

**Last Updated: February 4, 2025**

This Privacy Policy describes how ChargerHelp, Inc. (collectively with its subsidiaries and corporate affiliates, "**ChargerHelp**", "**we**", "**us**" or "**our**") processes, collects, uses, and discloses information collected from and about you when you use our products or services, or otherwise interact with us. We offer a range of offerings and refer to all of these products and services, including our websites and the EMPWR platform as "**Services**" in this policy. Users of our Services may be referred to as "**Users**" below.

This policy also explains how we use information about you, which could be used to identify you directly or indirectly ("**Personal Data**"). Your choices include how you can object to certain uses of Personal Data about you and how you can access and update certain Personal Data about you. If you do not agree with this policy, do not access or use our Services or interact with any other aspect of our business.

The information processed by the Services, including any contact information, account information, messages, files, audio recordings, or other content submitted through Services accounts is collectively called "**User Data**," and may include Personal Data. Where we provide the Services under contract with an organization (an "**Organization**"), that Organization may control the information processed by the Services, including User Data. If this is the case, please direct your data privacy questions to your Organization's administrator, as your use of the Services is subject to that Organization's privacy policies and practices, which may be different from this policy.

This Privacy Policy does not apply to any third party applications or software that may be connected to the Services, or any other third party products, services, or businesses.

## **Other Information**

In addition to User Data, we also collect, generate and/or receive "**Other Information**", which may include Personal Data:

- **Your use of the Services.** We keep track of certain information about you when you visit and interact with any of our Services. This information includes the features you use, pages you visit, and links you click on, your IP address, information about your browser and operating system, device information, hardware settings, geolocation information, analytics data, and other information related to your use of our Services. How much of this information we collect may depend on the type and settings of the device you use to access the Services.
- **Cookies and Other Tracking Technologies.** We and our third-party partners, such as our advertising and analytics partners, use cookies and other tracking technologies (e.g., web beacons, device identifiers and pixels) to provide functionality and to recognize you across different Services and devices.
- **Third Party Data.** We may receive data about organizations, industries, website visitors, marketing campaigns and other matters related to our business from our partners or others that we use to make our own information better or more useful.

- **Additional Information Provided to Us.** We receive Other Information when you submit information through a form on our website or if you participate in a focus group, contest, webinar, activity or event, apply for a job, request support, visit our office, interact with our social media accounts, or otherwise communicate with us.
- Generally, you are not under a statutory or contractual obligation to provide User Data or Other Information (collectively, “**Information**”) to us. However, certain Information is collected automatically and, if some Information is not provided, we may be unable to provide the Services.

## **How We Use Information**

User Data will be used by us in accordance with Users’ instructions and agreements, and as required by applicable law. ChargerHelp, Inc. is a processor of User Data and User is the controller.

We use Other Information in furtherance of our legitimate interests in operating our Services, websites, mobile applications, and business. More specifically, we use Other Information:

- To provide, update, maintain, and protect our Services, websites, mobile applications, and business.
- As required by applicable law, legal process, or regulation.
- To communicate with you by responding to your requests, comments and questions.
- To develop and provide additional features.
- To send emails and other communications.
  - We may send you service, technical, and other administrative emails, workflow notifications, messages, and other types of communications. We may also contact you to inform you about changes in our Services, our Services offerings, and important Services-related notices, such as security and fraud notices. These communications are considered part of the Services and you may not opt out of them. In addition, we sometimes send emails about new product features, promotional communications, or other news about ChargerHelp. These are marketing messages, and you can control whether you receive them by clicking the “Unsubscribe” link in our email footers.
- For billing, account management, and other administrative matters.
- To investigate and help prevent security issues and abuse.
- If Other Information is aggregated or de-identified so it is no longer reasonably associated with an identified or identifiable natural person, we may use it for any business purpose.

## **Data Retention**

We may retain and use your information as necessary to comply with our legal obligations, resolve disputes, enforce our agreements, and to support business operations. Consistent with these requirements, we will try to delete your information promptly upon request. Please note, however, that there might be latency in deleting information from our servers and backed-up versions might exist after deletion. In addition, we do not delete from our servers files that you have in common with other users.

If the Services are made available to you through an Organization, we retain your information as long as required by the Organization.

## **How We Share And Disclose Information**

We may disclose information we collect about you in the following circumstances.

- **To Affiliates:** we disclose Information about you to our affiliates and subsidiaries under common ownership and/or control with us in accordance with applicable law.
- **To Service Providers:** we may use service providers (including affiliates acting in this capacity) to help us provide the Services. They provide a variety of services to us, including data storage, billing and payment processing, data storage, security, fraud prevention, and legal services.
- **To End Customers:** in certain cases where your use of our Services is as a service provider to us, directly or through an Organization, we may provide Information to end customers in connection with the performance of our contractual agreements.
- **With Consent:** we may disclose your Information to third parties with your consent or otherwise at your direction.
- **Business Transactions:** we may disclose Information to third parties in connection with the proposed or actual financing, securitization, insuring, merger, sale, assignment or other disposal of all or part of our business or assets. These third parties may use Information for the purposes of evaluating and/or completing the proposed transaction and thereafter as a successor of our interests.
- **Aggregated or De-identified Data.** We may disclose or use aggregated or de-identified Information for any purpose. For example, we may share aggregated or de-identified Information with prospects or partners for business or research purposes.
- **To Comply with Laws.** If we receive a request for information, we may disclose Information if we reasonably believe disclosure is in accordance with or required by any applicable law, regulation or legal process.
- **To enforce our rights, prevent fraud, and for safety.** To protect and defend the rights, property or safety of ChargerHelp or third parties, including enforcing contracts or policies, or in connection with investigating and preventing fraud or security issues.

## **Security**

We take security of data very seriously. We work hard to protect Information you provide from loss, misuse, and unauthorized access or disclosure. While we have implemented a variety of technical, physical, and organizational security measures designed to protect the information we collect, no website or internet transmission is completely secure, and we cannot and do not guarantee the security of your information.

## **Our Policy Toward Children**

Our Services are not directed to persons under 18. We do not knowingly collect personally identifiable information from children under 18. If a parent or guardian becomes aware that their child has provided us with Personal Data without their consent, they should contact us at

[privacy@chargerhelp.com](mailto:privacy@chargerhelp.com). If we become aware that a child under 18 has provided us with Personal Data, we will take steps to delete this information from our files.

## **Changes To This Privacy Policy**

We may change this Privacy Policy from time to time. Laws, regulations, and industry standards evolve, which may make those changes necessary, or we may make changes to our business. We will post the changes to this page and encourage you to review our Privacy Policy to stay informed. If we make changes that materially alter your privacy rights, we will provide additional notice, such as via email or through the Services. If you disagree with the changes to this Privacy Policy, you should cease to use the Services.

## **Your Rights**

Individuals located in certain countries, including the European Economic Area, have certain statutory rights in relation to their Personal Data. Subject to any exemptions provided by law, you may have the right to request access to Personal Data, as well as to seek to update, delete or correct this Personal Data.

To the extent that our processing of your Personal Data is subject to the General Data Protection Regulation, we rely on our legitimate interests, described above, to process your data. We may also process Other Information that constitutes your Personal Data for direct marketing purposes and you have a right to object to our use of your Personal Data for this purpose at any time.

To communicate with our security team about data protection, please email [privacy@chargerhelp.com](mailto:privacy@chargerhelp.com).

## **For California Residents**

If you are a California resident, California Civil Code Section 1798.83 permits you to request information regarding the disclosure of Personal Data by us to third parties for the third parties' direct marketing purposes. To make such a request, please send an email to [privacy@chargerhelp.com](mailto:privacy@chargerhelp.com) or write us at the address below.

Furthermore, California residents have the following rights with respect to Personal Data we may have collected about them:

### (i) Requests to Know

You have the right to request that we disclose:

- The categories of Personal Data we have collected about you;
- The categories of Personal Data about you we have sold or disclosed for a business purpose;
- The categories of sources from which we have collected Personal Data about you;
- The business or commercial purposes for selling or collecting Personal Data about you;

- The categories of Personal Data sold or shared about you, as well as the categories of third parties to whom the Personal Data was sold, by category of Personal Data for each party to whom Personal Data was sold; and
- The specific pieces of Personal Data collected.

You may submit a request to know by emailing [privacy@chargerhelp.com](mailto:privacy@chargerhelp.com). The delivery of our response may take place electronically or by mail. We are not required to respond to requests to know more than twice in a 12-month period.

#### (ii) Requests to Delete

You have the right to request that we delete any Personal Data about you that we have collected. Upon receiving a verified request to delete Personal Data, we will do so unless otherwise authorized by law. You may submit a request to delete Personal Data by emailing [privacy@chargerhelp.com](mailto:privacy@chargerhelp.com).

Upon receipt of a request, we may ask you for additional information to verify your identity. Any additional information you provide will be used only to verify your identity and not for any other purpose.

We will acknowledge the receipt of your request within ten (10) days of receipt. Subject to our ability to verify your identity, we will respond to your request within 45 days of receipt. In order to protect your privacy and the security of Personal Data about you, we typically verify your request by requesting additional identifying information relating to you and/or your mobile device.

#### (iii) Right to Opt Out of the Sale of Personal Data

We do not sell Personal Data.

#### (iv) Authorized Agents

You may designate an authorized agent to make requests on your behalf. You must provide an authorized agent written permission to submit a request on your behalf, and we may require that you verify your identity directly with us. Alternatively, an authorized agent that has been provided power of attorney pursuant to Probate Code sections 4000-4465 may submit a request on your behalf.

#### (v) Categories of Personal Data the We Have Sold in the Last 12 Months

We do not sell Personal Information.

#### (vi) The Right to Non-Discrimination

You have the right not to be discriminated against for the exercise of your California privacy rights described above.

## **How We Respond to Do Not Track Signals**

California law requires us to let you know how we respond to web browser Do Not Track (DNT) signals. Because there currently isn't an industry or legal standard for recognizing or honoring DNT signals, we don't respond to them at this time.

## **Contact Us**

Please feel free to contact us if you have any questions about this Privacy Policy or our practices, or if you are seeking to exercise any of your statutory rights. You may contact us at [privacy@chargerhelp.com](mailto:privacy@chargerhelp.com) or at our mailing address:

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