described in the table below. Where we share your personal data with an affiliate or third party so that it is transferred to or becomes accessible from outside the European Union ("EU") and the European Economic Area ("EEA") or outside the country where the ABB company that controls your data is located, we always put adequate safeguards in place to protect your personal data. Examples of these safeguards are an adequacy decision of the European Commission or Standard Contractual Clauses. We have taken additional measures for the transfer of data from within to outside the EU, EEA and outside the country where the ABB company that controls your data is located to protect your personal data. If you would like an overview of the safeguards which are in place, please submit a request at www.abb.com/privacy.

Recipient category	Recipient location	Purpose
ABB affiliates and subsidiaries	China, Singapore, The United States of America	Processing the data Providing a customer support

7. How long we keep your personal data

Based on mandatory legislation, ABB must keep certain personal data for a minimum period of time. We only keep your personal data for as long as necessary for the purposes described in this privacy notice. Your personal data will be kept for as long as it is necessary for the purpose. The account is being deactivated when the customer stops using the service. After deactivating

the account and without the use of the chargers, personal data will be deleted up to 5 years or kept for longer period only if required by local laws and regulatory requirements.

At the same time, applicable data protection laws require that we do not keep personal data in an identifiable form for any longer than is necessary for the purpose for which the personal data is being processed. Through the setting of IT applications and policies we ensure that our keeping of your personal data is deleted when we no longer need it.

8. Your data privacy rights

Depending on the jurisdiction in which you are located and in which your personal data is processed, you may have the following rights:

Data privacy rights	What it means
The right to access your data	You are entitled to ask ABB for an overview of or to obtain a copy of the personal data we hold about you.
The right to have your data corrected	You may request immediate correction of inaccurate or incomplete personal data we hold about you.
The right to have your data erased	You may request that personal data be erased when it is no longer needed, where applicable law obliges us to delete the data or the processing of it is unlawful.
The right to restrict data processing	You have the right to restrict the processing of your personal data in specific circumstances.
The right to data portability	You have the right to receive your personal data in a structured, machine-readable format for your own purposes, or to request us to transfer it to a third party.
The right to object to data processing	You have the right to object at any time, for reasons arising from your particular situation, to the processing of your personal data, which is based a legitimate interest.
The right to withdraw consent	Where ABB has asked for your consent to process personal data, you may withdraw your consent at any time. The withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.

Please note that the rights described above are not absolute, and that your request cannot always be met entirely. For example, sometimes we cannot delete or restrict the processing of your personal data as we may have legal obligations or contractual obligations to keep certain personal data.

You may request to enforce your data privacy rights at www.abb.com/privacy.

9. Contact and further information

If you want to access your personal data, make use of any of your other rights mentioned above or if you have any questions or concerns about how ABB processes your personal data, please contact our Group Data Protection Officer at privacy@abb.com, or submit your complaint at www.abb.com/privacy.

Should you not be satisfied with our response or believe we are processing your personal data against the law, you may also have the right to file a complaint with the Data Privacy Authority in your country of residence or work, or seek a remedy through the courts where you believe an infringement of data privacy laws may have taken place.