

VoltStation

Privacy Policy

Version: 18-04-2026

1. Who is responsible?

VoltStation B.V. is the data controller for the processing of personal data as described in this Privacy Policy.

Contact:

- Address: Straatweg 29, 8535 WG Follega, The Netherlands
- Email: support@voltstation.app
- Website: voltstation.app

Data Protection Officer (DPO). VoltStation does not currently meet the thresholds set out in GDPR Article 37 that would require the appointment of a Data Protection Officer. No DPO has been appointed. For all privacy-related enquiries, please contact us at support@voltstation.app.

2. What personal data do we process?

Depending on your use of the Platform, we process the following categories of personal data:

- **Account and contact details:** phone number, email address, (optional) name, and account ID.
- **Rental Order and usage data:** start and end time of the Rental Order, station ID/location, power bank ID, usage duration, pricing details and order status.
- **Payment and transaction data:** payment method token or last four digits (where available), transaction IDs, amounts, status, refunds and chargebacks. We do not store full card numbers or CVV codes.
- **Location data:** only when you allow this in your device settings. We use location to show nearby stations and, where necessary, to investigate misuse or fraud.
- **Technical data:** IP address, device and app information, log files, crash logs and security logs.
- **Support communications:** messages submitted to support (including via any in-app support form, where available), complaint details, and related information you provide such as photographs.
- **Referral Programme data (where applicable):** referral codes, the account ID of the person you referred or who referred you, and the status of the qualifying Rental Order. VoltStation does not send marketing communications to referred friends. The referral code or link is shared by the referring user themselves.

3. Purposes and legal bases

We process personal data for the following purposes, each on the legal basis indicated (GDPR Article 6):

Performance of a contract (Art. 6(1)(b) GDPR): creating and managing your Account; performing Rental Orders; processing payments and pre-authorisations; providing customer support; operating the Referral Programme (issuing and managing reward coupons).

Legal obligations (Art. 6(1)(c) GDPR): retaining invoice and transaction data in accordance with statutory tax retention obligations.

Legitimate interests (Art. 6(1)(f) GDPR): security of the Platform and fraud and abuse prevention; internal operational reporting (including station performance analysis, rental statistics, and financial reporting); service optimisation; and general business administration. We have balanced these interests against your

privacy interests: the data used is limited to what is necessary, and users would reasonably expect a digital rental service to take basic security and quality measures. You have the right to object to processing on this basis (see Article 8).

Consent (Art. 6(1)(a) GDPR): for optional features such as precise location (where required by your device settings) or marketing communications, if and to the extent we offer these. You can withdraw consent at any time via your device settings or by contacting us.

Mandatory and optional data. To create an Account, you need one login identifier, depending on the method you choose: a phone number, an email address, a sign-in via Apple, or a sign-in via Google. To complete a Rental Order, VoltStation additionally requires your name, an email address, and a supported payment method. Without this information, VoltStation cannot create your Account, process payment, or conclude and perform the rental contract. Other data (such as location) is optional and only collected if you choose to enable it.

Automated decision-making. VoltStation does not use automated decision-making or profiling within the meaning of Article 22 GDPR. No decisions that produce legal effects or similarly significantly affect you are made solely by automated means.

4. With whom do we share data?

We only share personal data where necessary for the service or where we are legally obliged to do so:

Payment service providers and banks: for processing payments, pre-authorisations and refunds. VoltStation uses Stripe as its payment service provider. Stripe may process payment data outside the EEA (United States). Stripe applies Standard Contractual Clauses (SCCs) as a safeguard for such transfers. See stripe.com/privacy.

IT service providers: cloud hosting, platform software, analytics, and logging services that support the operation of the Platform.

Partner Locations: only for operational purposes (e.g. reporting a defective station), using the minimum data necessary.

Public authorities: where we are legally obliged to disclose data (e.g. in response to a court order or regulatory request).

We enter into data processing agreements (DPAs) with all processors, setting out security, confidentiality obligations, and processing restrictions.

5. Data location and transfers outside the EEA

Server location. Our Platform is hosted on servers located in Frankfurt, Germany, within the European Economic Area (EEA). We do not transfer your personal data outside the EEA as a standard part of our operations.

Developer and technical support access. Our Platform is built on a third-party software platform provided by a supplier based in China. Development and technical support staff of that supplier may, on a limited and exceptional basis, require access to system data — which may include personal data — in order to diagnose and resolve technical issues. This constitutes a transfer of personal data to China within the meaning of GDPR Article 44. We address this through Standard Contractual Clauses (SCCs) in accordance with GDPR Article 46, included in our agreement with that supplier.

Payment processing. Payment data is processed by Stripe, whose infrastructure is partly located in the United States. This constitutes a transfer of personal data to the United States within the meaning of GDPR

Article 44. Stripe addresses this through Standard Contractual Clauses (SCCs) in accordance with GDPR Article 46.

Requests and information. If you wish to know more about our data transfer arrangements or request a copy of the applicable safeguards, please contact us at support@voltstation.app.

6. Retention periods

We do not retain personal data longer than necessary for the purposes for which it was collected. The following indicative periods apply:

Transaction and invoice data: retained for 7 years in accordance with Dutch statutory tax retention obligations (Article 52 Algemene wet inzake rijksbelastingen).

Account data: retained for the duration of your active Account and for up to 2 years after Account closure, to handle any outstanding claims, disputes, or regulatory obligations.

Support communications (including in-app support requests): retained for 12 months after resolution of the relevant enquiry, after which they are anonymised or deleted.

Security and access logs: retained for a maximum of 6 months, unless longer retention is necessary to investigate a specific security incident or abuse case.

Referral Programme data (where applicable): retained until the relevant coupon has been used or has expired, plus a reasonable period to handle any disputes.

Location data (where collected): used in real time to show nearby stations; not retained beyond the active session unless required for a fraud or misuse investigation.

7. Security

We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss, or misuse. These measures include access controls, encryption in transit where appropriate, logging, and security monitoring. No system is 100% secure. If you suspect your Account has been misused, please contact us immediately.

8. Your rights

Under the GDPR you have the following rights: access to your personal data; rectification of inaccurate data; erasure ('right to be forgotten'); restriction of processing; objection to processing; data portability; and (where applicable) withdrawal of consent. You can submit a request by emailing support@voltstation.app. We may ask for additional information to verify your identity before fulfilling a request.

Account deletion. You can delete your Account via the Platform. Upon deletion, your account data is removed and any unused Referral Programme coupons expire immediately. Any outstanding charges will be collected before the Account is closed. Transaction and invoice data will be retained for 7 years in accordance with statutory tax retention obligations (see Article 6 above). Security and access logs are retained in accordance with the periods stated in Article 6.

Supervisory authority. You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens), Postbus 93374, 2509 AJ Den Haag, or via www.autoriteitpersoonsgegevens.nl.

9. Cookies and similar technologies

Mobile app. The VoltStation Platform is a mobile app and does not use web-based cookies. The app may use device identifiers and local storage for session management and security purposes only.

Website. The VoltStation website (voltstation.app) may use cookies and similar technologies for the following purposes:

- **Essential cookies:** required for basic site functionality and security. These do not require your consent.
- **Analytics cookies:** used to understand how visitors interact with the website, such as pages visited and traffic sources. These cookies are only placed after you have given your consent via the cookie banner.

We do not use cookies or similar technologies for advertising or profiling purposes, on either the app or the website. For details on the specific cookies used, their providers and retention periods, please refer to the cookie banner on our website.

10. Changes

We may update this Privacy Policy. The most current version is available in the Platform. In case of material changes, we will inform you via the Platform and/or by email.

Language. This document is available in Dutch and English. If there is any discrepancy or inconsistency between versions, the Dutch version prevails.