

Privacy Policy

Last updated: 2 September 2024

Introduction

In this Privacy Policy, "we," "us," or "our" refers to ChargePost Pty Ltd (ABN 69 665 573 053). We recognize the importance of protecting your personal information and are committed to ensuring its security. This Privacy Policy outlines how we collect, use, store, and disclose your personal information. By providing your personal information to us, you agree to the terms of this Privacy Policy, and any other agreements between you and ChargePost.

We may update this Privacy Policy from time to time by publishing changes on our website, www.chargepost.com.au (the "Website"), or on our mobile application (the "Mobile App"). We encourage you to periodically review the Website or Mobile App to stay informed of any updates.

1. What personal information do we collect?

Personal information refers to data that can identify an individual. This may include:

- Contact details such as name, mailing address, email address, and phone number.
- Personal details such as date of birth and age.
- Payment information, including partial digits of credit or debit card numbers.
- Device information such as device ID, type, geo-location, IP address, and browsing activity.
- Vehicle details, including make, model, VIN, registration number, and MAC address.
- Details of products or services provided or inquired about.
- Any other information provided through customer support, surveys, or interactions with our Website, Mobile App, or other platforms.
- Information from third-party services or applications with your consent (e.g., Google Maps API, Apple Maps API).

2. When do we collect personal information?

We collect personal information in various situations, including when:

- You register, access, or use our Website or Mobile App.
- You use our services at public charging stations, either as a registered user or guest.
- You interact with us via email, social media, or through customer support.
- You participate in surveys, promotions, or other marketing activities.
- You apply for employment with us.

The Privacy Act 1988 (Cth) (the Privacy Act) contains certain exemptions in relation to certain acts undertaken in relation to employee records and related bodies corporate. Where appropriate we make use of relevant exemptions in the Privacy Act.

Where we solicit Personal Information, we only collect:

- non-Sensitive Information, if it is reasonably necessary for the services we provide; and
- Sensitive Information, if it is reasonably necessary for or directly related to services we provide and you have consented to its collection or its collection is permitted or authorised by law.

If we solicit Personal Information, we will generally solicit it directly from you, unless it is unreasonable or impracticable for us to do so. Where we collect Personal Information about

you from a third party without your prior consent, we will take reasonable steps to inform you that we have collected Personal Information.

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only with identified individuals.

3. Why do we collect, use and disclose personal information?

We may collect, use, and disclose your personal information for purposes such as:

- Providing access to our Website, Mobile App, and other services.
- Responding to inquiries and processing payments.
- Facilitating the installation and management of home charging stations.
- Sending updates, alerts, and promotional materials.
- Improving our Website, Mobile App, and overall services through research and analysis.
- Complying with legal obligations and resolving disputes.
- Conducting recruitment and hiring processes.

4. Do we use your personal information for direct marketing?

We or our business partners may send you direct marketing messages via email, SMS, or other channels about our products and services. You can opt-out of receiving these communications by updating your preferences in the Mobile App or by following the unsubscribe instructions in the messages or sending an email to info@chargepost.com.au

5. To whom do we disclose your personal information?

We may share personal information with:

- ChargePost employees, related entities, and service providers.
- Contractors, payment operators, and cloud service providers.
- Business partners, advisors, and marketing promoters.
- Government authorities, regulatory bodies, and law enforcement as required by law.

6. Disclosure of personal information outside Australia

We may disclose your personal information to third parties or cloud service providers located outside Australia, including the USA, Philippines, Canada, and India. In such cases, we ensure that the overseas party complies with relevant Australian privacy laws. When you provide your personal information to us, you consent to the disclosure of your information outside of Australia.

7. Using our Website and cookies

We may collect information when you access our Website or Mobile App, including your browsing behaviour and IP address. We also use cookies to enhance your experience. You can disable cookies in your browser, but doing so may affect your ability to use certain features.

8. How do we store and keep your information secure?

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure and we use a number of physical, administrative, personnel and technical measures to protect your personal information. However, we cannot guarantee the security of your personal information.

9. Accessing or correcting your personal information

You have rights under the Privacy Act to:

- request access to the personal information we hold about you;
- ask us to update or correct any personal information that is inaccurate, incomplete or outdated; and
- opt-out of receiving direct marketing communications from us.

You can do any of these things by contacting us at info@chargepost.com.au or 02 6171 6108. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

10. Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us at info@chargepost.com.au or 02 6171 6108. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time.

If you are not satisfied with the outcome of any internal investigation that we conduct, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at enquiries@oaic.gov.au or on 1300 363 992. More information is available on the OAIC's website at <https://www.oaic.gov.au/>

11. Contact Us

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

Email info@chargepost.com.au

Phone (02) 6171 6108