

Q8 electric Data Processing Addendum

With respect to personal data provided by the Participant without a company with legal personality, by representatives of the Participant and/or by Cardholders, or otherwise collected by Kuwait Petroleum (Belgium) N.V., with its registered office at Brusselstraat 59, box 1, B-2018 Antwerp, RPR Antwerp (Antwerp division), VAT BE0404.584.525, privacy@Q8.com (hereinafter “KPB”), in its capacity as controller and recorded in databases or otherwise stored and processed under the responsibility of KPB, KPB undertakes to comply with the applicable data protection legislation with respect to the processing of personal data, in particular but not limited to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (“GDPR”), as well as successive or modifying legislation on the processing of personal data (hereinafter jointly “**data protection legislation**”).

KPB will process the personal data in its capacity as controller. The Participant is and remains at all times fully responsible for his own processing of Cardholders' personal data for his own purposes. The services which fall within the scope of application of these General Terms and Conditions are provided together with an online platform from which further information can be collected.

In this Data Processing Addendum, we will explain the following aspects:

- What personal data are collected
- The purposes for which we can use these personal data
- The legal basis on which we rely for the processing of your personal data
- The parties to whom we can send your personal data
- How long we store your personal data
- Your rights with regard to your personal data
- Where can you ask questions and make comments

Information only for Participants or representatives of Participants in order to conclude the contract

During the ordering process, KPB will ask for a copy of the front of the drivers' license of a director/manager who is officially authorized to represent the Participant.

Information for Participant with a company with legal personality and the representatives of the Participant only

What personal data are collected?

Via the Platform, we collect data that are necessary to offer our E-mobility services. If you register at <https://electric.q8.be>, upon registration and while the platform and the application are used we collect certain personally identifiable information about you ('personal data'), in particular

- (i) identification and contact details (including name, telephone number, e-mail address, postal address and common data on profession and professional activity)
- (ii) consumption data
- (iii) financial data

- (iv) transaction data (of your employees) (including charging sessions: charging card number, start and stop times, electricity consumption, charging station ID, and location of the charging station used)
- (v) log-in data: e-mail address and password and
- (vi) location data. You will find more detailed information about this processing further on in this Data Processing Addendum.

If you use the Q8 electric App, your current location will be processed on your device in order to offer certain aspects of the Q8 electric Services and functionalities of the Q8 electric App, as set out in the General Terms and Conditions. You can easily switch on the location functionality by adjusting the authorisations of the Q8 electric App via the settings in your device.

Information for Participant without/with a company with legal personality, the representatives of the Participant, cardholders and consumers

Non-personal data collected automatically

When you visit our Website/Platform, we may also collect information that cannot be used to identify you personally, including but not limited to the type of internet browser and computer operating system used; the domain name of the website that you visited previously; the number of visits, the average time spent and the pages you viewed. We may use this information and share it within the Kuwait Petroleum Group to analyse the use of our websites and to improve their content.

On what legal basis and for what purposes can we use these personal data?

Your personal data will be processed when **(legal basis):**

- you have freely given us a specific, informed and unambiguous indication of your wishes.
- we offer the services that you have requested (necessary to fulfil the agreement).
- processing is necessary to safeguard our legitimate interests, in particular economic, commercial and financial interests, business continuity, the security and confidentiality of customer information and products and the security of digital and physical infrastructures.
- processing may be necessary to comply with legal obligations incumbent on KPB further to certain legislation.

More information relating to the personal data that we process and the **processing purposes** for which we use these personal data is given below:

- When you use the Platform, we collect the following data:
 - (i) identification and contact details (including name, telephone number, e-mail address, postal address and common data on profession and professional activity)
 - (ii) consumption data
 - (iii) financial data
 - (iv) transaction data (of your employees) (including charging sessions: charging card number, start and stop times, electricity consumption, charging station ID, location of the charging station used) and
 - (v) log-in data: e-mail address and password.

These data are collected in order to

- (i) show you a clear view of all your transactions
 - (ii) enable you to use the Platform
 - (iii) help with any questions/complaints that you may have submitted via the Platform. When you log in as a Participant with a company with legal personality or a representative of the Participant, you will also have the possibility of adding other accounts for your employees.
- When you register in the Q8 electric App, we collect the following data: name, e-mail address, card number, home address and financial data, (for B2C only). These personal data are used for the following processing purposes:
 - (i) contracting with you as a customer
 - (ii) offering services within the Q8 electric Service
 - (iii) billing and payment of the charging session(s)
 - (iv) preventing and countering fraud and improper use
 - (v) improving our products and services.
 - If you register a charging station with us (B2B only), Q8 collects name, e-mail address, postal address, data relating to the location of the charging station and financial data. These data are processed in the context of the use of your charging station and with regard to the services you requested.
 - If you purchase a charging infrastructure from us, your name, e-mail address, address, installation details for this charging infrastructure and financial details are collected by Q8. These details are processed in the context of the sale, installation and use of the charging infrastructure and with the performance of the service you have requested.
 - If you use a charging station with the Q8 electric Card, we collect your personal data relating to this use. These data include: the charging card number, the company that operates the charging station, location data and details of the charging session (charging card number, start and stop times, electricity consumption, charging station ID, location of the charging station used). KPB uses these data for billing and payment of the charging session(s). In addition, you will have the possibility of letting us know how your charging session went via e-mail or text.
 - If you have a company car, we collect data that are necessary to provide and install a charging station and to give you a charging card or a combined charging card (if you require a combined fuel / electric card). These data are used to settle your energy costs for “home charging” and to inform you about your consumption and the use of your private/public charging station.

It is the Participant's responsibility to ensure that he has received all prior, individual and necessary consents, approvals and authorisations from representatives of the Participant and Cardholders and that he has informed these persons to enable such processing of personal data by KPB in accordance with this provision. The Participant shall indemnify, protect and compensate KPB against all losses arising from or in connection with the Participant's failure to obtain all individual and necessary consents and approvals.

- If you use the Q8 electric App, the following personal data will be processed:
 - (i) identification and contact details (including name, telephone number, e-mail address, postal address and common data on profession and professional activity)
 - (ii) consumption data
 - (iii) financial data
 - (iv) transaction data (of your employees) (including charging sessions: charging card number, start and stop times, electricity consumption, charging station ID, and location of the charging station used)
 - (v) log-in data: e-mail address and password.

These personal data are processed for the following purposes:

 - (i) contracting with you as a customer
 - (ii) offering services within the Q8 electric Service to participants and cardholders
 - (iii) administrative support by means of reimbursing expenses claims
 - (iv) preventing and countering fraud and improper use
 - (v) billing
 - (vi) improving our products and services.

When you use the Q8 electric App, your current location will be processed only on your device (if you switch this on) in order to offer certain functionalities of the Q8 electric App, as set out in the General Terms and Conditions. The location is only processed on the device of the user to show their location on a map with charging stations in the vicinity. These location data are not stored in any databases. Your location data will be used for the following purposes:

- (i) to identify a charging station and activate a charging session in the Q8 electric App
- (ii) billing (name of the charging station will be indicated on the invoice)
- (iii) to report a defective charging station via the contact form
- (iv) to provide a navigation functionality (charge point finder).

You can easily switch on the location functionality by adjusting the authorisations of the Q8 electric App in the settings of your phone.

In addition, your personal data may be processed:

- to provide assistance if you submit any complaints and/or comments
- to conduct online surveys so that we can gain a clearer understanding of the wishes and profiles of our customers
- to gain a clearer understanding of your business needs and improve our products and services
- for statistical and archiving purposes.

To whom can we send your personal data?

Sharing within the group

As part of the processing activities for the aforementioned purposes, the personal data collected may be passed on to other companies within the Kuwait Petroleum Group. Such transfers are covered by

an intragroup agreement that provides specific contractual protection to ensure that your personal data are appropriately and consistently protected, regardless of where they are transferred within the Kuwait Petroleum Group.

Third parties

As part of the services provided by KPB via the Q8 electric App and the Platform, your data may be shared with/processed by:

- software suppliers
- platform suppliers
- our charging card supplier, who is also responsible for sending the cards to the delivery address of your choice
- customer services
- navigation service provider
- charging infrastructure installers

KPB may also share the personal data of Participants, representatives of the Participant and Cardholders with:

- (i) authorities or other third parties further to a request from an authority, when this is required by law or when it is necessary to identify, contact or institute legal proceedings against individuals
- (ii) third parties to whom KPB may sell or transfer its business or assets, in part or in full, after which representatives of the Participant and Cardholders will be able to contact the third party if they have any questions about the processing of their data
- (iii) third parties who provide storage and platform services
- (iv) service providers who offer IT support and
- (v) third parties who provide administrative and communication services or manage transactions on behalf of KPB, including service providers relating to (electronic) billing and/or, as appropriate, who collect and process the data on the instructions of KPB for the aforementioned purposes and
- (vi) bailiffs and/or lawyers.

KPB ensures that these recipients only gain access to personal data that are relevant, adequate and necessary for the processing.

KPB may also share such data with third parties in connection with the sale of (part of) its business activity, the transfer of a business or in similar circumstances with judicial or other competent authorities upon request.

International transfers

In principle, KPB will only forward personal data to countries within the EEA or countries outside the EEA which fall under a European Commission adequacy decision. In other cases, KPB ensures that appropriate measures are taken for international transfers, including but not limited to model contract provisions or other appropriate mechanisms (depending on the situation) in compliance with the GDPR requirements in order to guarantee adequate protection. For more information about the appropriate measures that are applicable, please contact us using the contact details at the bottom of this addendum.

Links to other websites

The Platform and the Q8 electric App may contain links to other websites that are not owned, controlled or maintained by Q8. We cannot be held responsible for the privacy policy of other websites or for the implementation of these policies, even if:

- you accessed the third-party website via a link on the Platform or the Q8 electric App, or
- you were referred to the Platform and the Q8 electric App via a link on the third-party website.

We recommend that you read the privacy policy of each website you visit and that you contact the owner or operator if you have any questions or comments.

How long do we store your personal data?

Your personal data will be kept as long as you remain an active Q8 electric customer. Thereafter, we keep your data for archiving purposes and fraud detection for a maximum of five years. Transaction data are kept for just one year.

What are your rights with regard to your personal data?

Under the data protection legislation, you have the right, under certain conditions, to access your personal data as well as the right to rectify, complete and/or erase incorrect data and, if applicable, to withdraw your consent.

You have the possibility of modifying a number of data items in your account yourself via the Platform and the Q8 electric App if you wish.

If you wish to exercise one or more of your rights and you are unable to do so via the Platform or the Q8 electric App, please let us know via the e-mail address privacy@q8.com. We will then make every effort to take the following necessary steps, including for example:

- providing you with a copy of the data you have supplied us with
- rectifying errors in the data we hold
- deleting any data for the use of which we no longer have a legal basis.

In addition, in certain cases you have the right to object to the use and processing of your personal data. You can also request us to restrict the processing of your personal data, for example while a complaint is being investigated.

Furthermore, you also have the right to object to any processing, including profiling, based on the legal ground of legitimate interests, unless our reasons for this processing outweigh any prejudice to your rights and freedoms.

Your exercising of these rights is subject to a number of restrictions intended, for example, to safeguard the public interest (e.g. fraud prevention or detection). If you exercise one of these rights, we will examine your claim and if possible, reply within one month. We can charge a reasonable fee for "repeated requests", "manifestly unfounded or excessive requests" or "further copies".

If you are dissatisfied with our use of your personal data or you do not agree with our response to the exercising of one of the above rights, you have the right to submit a complaint via your Data Protection Authority.

Data Protection Authority
Drukpersstraat 35, 1000 Brussels

+32 (0)2 274 48 00

+32 (0)2 274 48 35

contact@apd-gba.be

Within the limits of the law, you also have the right to transfer your personal data to another organisation (data portability).

Changes

We reserve the right to change this policy if necessary, for instance to comply with changes in the legislation, regulations, new practices and procedures or obligations imposed by the supervisory authority. The latest version is always available via this link. This Data Processing Addendum was last modified on 1 February 2022. We ensure that we will keep you informed of any significant changes to the policy.

Where can you ask questions and make comments?

If you have any questions or would like more information, you can send an e-mail to privacy@q8.com.

You may also write to the following address:

Kuwait Petroleum (Belgium) NV

Attn Data Protection Officer

Brusselstraat 59, box 1

2018 ANTWERP