



## PRIVACY STATEMENT QRID App

QRID considers the privacy of its customers to be of great importance. When processing your personal data, QRID tries to strike the right balance between its objectives on the one hand and the protection of your privacy under data protection legislation (AVG) on the other.

In this privacy statement, QRID explains to you what data of yours is processed if you use QRID's services, for what purpose, and what rights you have in respect of the processing of your personal data. QRID therefore recommends that you read this privacy statement carefully.

### 1. WHAT IS QRID AND HOW CAN I CONTACT QRID?

QRID is a trade name of Multi Tank Card B.V. (MTc). MTc is a private limited liability company with its registered office at (2132 JE) Hoofddorp, Municipality of Haarlemmermeer, at Antareslaan 39, registered in the Trade Register of the Chamber of Commerce under number 34069864.

MTc is the controller for the processing of your personal data within the meaning of the General Data Protection Regulation (AVG). For questions about this, please contact: [privacy@mtc.nl](mailto:privacy@mtc.nl). If you have a general question about QRID's services, our customer service team will be happy to help you: [support@qridsolutions.com](mailto:support@qridsolutions.com)

### 2. TO WHOM DOES THIS PRIVACY STATEMENT APPLY?

This privacy statement applies to users of the QRID App.

### 3. WHAT DOES QRID PROCESS YOUR PERSONAL DATA FOR?

In the overview below, you can find out what we process your personal data for and on what legal basis.

Activity (purpose)	Which data	Legal basis
QRID Account	To create a QRID Account, we process the following data: <ul style="list-style-type: none"><li><input type="checkbox"/> First and last name</li><li><input type="checkbox"/> E-mail address</li><li><input type="checkbox"/> Password</li></ul>	Agreement Legal basis (Article 6(1) b AVG)
Charging session	When you charge your car, the following data is processed: <ul style="list-style-type: none"><li><input type="checkbox"/> First and last name</li><li><input type="checkbox"/> E-mail address</li><li><input type="checkbox"/> Proposition</li><li><input type="checkbox"/> Start and end time of charging session</li><li><input type="checkbox"/> Charging time</li><li><input type="checkbox"/> Number of kWh charged</li><li><input type="checkbox"/> Price per kWh</li><li><input type="checkbox"/> Starting rate</li><li><input type="checkbox"/> Total costs</li></ul>	Agreement Legal basis (Article 6(1) b AVG)
Communication	When you contact us, we process the following data: <ul style="list-style-type: none"><li><input type="checkbox"/> First and last name</li><li><input type="checkbox"/> E-mail address</li></ul>	Consent (Article 6(1) a AVG)



#### 4. HOW DOES PAYMENT WORK?

Payment for your charging session is made via a Payment Service Provider (PSP). You can find out which one in the QRID App. The payment takes place outside QRID. For questions about the processing of your personal data during this payment, please contact the PSP.

#### 5. HOW LONG DOES QRID KEEP MY DATA?

Activity	Retention period
QRID Account	The data will be deleted within two months after account termination.
Charging session	Charging session data will be deleted within two months after the account is terminated. No legal retention period applies to QRID with regard to consumers. For subsequent assessments by the tax authorities, you are advised to keep the records themselves for 5 years.
Communication	Your contact details will be deleted within two months of account termination.

#### 6. RECIPIENTS (OTHER PROCESSING)

When you charge your car, your charging data are shared via the QRID App with the Charge Point Operator and the Location Holder. They need this data to settle with each other. The legal basis for this provision is Article 6 paragraph 1 b AVG (agreement). If you would like to know how the Charging Point Operator and the Location Holder handle your personal data, please contact them. They can provide you with further information on this.

When you use the QRID App, no automated decision-making in the sense of Article 22 AVG takes place. QRID has concluded a processing agreement with the suppliers who make the QRID App possible (e.g. for hosting and management). Your (personal) data will not be processed outside the EEA/EU.

#### 7. WHAT ARE YOUR RIGHTS?

As a user of the QRID App, you have a number of rights in relation to the data we use about you. For example, you can request access to the personal data that QRID processes about you.

In addition, you can submit a request to us to correct, delete or restrict the use of your data. You can object to the processing of personal data, and you can request us to send your personal data to you in a structured, common and machine-readable form or to forward it to another controller.

Also, if we process your data based on your consent, you can say at any time that you no longer want this: you withdraw your consent.

#### 8. HOW TO EXERCISE YOUR RIGHTS?

You can submit your request to QRID by email at [privacy@mtc.nl](mailto:privacy@mtc.nl) stating 'Privacy rights QRID'. QRID will respond to your request as soon as possible, but in any event within one month of receiving the request. This period may be extended by two months if necessary, depending on the complexity and number of requests. QRID will inform you of any extension of the response period and the reason for it within one month of receiving the request.

#### 9. HAS QRID APPOINTED A DATA PROTECTION OFFICER?



MTC has appointed a Data Protection Officer (FG) to assist MTC in complying with the AVG. This FG supervises the processing of personal data by QRID. You can contact the FG at [privacy@mtc.nl](mailto:privacy@mtc.nl) quoting 'message for FG'.

#### **10. WHERE CAN YOU LODGE YOUR COMPLAINT?**

In the first instance, we hope to simply come to an agreement with you, but if that does not work, you can lodge a complaint about the processing of your personal data with the Personal Data Authority. More information about the Authority's complaints procedure can be found at [www.autoriteitpersoonsgegevens.nl](http://www.autoriteitpersoonsgegevens.nl).

#### **11. CAN THIS PRIVACY STATEMENT BE AMENDED?**

This privacy statement may be amended from time to time. We aim to inform you as soon as possible. This privacy statement is dated 5 September 2023.