

Privacy Policy for Energapp

Effective Date: 01.09.2025

Energapp is a product of **BringoCharge s. r. o.**, a company registered in Slovakia (IČO: 56431643), with its registered office at Starohájska 2901/6, 851 02 Bratislava – mestská časť Petržalka.

This Privacy Policy explains how we collect, use, share, and protect personal data when you use the Energapp mobile application, website (**energapp.com**), and related services. We are committed to protecting your privacy and complying with the **General Data Protection Regulation (GDPR)** and other applicable laws.

1. Scope of This Policy

This Privacy Policy applies to:

- Users of the **Energapp mobile app** (Android/iOS).
- Visitors to **energapp.com**.
- Communications via email, customer support, and other channels.
- Services provided under the brand **Energapp**, operated by BringoCharge s. r. o.

This policy does not apply to third-party services linked from Energapp (e.g., maps, payment providers). Those services are governed by their own privacy policies.

2. Categories of Data We Collect

We may collect the following types of personal data:

a. Account and Contact Information

- Name, surname, email address, phone number, password.
- Company name (if registering as a business).

b. Vehicle and Service Information

- Electric vehicle make, model, charging connector type.
- Data you provide about your EV for using Energapp services.

c. Location Data

- Real-time location of your device when using services such as EV-to-EV charging, charging station search, or navigation.
- Charging session location data.

d. Payment and Transaction Data

- Subscription and payment details (processed by **Google Play Billing, Stripe, or other secure providers**).

- Transaction history related to your use of Energapp services.

e. Technical and Usage Data

- Device information (model, OS version, unique identifiers).
- IP address, browser type, app usage logs, crash reports.
- Cookies and similar technologies on our website.

f. Communication Data

- Records of support requests, emails, or feedback.
- Marketing preferences and consent (if given).

We do not intentionally collect sensitive data (e.g., health, religion, political beliefs).

3. How We Use Your Data

We process personal data for the following purposes:

1. **Service Delivery** – to create and manage your account, process payments, provide EV charging services, and ensure app functionality.
 2. **Location-Based Services** – to show nearby charging stations, enable EV-to-EV connections, and optimize routes.
 3. **Customer Support** – to respond to inquiries, troubleshoot, and provide technical help.
 4. **Service Improvement** – to analyze usage, fix bugs, and improve features.
 5. **Legal Compliance** – to comply with tax, regulatory, and legal obligations.
 6. **Marketing (with consent)** – to send product updates, offers, or newsletters (you can unsubscribe anytime).
 7. **Fraud Prevention & Security** – to detect unauthorized activity and protect accounts.
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4. Legal Bases for Processing

Under the GDPR, we rely on the following legal grounds:

- **Contract necessity:** processing required to provide Energapp services.
 - **Consent:** for optional features such as marketing emails.
 - **Legal obligations:** complying with accounting, tax, or regulatory requirements.
 - **Legitimate interest:** improving services, preventing fraud, securing systems.
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5. Sharing of Information

We do not sell personal data. We may share information with:

- **Service Providers:**
 - Hosting (e.g., AWS, Google Cloud).
 - Analytics (e.g., Google Analytics, Firebase).
 - Payments (e.g., Google Play Billing, Stripe).
- **Business Partners:**
 - EV service providers or partners that integrate with Energapp.
- **Legal Authorities:**
 - When required by law or to protect our legal rights.
- **Corporate Transactions:**
 - In the event of merger, acquisition, or restructuring.

All third-party providers are contractually bound to comply with GDPR and ensure data protection.

6. Data Retention

We retain personal data only as long as necessary for:

- Providing the services.
- Complying with legal and regulatory obligations.
- Resolving disputes and enforcing agreements.

Retention periods:

- Account data: until your account is deleted.
 - Payment records: up to 10 years (per accounting law).
 - Technical logs: typically 12–24 months.
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7. Data Security

We implement appropriate **technical and organizational measures**:

- Encryption of sensitive data.
- Restricted access based on role.
- Secure payment processing.
- Regular system monitoring.

While we take strong precautions, no system is fully secure, and we cannot guarantee absolute security.

8. International Data Transfers

If personal data is transferred outside the **European Economic Area (EEA)**, we ensure that appropriate safeguards (such as **EU Standard Contractual Clauses**) are in place.

9. Your Rights under GDPR

As a data subject, you have the following rights:

- **Access:** request a copy of your data.
- **Rectification:** correct inaccurate or incomplete data.
- **Erasure (“right to be forgotten”).**
- **Restriction:** limit processing in certain cases.
- **Portability:** receive your data in a machine-readable format.
- **Objection:** to certain types of processing (e.g., direct marketing).
- **Withdraw consent:** for optional processing at any time.

Requests can be sent to: **privacy@energapp.com** or **info@bringocharge.com**.

You also have the right to file a complaint with the **Slovak Office for Personal Data Protection**.

10. Cookies and Tracking Technologies

- Our website and app use cookies and similar technologies to improve functionality, analyze usage, and provide personalization.
 - You can manage cookie preferences through your browser settings.
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11. Children’s Privacy

Energapp is not intended for individuals under 16 years of age. We do not knowingly collect data from children.

12. Changes to This Policy

We may update this Privacy Policy at any time. Updates will be posted at **energapp.com/privacy-policy**, with the “Effective Date” updated accordingly.

13. Contact Us

If you have questions, concerns, or requests regarding your personal data, please contact us:



Bringocharge s. r. o.
Starohájska 2901/6

851 02 Bratislava – mestská časť Petržalka
Slovakia

 **team@energapp.com**

 **info@bringocharge.com**