

EVBox Privacy Policy

Last update: October 20, 2025

Following the sale of the DC (fast charging) business together with the EVBox brand in January 2025 to EVTronic SAS (EVBox Bordeaux), previous EVBox group activities have been reorganised. EVBox B.V. carries on AC charging stations and EVBox Everon platform activities, while EVTronic SAS (EVBox Bordeaux) carries on DC charging station activities.

This Privacy Policy refers to the data processing related to DC business activities and its update is limited to minor changes reflecting this change in the business entities.

If you are looking for the Privacy Policy of EVBox B.V., please visit their website for further information: <https://evaftersales.com/>.

In this Privacy Policy, we inform you about how we process your personal information, when offering charging solutions for electric vehicles (EV) and/or having other interactions with you, as explained in detail below.

If you also want to learn more about the use of cookies and other technologies related to your use of the website, please see our [Cookie Policy](#).

This Privacy Policy is used by EVTronic SAS (EVBox Bordeaux), a French company registered under No. 500 494 984 and referred in this Policy as “**EVBox**”) under which EVBox is the controller of personal information, unless otherwise stated in your dealings with EVBox.

1. What personal information we are processing, why and on which legal basis

1.1 Processing related to our EV charging solutions

Account management - When you set up an account with us, for example on our Partner Portal, we use the personal information you provide us with to set-up and maintain your account; this is necessary to perform the contract with you.

Charging at an EVBox charging station - If you use a charge card of an eMobility Service Provider (“**eMSP**”), allowing you to charge at an EVBox charging station, we process the following information:

- The RFID card number; and
- The vehicle MAC address depending on the car model.

This processing activity is necessary to perform a contract to which you are a party (the one you have with your eMSP). Your eMSP has its own purposes for processing your personal information; please contact them if you want to know more.

If you simply use ad-hoc payment method (without using an eMSP charge card) or the charging station is used free of charge, we process the following personal information:

- The vehicle MAC address depending on the car model; and
- Confirmation of payment (if applicable).

This processing activity is necessary to perform a contract to which you are a party (the one you have with the operator of the charging station you are using).

EVBox offerings – If you leave us, or one of our business partners leaves us your personal information (via website, e-mail, phone, in person or any other means) because you are interested in our products and/or services, we store your request and use that personal information to reach out to you, so that we can supply you with a quotation for the products and/or services of your interest.

The legal basis for this processing activity is that we take steps at your request prior to entering into a contract, or your consent.

We may transfer this information to one of our business partners, if we deem this partner can better service you; in this case your personal information is processed under this business partner's privacy policy.

Purchasing an EVBox charging station or accessory – We use the personal information you provide us with to deliver the product and, if part of our agreement, to provide associated services (e.g. installation). We might share this information with business partners we use for the performance of these services. This processing activity is necessary to perform our contract with you.

Warranty and maintenance services - We use the following personal information to provide with you any kind of warranty and/or maintenance services:

- Installation, commissioning, preventive and curative maintenance reports regarding your charging station;
- Location of your charging station;
- Log files containing service data of your charging station and, in case of roaming, charging sessions of EV-drivers that use your charging station; and
- Personal information that you provide us with by any means, for example if you call or email us.

We use a network of independent service partners, so we may forward your request to the applicable service partner.

Additionally, we use your charging station number to provide you with regular firmware updates to keep your charging station secure.

This processing activity is necessary to perform our contract with you.

1.2 Processing related to other general interactions with us

Billing & administration - For any payable service, we will use the personal information that you provide us with to invoice you. We will also use that personal information to maintain up-to-date administration. This processing activity is necessary to perform the contract with you (invoicing) and to comply with a legal obligation (keeping an administration).

Contact with you - When you contact us, e.g. through one of the contact forms on our website, if you call us for support, we contact you, e.g. to inform you about certain updates, or in case we have ongoing business with each other, we use your personal data for our ongoing business and to answer your requests, e.g. provide you with support. The legal basis for this processing activity is that we either have a contract with you, or that we take steps at your request prior to entering into a contract.

Due diligence, security of our offerings and preventing fraud – As we aim to provide you with products and services that are most secure and as we want to keep our people and business safe, we have a legitimate interest to use your personal information to conduct due diligence investigations, to maintain the security of our offerings and to prevent fraud.

Legal purposes - Sometimes we need to use your personal information to handle claims, to comply with applicable laws or law enforcement requests. This processing activity is in our legitimate interest, or to comply with a legal obligation.

Marketing and promotions - If you have consented to receive communications from us, or if you are an EVBox partner or customer, we may contact you for the promotion of our own similar products and/or services, to invite to events we may organize, and to inform you about latest news and updates. The legal basis for this processing activity is either your consent, or our legitimate interest. You can easily opt-out of this service by clicking the unsubscribe button provided in our promotional emails or contacting privacy-team@evbox.com.

Online surveys - At times we may offer you to participate in a survey that allows us to improve our offerings. In such cases, we use the information you provide us only for that purpose, and we might share it with our survey partner for the same purpose.

Recruitment and onboarding – If you apply for one of our positions, we process your personal information to assess if you are suitable for such position. The legal basis for this processing activity is that it is in our legitimate interest, as we need to assess your job application. The personal information that we process for this purpose:

- Background check information from public authorities;
- Character and/or performance information from referees;
- Pre-employment assessment information from assessment service providers;
- Personal information from the public section of your social media account(s), or other public information about you; and
- Personal information that you provide us with.

We will only use the personal information about you if such is necessary and relevant to the position you apply for.

In the application process we will keep your personal information for 2 years to contact you for any upcoming employment opportunity for which you may be suitable. You can refuse and/or withdraw your consent at any time.

In case your application is successful, we have a legitimate interest to continue to process your personal information so that we can make you an offer, and subject to your acceptance, enter into an employment relationship with you and welcome you aboard.

2. Who do we share your personal information with?

We use trusted service providers to provide certain services for us in relation to the processing of your personal information. For example, we store personal information with an external hosting provider and we use a payment service provider to facilitate ad-hoc payments.

In addition, we may share your personal information with our business partners, for example your eMSP if you charge at an EVBox charging station with your eMSP's charge card, a support service provider who manages service incidents, or a reseller to follow-up on your request for information on our products.

Finally, to the extent we are required by law, regulation or court order, we may disclose your personal information in compliance with that law, regulation, or court order.

3. International transfers

We may transfer your personal information to a third party that is located outside the European Union or the European Economic Area. If this country does not provide for an adequate level of protection under its domestic law according to the European Commission, we have ensured this adequate level of protection by agreeing on additional appropriate safeguards with that group company or third party through the Standard Data Protection Clauses adopted by the European Commission.

A list of countries that have ensured an adequate level of protection according to the European Commission can be found on the [EU Commission website](#).

Alternatively, we may ask you for your explicit consent to the proposed transfer. You may request a copy of the Standard Data Protection Clauses by sending us an email (details provided below), motivating your request.

4. For how long do we keep your personal information?

Where possible, we have set specific retention periods for keeping your personal information. These specific retention periods are stated below, or we shall communicate these to you at or before we start processing your personal information.

Where it is not possible for us to use set retention periods, we have stated below the criteria that we use to determine the retention periods.

Specific retention periods

Billing & administration for any of our offerings – we keep your personal information that is required to be kept by law for maintaining an administration for a period of 10 years, or longer if so required by local law.

Marketing & promotions - We keep your personal information for as long as you are subscribed, or until we cancel our newsletter service, whichever occurs first. You can easily opt-out of the newsletter by clicking the unsubscribe button provided in the email.

Recruitment & onboarding - In case the job application is successful and we can welcome you aboard, we shall store your personal information in our personnel files, which we shall keep in accordance with our data protection policy retention times.

In case the job application is unsuccessful, we shall keep your personal information for a maximum of 2 years to contact you for potential future opportunities.

Criteria for determining retention periods

In any other circumstances, we use the following criteria to determine the applicable retention period:

- The assessment of your fundamental rights and freedoms;
- The purpose(s) of processing your personal information. We shall not keep your personal information longer than is necessary for the purpose(s) we collected it for;
- Any relevant industry practices or codes of conduct on keeping personal information;
- The level of risk and cost associated with keeping your personal information (accurate and up-to-date);
- Whether we have a valid lawful basis to keep your personal information;
- The nature, scope and context of processing of your personal information and our relationship with you;
- Any other relevant circumstances that may apply.

In any case, we shall keep your personal information in compliance with applicable law and make periodical reviews of the personal information held.

5. Your rights concerning our processing of your personal information

We remind you that you have certain legal rights:

Access. You have the right to be informed on whether we process your personal information or not and to related information on that processing.

Consent withdrawal. If you have supplied us with your personal information based on your consent, you have the right to withdraw such consent at any time. You may withdraw your consent by unsubscribing from the service that you have subscribed to if applicable. You may also do so by sending us an email to privacy-team@evbox.com. We shall then permanently remove your personal information from our database.

Data portability. We are required to inform you of your right to receive your personal information from us so that you can transmit that personal information to another service provider.

Lodging a complaint. You have the right to lodge a complaint with a supervisory authority, in particular in the country of your residence, about our processing of your personal information. You can find a complete list of supervisory authorities [here](#).

Rectification. You have the right to have your personal information corrected or completed by us without undue delay. If you have set up an account with us, you may have the possibility to correct or complete your personal information yourself.

Restriction of processing. You have the right to request that we restrict the processing of your personal information based on specific grounds. These are (1) if you believe your personal information are not accurate; (2) instead of erasure of unlawful processing, you request restriction of use instead; (3) we no longer need your personal information, but you need this personal information in legal proceedings; or (4) while we are verifying whether our legitimate grounds override your objection to the processing.

Right to be forgotten. You have the right to have your personal information erased by us without undue delay. This right is limited to specific grounds, for example if you have withdrawn your consent, or if you object and there are no overriding legitimate grounds for us to maintain the processing. If you have an account with us, in some instances you have the option to erase your account yourself, in which case all your personal information is permanently deleted.

Right to object. You have the right to object at any time to our processing of your personal information if such processing is (1) based on our legitimate interest (including us making a profile of you based on your consent) and you object to it for a legitimate reason due to your personal situation; (2) for direct marketing purposes; or (3) necessary for the performance of a task carried out in the public interest or exercise of official authority vested in us and you object to it for a legitimate reason due to your personal situation. We shall cease to process your personal information based on your objection, unless we demonstrate compelling legitimate grounds overriding your interests, rights and freedoms.

6. Exercising your rights, contacting us and other important information

If you wish to exercise any of your rights, or you have a question about this Privacy Policy, please contact us via email, or send us a letter to the address below:

EVBox B.V.
Attn.: Legal Department
34, rue Denis Papin
33780 Léognan, France
e-mail : privacy-team@evbox.com

Please note that in exercising your rights, we may ask you to complete a request form. We shall then inform you of the process of handling your request.

Changes to this Privacy Policy

When we modify this Privacy Policy, we will publish it on our website with a revised publication date and, if applicable and possible, notify you of the changed Policy via your account.

Other EVBox privacy policies

In addition to this Privacy Policy, we may have specific promotions, campaigns, services and/or privacy processes that are substituted, or supplemented by other privacy policies. If so, we will notify you and make the applicable privacy policy available to you.