

## JET CHARGE POWER BANK — PRIVACY POLICY

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### LEGAL ENTITY INFORMATION

- Legal entity / Trade name: JET Powerbanks
  - Chamber of Commerce (KvK) number: 93742452
  - Branch number (vestigingsnummer): 000059263830
  - VAT (btw-id): NL005038437B88
  - EORI: NL9690581618
  - Registered address: Count Basiestraat 3, 3543 GH Utrecht, The Netherlands
  - Business type: Sole proprietorship (eenmanszaak)
  - Owner / Contact person: Bulgakov Ivan
  - IBAN: NL48 KNAB 0775 4834 86
  - Bank / SWIFT: KNAB Bank N.V. — KNABNL2H
  - Website: <https://jetcharge.app>
  - Support e-mail: [info@jetcharge.app](mailto:info@jetcharge.app)
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## 1. INTRODUCTION

JET CHARGE (“JET CHARGE”, “we”, “us”, or “our”) is committed to protecting and respecting your privacy. This Privacy Policy applies to your use of the JET CHARGE website (<https://jetcharge.app>) and the JET CHARGE mobile app (together, the “Platform”). It explains what personal data we collect, how we use it, with whom we share it, and the legal bases on which we rely under the General Data Protection Regulation (EU) 2016/679 — GDPR.

## 2. DATA CONTROLLER

JET Powerbanks (details above) is the data controller for your personal data. We determine the purposes and means of processing, ensure data security, and make processing

decisions as permitted by law.

Privacy inquiries: [info@jetcharge.app](mailto:info@jetcharge.app)

Last updated: 16 July 2025

### 3. PERSONAL DATA WE COLLECT

Depending on how you interact with the Platform, we may collect and process the following categories of data:

- a. Account Information – mobile number, unique user ID
- b. Location Data – station location, date and time of rental and return, user-submitted places and preferences
- c. Payment Information – payment-card type (e.g., Visa, Mastercard), billing currency
- d. Technical Data – device identifiers (IMEI, Advertising ID, MAC address, BSSID, Android ID), mobile network operator, operating-system version, browser type, time-zone
- e. Communications Data – messages sent via the “Contact Us” form (name, e-mail, optional phone, message content) and e-mails to [info@jetcharge.app](mailto:info@jetcharge.app)
- f. Other Information – any additional personal data you provide when registering for notifications or corresponding with us

### 4. HOW WE USE YOUR DATA

We process personal data to:

1. Provide, operate, and improve the Service
2. Facilitate rentals (user verification, station interactions)
3. Process payments and prevent fraud
4. Respond to inquiries and support requests
5. Send service-related notifications and, if you opt in, promotional communications
6. Comply with legal obligations and enforce our terms

Legal bases:

- Contract performance (Art. 6 (1)(b) GDPR) – processing necessary to provide the Service
- Legitimate interests (Art. 6 (1)(f)) – fraud prevention, Service improvement, network security
- Consent (Art. 6 (1)(a)) – marketing communications

- Legal obligation (Art. 6 (1)(c)) – record-keeping, responding to lawful requests

## 5. DATA SHARING AND DISCLOSURES

We share personal data only with:

- Service providers (payment processors, hosting partners, analytics vendors, customer-support platforms) strictly to deliver or improve the Service
- Legal and regulatory authorities when required by Dutch/EU law or to protect our rights, property, or safety

We never sell, rent, or lease your payment-card details or other personal data, nor do we share data beyond what is necessary for service delivery or legal compliance.

## 6. DATA RETENTION

We retain personal data only for as long as necessary to:

- Provide and improve the Service
- Fulfil legal, accounting, and reporting obligations
- Resolve disputes and enforce agreements

## 7. SECURITY MEASURES

We apply industry-standard technical and organisational safeguards, including TLS encryption, access controls, and periodic security assessments, to protect your data from unauthorised access, disclosure, alteration, or destruction. No internet or wireless transmission is completely secure, so we cannot guarantee absolute protection.

## 8. YOUR RIGHTS

Under GDPR you may:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your personal data

- Object to or restrict processing
- Withdraw consent where processing is based on consent
- Request portability of your data
- Lodge a complaint with the Dutch supervisory authority (Autoriteit Persoonsgegevens)

To exercise any right, e-mail [info@jetcharge.app](mailto:info@jetcharge.app). We will respond within one month or as permitted by Art. 12 GDPR.

## 9. INTERNATIONAL TRANSFERS

Your data is primarily processed in the Netherlands and, where necessary, in other jurisdictions where our service providers operate. For transfers outside the European Economic Area we rely on GDPR-compliant safeguards such as Standard Contractual Clauses and provider certifications.

## 10. UPDATES TO THIS POLICY

We may amend this Privacy Policy from time to time. Any change will be posted on the Platform with a revised “Last updated” date. Continued use of the Service constitutes acceptance of the updated Policy.

## 11. CONTACT US

If you have questions, requests, or complaints about this Policy or our data practices:

- E-mail: [info@jetcharge.app](mailto:info@jetcharge.app)
- Mail: JET Powerbanks, Count Basiestraat 3, 3543 GH Utrecht, The Netherlands

By using the JET CHARGE Platform you acknowledge that you have read, understood, and agree to this Privacy Policy of JET Powerbanks.