

Privacy Policy: Easipower

Last Updated: 1st January 2026

At **Easipower**, we value your privacy as much as we value your mobile connectivity. This Privacy Policy explains how we collect, handle, and protect your information when you use our power bank rental service, our mobile application, or our website.

1. Data Controller

Easipower B.V., located at Bridgemankade 122, Hoofddorp, 2132HR Netherlands, is the party responsible (the “Data Controller”) for processing your personal data under the GDPR.

2. Information We Collect

To provide a seamless rental experience, we process the following categories of data:

- **Account Information:** When you register, we collect your name, email address, and authentication data (such as unique IDs from Google or Apple if you use social login).
- **Rental & Usage Data:** We record details of your rental sessions, including the specific **Easipower Hub** used for pickup and return, the duration of use, and the date/time of the transaction.
- **Payment Details:** Financial transactions are handled by our third-party payment provider (e.g., Stripe, Mollie, or MultiSafepay). Easipower does not store your full credit card or bank account numbers; we only receive confirmation of payment and necessary transaction tokens.
- **Technical & Device Data:** This includes your IP address, device type, operating system, and unique device identifiers to ensure app compatibility and security.

3. Purpose and Legal Basis

We use your data based on the following legal grounds:

- **Contractual Necessity:** To manage your rentals, process payments, and provide customer support.
- **Legal Obligation:** To comply with tax laws (e.g., retaining transaction records for the Dutch Tax Authority).
- **Legitimate Interest:** To improve our Hub network, optimize station locations, and prevent fraudulent use of our equipment.

- **Consent:** If you opt-in to receive promotional updates or newsletters.

4. Data Retention

We do not keep your information longer than is essential for the purposes mentioned above:

- **Transaction Records:** Retained for 7 years to comply with statutory fiscal obligations.
- **Account Data:** Deleted or anonymized after 1 year of account closure, unless there are outstanding payments or legal disputes.
- **Operational Logs:** Technical logs are generally cleared within 30 days.

5. Sharing Your Information

We do not sell your personal data. We only share information with:

- **Service Providers:** Partners who assist with hosting, payment processing, and customer communication.
- **Legal Authorities:** Only when required by law or to protect our legal rights.
- **Location Partners:** If you rent from a specific venue (like a cafe), we may share *anonymized* usage statistics with that venue, which cannot be traced back to you individually.

6. Data Security

All data is stored on secure servers located within the **European Economic Area (EEA)**. We use industry-standard encryption (SSL/TLS) for data transmission and implement strict access controls to prevent unauthorized access.

7. Your Rights

Under the GDPR, you have the following rights regarding your data:

- **Access & Portability:** Request a copy of the data we hold about you.
- **Correction:** Ask us to update inaccurate or incomplete information.
- **Erasure:** Request that we delete your personal data (the "right to be forgotten").
- **Object or Restrict:** Oppose the processing of your data for specific purposes.

To exercise these rights, please contact info@easipower.nl.

8. Age Limit

Our service is intended for users aged 18 and over. We do not knowingly collect data from minors. If you believe a minor has provided us with personal information without parental consent, please notify us immediately.

9. Updates to this Policy

We may revise this Privacy Policy periodically to reflect changes in our service or legal requirements. We will notify you of significant changes via the app or our website.

10. Contact Us

For questions regarding your privacy or data protection, you can reach our Data Protection team at:

- **Email:** info@easipower.nl
- **Address:** Bridgemankade 122, Hoofddorp, 2132HR Netherlands