

Personal Data and Cookies Charter

Effective from December 11th, 2023

Welcome to the address of the <https://charging.services.totalenergies.com> website or “TotalEnergies Charge Europe” application (hereinafter “the Application”).

The purpose of the Personal Data and Cookies Charter (hereinafter “Charter”) is to inform you of the rights that you can exercise regarding the processing of your data and describes the measures that we take to protect this data.

The TotalEnergies entity selling an electric charging service listed in Appendix 1 is the “data controller” with responsibility for personal data processing on the Application. These processing operations are carried out in accordance with applicable legislation.

1. Purpose of processing, legal basis, the period of storage and types of data collected

When using the Application, you may need to provide us with some personal data, depending on your status.

1.1 Status without an account

There is no need to create an account in order to use the electric charging service.

Purposes	Categories of personal data	Legal basis	Period kept
Payment for the charging service	Bank details (card number, expiry date, security code)	Performance of the contract	The time required for the transaction
Management of various requests: technical support, reporting complaints and incidents.	Last name, first name, email address, telephone number	Legitimate interest: the information is necessary to answer your request	1 year after the complaint or request has been closed

1.2 User status

Purposes	Categories of personal data	Legal basis	Period kept
Payment for the charging service and billing	Bank details (card number, expiry date, security code), last name, first name, postal address, telephone number	Performance of the contract	Bank details: the time required for the transaction Billing: 10 years

Sending of a charging session ID code	Email address	Performance of the contract	The duration of the charging session
Management of various requests: support, including technical, reporting complaints and incidents.	Identification data: last name, first name, email address	Legitimate interest: the information is necessary to answer your request	1 year after the complaint or request has been closed

1.3 Member status

Purposes	Categories of personal data	Legal basis	Period kept
Creating a client account	Email address, password	Performance of the contract	1 year after the end of the commercial relationship or after 1 year of inactivity
Payment for the charging service and billing	Bank details (card number, expiry date, security code) Last name, first name, postal address, telephone number	Performance of the contract Legal obligation: tackling money laundering and the financing of terrorism	Bank details: the time required for the transaction 5 years after the end of the commercial relationship with the subscriber Billing: 10 years
Managing the electric charging service and preferences	- History of bookings and charges, - History of your electric charging stations - Preferred electric charging stations and networks	Performance of the contract	5 years after the end of the commercial relationship with the subscriber
Saving a means of payment	Bank details (card number, expiry date, security code)	Consent	Until consent is withdrawn
Management of various requests: support, including technical, records, reporting complaints and incidents.	Identification data: last name, first name, email address	Legitimate interest: the information is necessary to answer your request	1 years after closing the complaint or incident request commercial relationship

2. Recipients of data

To process your personal data in accordance with the Charter, it may be communicated to one or more of the data controller's departments, company subsidiaries, TotalEnergies payment service providers or independent distributors or subcontractors. The data may also be shared with service providers, partners or subcontractors operating as the data controller's "data processors" within the framework of a service contract.

3. Data transfers

There are no transfers of personal data outside the European union.

Any transfer of data to a country outside the European Economic Area shall be carried out in accordance with the applicable law and in such a way as to protect your personal data appropriately. TotalEnergies has adopted "Binding Corporate Rules" (BCR) governing intra-company transfers of personal data originating in the European Economic Area. If you would like more information about our BCRs please visit <https://totalenergies.com/fr/donnees-personnelles>. For any information on the other measures put in place to ensure adequate protection, please write to the contact address below.

For data transfers not covered by the BCR, to countries outside the European Economic Area, other measures to ensure adequate protection are taken.

4. Data security and confidentiality

The data controller takes appropriate steps to ensure the security and confidentiality of your personal data, including measures to prevent it from being distorted, damaged, or disclosed to unauthorized third parties

5. Managing cookies

A cookie is a file which enables information about your computer's browsing to be stored so as to make your visits to the website smoother.

Cookies are text files that are stored on your computer's browser. They are used to provide access to various pieces of information about you. Some of them belong to the publisher of the Application (first party) and some to third parties.

The table below gives details of each cookie used by the Application.

We enable cookies once you have given your consent, except for technical cookies that are required in order to provide the service you request on the application.

Category	Type	Cookie name	Description	Publisher	Period kept
Technical cookie: authentication	Essential	AUTH_LEGACY_SESSION	The information is needed for the application to work properly and for authentication	TotalEnergies charging service	Duration of the session
Cookie (geolocation)	Optional	SPK MapBox (application interface)	The user can decide to share their location in order to enhance their experience of the Application (subject to their consent)	MapBox	Duration of the session
Cookie (geolocation)	Optional	Browser (website interface)	The user can decide to share their location in order to enhance their experience of the Application (subject to their consent)	User's browser	Duration of the session
Technical and functional cookie	Essential	utag_main, utag_main_, tealium_segment, utag_env_	These cookies can be added to the acceptance of the service 'tealium'. They allow you to manage the activation or not of other cookies contained in the Tag management system Tealium	Tealium	13 months
Cookies, in statistical purposes	Optional	atuserid	Client-side visitor ID cookie (overrides server-side)	Piano Analytics	6 months
Cookies, in statistical purposes	Optional	Atauthority	CNIL exemption cookie that allows the storage/recording of visitor consent	Piano Analytics	6 months
Cookies, in statistical purposes	Optional	ldirxvr	Historical visitor ID (backup server-side visitor ID cookie)	Piano Analytics	13 months
Cookies, in statistical purposes	Optional	Atidx	Secure visitor ID (backup server-side visitor ID cookie)	Piano Analytics	13 months

Cookies, in statistical purposes	Optional	Atid	Primary visitor ID (backup server-side visitor ID cookie)	Piano Analytics	13 months
Cookies, in statistical purposes	Optional	Atreman	Allows you to keep track of the persistent campaign	Piano Analytics	30 days
Cookies, in statistical purposes	Optional	Atsession	List of new campaigns encountered during a visit, in order not to measure the same campaign several times	Piano Analytics	30 days

How to withdraw your consent

When you first log on to the Application, you will be asked to give your consent to the use of non-essential cookies and/or to select your settings. If you subsequently wish to change your choices, you can manage your cookies by going to the section at the bottom of the page of our site or application or by clicking on a “cookies” information icon.

To delete cookies already stored, please refer to the procedure provided by your operating system (Windows, OS X, etc.).

6. External links

If the Application provides access to websites, those websites are not governed by this Charter. We recommend that you consult the confidentiality statements of these websites to find out what their practices are in terms of collecting, using and sharing personal data.

7. Charter amendment

This Charter was last updated on 11/12/2023. The most recent version can be consulted when confirming a charge operation, or by consulting the Application's “General Terms and Conditions of Use”. We reserve the right to amend and review this Charter at any time. We will inform you of any amendments we make to the Charter and will provide you with an updated version of it.

8. Your rights / Contact

In accordance with the regulations in force, you are entitled to access, rectify, oppose, erase and limit your personal data. You may also request its portability. You are also entitled to issue post-mortem instructions in the European countries where applicable.

To exercise your rights and ask us any questions about the way in which your personal data is processed, you can contact the data controller by consulting Appendix 1.

If you feel, after contacting us, that your rights have not been respected, you can lodge a complaint with the competent supervisory authority.

APPENDIX 1: LIST OF COMPETENT ENTITIES AND DATA PROTECTION CONTACTS

List of selling entities with “data controller” status	Postal address	Personal Data Contact
TotalEnergies Marketing España	Ribera del Loira nº46 28042 MADRID - Spain	atencion.cliente@totalenergies.com