

## Terms and Conditions – Circle K Charge surveys

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If you have any questions regarding charging or the App, please contact Circle K's customer service at telephone number: +47 22 96 24 00 or by email to: [kontakt@circlekcharge.no](mailto:kontakt@circlekcharge.no).

## Privacy Statement

This privacy statement constitutes the general information about how we will process your personal data and what data will be processed.

### 1. Purpose of processing

Participating in Circle K EV Customer Panel program will let you take part in providing your feedback to Circle K about your experience with charge and utility related products and services, and thereby contribute to Circle K's journey to making charging easier. You will need a Circle K ID and Circle K EXTRA account in order to participate in the test panel.

We process personal data in order to run the Circle K EV Customer Panel. When you submit feedback about our services, the personal data you submit will be registered by Circle K and retained within our systems for one year or less in cases when the purpose for which the personal data was gathered had been fulfilled. The legal basis for processing of this data is freely given consent of participant.

The Circle K EV Customer Panel seeks to gather customer feedback as well as to engage customers in testing new and products and services related to charging.

Circle K will not send you any promotional material unless you have consented to it, however, by signing up to Circle K EV Customer Panel program, you agree that you will be notified of charge and utility related products and services where we might seek your feedback.

### 2. Your rights as a data subject

#### *Exercising your rights*

You may exercise your rights as a data subject, including the right to object, or ask us questions by contacting Circle K as indicated in our general Privacy Policy, <https://stories.circlekeurope.com/no/privacy-policy> or through the Circle K ID page: <https://id.circlekeurope.com>. Some requests, like access to data, specific question related to data analysis as such or any other question you can request further access needs to be made in writing.

#### *Information*

These terms and conditions constitute the special information about how we will process your personal data and what data will be processed as part of the Services and supplement the general Circle K Privacy Policy which is available on <https://stories.circlekeurope.com/se/privacy-policy>.

#### *Access to data*

You have the right to at any time request from us a copy of the information about you that we store. Such request shall be in writing. If you have specific question related to data analysis as such or any other question you can request further access. Most information is available to you at the mobile application which contains the necessary personal data we store about you to provide you with the Services. Request for access to data shall be made in writing, see more at <https://id.circlekeurope.com>.

### *Rectification of data*

If your personal data changes, you can rectify (correct) your personal data by contacting Circle K. Such request shall be made in writing.

### *Deletion of personal data*

You have the right to request deletion of some parts of your personal data. Some data, such as transactions must be retained in accordance with local jurisdiction. By deleting the personal data used for Circle K EV Customer Panel, your participation in the program shall be terminated, and will no longer be available to you. You will have to apply for the program once more to register as participant. Deletion requests shall be made in writing.

### **3. What data is collected?**

The information that Circle K EV Customer Panel shall process includes information the individual provides upon registration to the program, and information about customer's feedback to Circle K about their experience when interacting with Circle K charge and utility related products and services.

Mandatory information that is used by Circle K Charge upon registration:

- First name;
- Last name;
- E-mail address;
- Information about charge and utility service usage;
- Consent to Terms and Conditions.

Additionally, as individual takes part in the program and shares feedback to Circle K, we may ask more data about individual's demographics, living conditions, or other information. Such data shall be used strictly for statistical purposes and such data in non-anonymized form will not be used outside of the Circle K EV Customer Panel program purposes.

Additional information that we may ask you to provide following information if you wish so:

- Mobile phone number
- Age group
- Gender
- County
- Zip code
- Information about charge and utility service usage;
- Information if individual resides in an apartment or house;
- Information about vehicle ownership;
- Information about car brand;
- Availability for testing Circle K products and services;
- Types of product and service tests individual wishes to take part in;
- Preferred communication methods;

This list may change depending on the product or service which the respondent opts in for.

#### **4. How do we process data?**

In order to participate in Circle K EV Customer Panel, you must follow the invitation link sent to you by Circle K and register for participation. Circle K shall choose participants for the testing based on the data provided, and shall invite individuals to participate in testing, providing feedback, and/or to give indepth interviews about new products, services, and functionalities related to fast charging, home charging, charging in Circle K stations, and other charge or utility related products or services.

The following products and services currently are in scope for the Circle K EV Customer Panel:

- Circle K Charge App
- Circle K Home Charging app
- Circle K Electricity Retail MyPage
- Circle K Charge and Electricity Retail website
- Circle K Electricity Retail Signup solution
- Other Circle K Electricity related products

This list may change as Circle K may discontinue products or services, or introduce new ones.

Circle K shall collect the data that the respondent provides during the Circle K EV Customer Panel program. Circle K will use the collected data in combination with the demographic and other information the respondent has provided to us during Circle K EV Customer Panel to gain insights on our product and service performance, and to understand better how customers interact with Circle K products and services.

Circle K shall engage data processor – Netigate – to facilitate registration forms displayed to participants. Initially the data respondent provides shall be collected through Netigate registration form. Based on the data provided in the form Circle K shall reach out to respondents to invite them for participation. The respondent can withdraw from the program at any time. All findings from the tests will be analyzed and used to improve new products, services and solutions related to charge or utility to deliver the best customer journey possible. The personal data respondent submits through Circle K EV Customer Panel shall be retained by Circle K for one year or less in cases when the purpose for which the personal data was gathered had been fulfilled.

#### **5. Protecting your personal data and respecting privacy**

Circle K may share the personal data gathered through Circle K EV Customer Panel with its partners in order to administer the data, as well as to be able to operate Circle K EV Customer Panel.

Circle K will not gather, use or disclose any personal data about a customer that is not aligned with the original purpose without ensuring appropriate legal basis, and we will never sell your data. Circle K will maintain the security and confidentiality of the information furnished by our registered customers according to the relevant laws and industry standards, such as, including, but not limited to GDPR.

#### **6. Data processors (subcontractors), transfer of data**

Circle K will co-operate with partners to support us on our business processes. Circle K shall always sign a relevant data processing agreement with our partners before any personal data is exposed to

them. To provide you with Circle K EV Customer Panel program, Circle K will engage Netigate to facilitate the registration forms displayed to participant.

Circle K datacenters, and datacenters of subcontractors enabling you to receive Charging services are located in EU / EEA, or in countries recognized by European Commission to provide an adequate level of data protection.

#### **7. Updates to this statement**

We may periodically update this statement. For App users, an updated policy will always be available via App Store, Google Play and within the app.