

Personal Data and Cookies Policy

Welcome to chargingservices.totalenergies.com website or "TotalEnergies Charge Europe" application (hereinafter, the "Application").

The purpose of the Personal Data and Cookies Policy (hereinafter, the "Policy") is to inform you of the rights you can exercise regarding the processing of your data; it also describes the measures we take to protect your data.

The TotalEnergies entity selling an electric charge listed in Appendix 1 is the "data controller" responsible for processing personal data on the Application. The data will be processed in accordance with applicable legislation.

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

When using the Application, you may be required to provide us with your personal data.

1.1 Data processed for a Visitor

| Purpose | Personal data categories | Legal base | Storage period |
|---|--|-----------------------------|--|
| Payment for the charging service | Bank details (credit card number, expiry date) | Performance of the contract | Bank details: Duration of the transaction. Billing: 10 years |
| Sending of a charging session identifier code | Email address | Performance of the contract | Charging session time |
| Processing of various requests: technical support, monitoring of charge status, complaints and incidents. | Identification details (name, first name, email address, telephone number) | Legitimate interest | 1 year after closure of the request |

1.2 Data processed for a Member

| Purpose | Personal data categories | Legal base | Storage period |
|---|---|-----------------------------|---|
| Creating a customer account | Identification data (email, password) | Performance of the contract | 3 years from when the Customer last connected to their Account |
| Payment for the charging service | Bank details (card number, expiry date) | Performance of the contract | Bank details: For the duration of the transaction or until the Customer Account is closed. Billing: 10 years |
| Sending of a charging session identifier code | Email address | Performance of the contract | Charging session time |

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|--|--|---------------------|-------------------------------------|
| Processing of various requests: technical support, monitoring of charge status, complaints, and incidents. | Identification details (name, first name, email address, telephone number) | Legitimate interest | 1 year after closure of the request |
|--|--|---------------------|-------------------------------------|

1.1 Data processed for a Subscriber

| Purpose | Personal data categories | Legal base | Storage period |
|---|--|-----------------------------|---|
| Creating a customer account | Identification data (email, password) | Performance of the contract | 3 years from when the Customer last connected to their Account |
| Payment for the charging service | Bank details (card number, expiry date) | Performance of the contract | Bank details: For the duration of the transaction or until the Customer Account is closed. Billing: 10 years |
| Processing of various requests: technical support, monitoring of charge status, complaints and incidents. | Identification details (name, first name, email address, telephone number) | Legitimate interest | 1 year after closure of the request |

Your personal data will not be processed later in a way that is incompatible with the purposes described in this Policy or in the data forms.

2. Data recipient

In order to process your personal data in compliance with the Policy, it may be disclosed to one or more of the data controller's services, subsidiaries, TotalEnergies payment service providers, customer relationship management providers, or independent distributors and subcontractors.

3. Data transfers

No personal data is transferred outside the European Union.

If data is transferred to a country outside the European Economic Area (EEA), the process will be performed in accordance with applicable legislation and in such a way as to ensure appropriate protection of your personal data. TotalEnergies has adopted Binding Corporate Rules (BCR) governing intra-group transfers of personal data from the European Economic Area. If you would like more information about our BCR, please click here <https://totalenergies.com/privacy>. For information on other measures put in place to ensure adequate protection, please write to the contact address below.

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

4. Data security and privacy

The data controller takes appropriate measures to protect the security and confidentiality of your personal data, in particular to prevent it from being distorted, compromised or disclosed to unauthorised third parties.

5. Cookie management

A cookie or tracker is a file used to log information about how you browse the Application to improve your browsing experience.

Cookies are text files stored on your browser. They provide access to information about you. Some of them belong to the publisher of the Application (first party) and certain third parties (third party).

The following table offers information about each cookie/tracker on the Application.

We activate cookies once you have given your consent, except for the technical cookies required to provide the service you request on the application.

| Cookie type | Cookie name | Purpose of the cookie | Supplier | Storage period |
|----------------------------------|---|---|---------------------------------|------------------|
| Technical cookie: authentication | AUTH_LEGACY_SESSION | This information is necessary for the application to work on authentication | TotalEnergies charging services | Session duration |
| Geolocation Cookie | SPK MapBox | Users may decide to share their location in order to improve their experience with the application (subject to their consent) | MapBox | Session duration |
| Geolocation Cookie | Website browser interface | Users may decide to share their location in order to improve their experience with the application (subject to their consent) | User's browser | Session duration |
| Technical and functional cookies | utag_main, utag_main_, tealium_segment, utag_env_ | These cookies may be added when you accept the 'tealium' service. They allow you to manage whether or not you activate other cookies contained in the | Tealium | 13 months |

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|----------------------------|-------------|--|-------------|-----------|
| | | Tealium tag management system | | |
| Statistical cookies | atuserid | Customer-side visitor identification cookie (replaces server-side) | AT Internet | 6 months |
| Statistical cookies | Atauthority | Cookie for storing/logging visitor consent | AT Internet | 6 months |
| Statistical cookies | ldirxvr | Visitor identifier history (server-side visitor identifier storage cookie) | AT Internet | 13 months |
| Statistical cookies | Atidx | Secure visitor identification (server-side visitor identifier cookie storage) | AT Internet | 13 months |
| Statistical cookies | Atid | Primary visitor identifier (server-side visitor identifier storage cookie) | AT Internet | 13 months |
| Statistical cookies | Atreman | Used to keep a prior attribution campaign in memory | AT Internet | 30 days |
| Statistical cookies | Atsession | Used to record the list of new campaigns encountered during a visit, in order to avoid measuring the same campaign several times | AT Internet | 30 days |

How to withdraw your consent

When you first connect to the Application, you will be asked to give your consent to the use of non-essential cookies and/or to choose your settings. If you wish to change your choices later, you can manage your cookies via the section at the bottom of our site or application, or via an information icon labelled "cookies".

To delete cookies that have already been saved, please follow the procedure for your operating system (Windows, OS X, etc.).

6. External links

If the Application gives you access to websites, please be aware that they are not subject to this Policy. We advise you to consult the privacy statements of said websites for information about their practices regarding how they collect, use and disclose personal data.

7. Changes to the Policy

This Policy was updated on 17/06/2024. The latest version is available either when you confirm a charge or in the "Personal data policy" section of the Application. We reserve the right to revise and change this Policy at any time.

8. Your rights/contacts

In accordance with current regulations, you have the right to access and to the rectification, opposition, erasure, limitation and portability of your data. Where applicable, you also have the right to give post-mortem instructions in the corresponding European countries.

To exercise your rights and ask questions about the processing of your personal data, you can send an e-mail to the address of the entity in your country listed in Appendix 1.

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

APPENDIX 1: LIST OF COMPETENT DATA PROTECTION BODIES AND CONTACTS

| List of seller entities with the status of "data controller" | Postal address | Data Protection Contact |
|--|--|--|
| TotalEnergies Marketing Belgique SA | TotalEnergies Belgium NV – Direction Juridique, Délégué à la Protection des Données - Handelsstraat 93 - 1040 Brussels | ms.be-privacy@totalenergies.com |
| TotalEnergies Marketing France and TEVGO | TEVGO - Tour Michelet, Bâtiment B, 24 Cour Michelet, 92800 Puteaux | donneespersonnelles@tevgo.fr |
| TotalEnergies Marketing España | Ribera del Loira No. 46 28042 Madrid – SPAIN | atencion.cliente@totalenergies.com |
| TotalEnergies Marketing Deutschland GmbH | Jean-Monnet-Straße 2 10557 Berlin – Germany | ms.datenschutz-germany@totalenergies.com |