

# NRG Group Privacy Statement

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## Last Updated

10 March 2026

## 1. Contact details

NRG Group

Website: [www.nrggroup.nl](http://www.nrggroup.nl)

Email: [privacy@nrggroup.nl](mailto:privacy@nrggroup.nl)

Address: Transformatorweg 104 AK Amsterdam

Phone: +31 20 2445787

## 2. To whom does this privacy statement apply?

This Privacy Notice applies to:

- Visitors to our website
- Users of our SaaS services
- Customers and business partners
- Persons whose personal data we process in the context of our services

## 3. What personal data do we process?

We process the following personal data, depending on how you use our services:

Website visitors:

- IP address
- Location data
- Activity on our website (via cookies and analytics)

Users of our SaaS service:

- First and last name
- Address
- Telephone number
- Email address
- Login credentials (username, encrypted password)
- Payment details (such as IBAN)
- Usage data of the charging stations (location, charging history, transaction amounts)
- Charge card ID
- Vehicle ID (if linked)
- Log files (e.g. date/time of use, actions within the app)

#### 4. Purposes of processing

We process your personal data for the following purposes:

- Performance of an agreement
- Handling payments
- Customer service and support
- Sending service messages or updates
- Inform about changes to services or terms
- Security of accounts and systems
- Comply with legal obligations (such as tax retention obligations)

#### 5. Bases for processing

We only process your data if there is a valid basis for doing so. These are:

- The performance of an agreement
- Consent (e.g. for marketing communications)
- Comply with a legal obligation
- Legitimate interest (e.g. security, improving services)

#### 6. Processing responsibility for business customers

If your organization uses our SaaS service, that organization is the controller for the personal data of its end users. In that case, NRG Group processes this data exclusively as a processor, on behalf of the customer and on the basis of a processing agreement.

#### 7. Sharing personal data with third parties

We only share your personal data with third parties if this is necessary for the performance of our services or to comply with a legal obligation. We enter into processing agreements with parties that process personal data on our behalf.

Examples of third parties:

- Hosting providers
- Payment service providers

We never sell your data to third parties.

#### 8. International Data Transfers

Personal data is currently only stored and processed within the European Economic Area (EEA). If it turns out to be necessary to store or process data outside the EEA in the future, this will not take place without the prior consent of the data subject. In that case, NRG Group will ensure appropriate safeguards, such as the use of the EU Standard Contractual Clauses (SCCs), to ensure an adequate level of protection.

## 9. Security of personal data

We take appropriate technical and organizational measures to protect your personal data against loss, misuse and unauthorized access.

Examples:

- Encryption of data
- Secure connections (SSL)
- Limited access rights
- Logging and monitoring of system access

## 10. Retention periods

We do not store personal data for longer than is necessary for the purposes for which it was collected or for as long as is required by law. Concrete:

- Usage and transaction data: up to 7 years (tax hold)
- Inactive accounts: deleted after 12 months of inactivity
- Contact forms and e-mail: max. 2 years, unless relevant to agreement

## 11. Cookies and similar technologies

NRG Group only uses technical, functional and analytical cookies that do not infringe on your privacy. When you first visit our website, you can indicate your preferences. Please see our separate cookie notice for more details.

## 12. Your rights under the GDPR

You are entitled to:

- Access to your personal data
- Correction or deletion
- Restriction of or objection to processing
- Data portability
- Withdrawal of consent (if that was the basis)

You can submit requests via [privacy@nrggroup.nl](mailto:privacy@nrggroup.nl). For verification, we ask for a copy of your proof of identity, with your passport photo, MRZ, BSN and document number hidden. We will respond within four weeks.

You also have the right to file a complaint with the Dutch Data Protection Authority:

[www.autoriteitpersoonsgegevens.nl](http://www.autoriteitpersoonsgegevens.nl).

### 13. Changes to this Privacy Statement

We may amend this privacy statement. The most recent version can always be found on our website. In the event of major changes, we will actively inform you (e.g. by e-mail or when logging in to the SaaS application).

### 14. Data breaches (personal data breaches)

Despite the security measures we have taken, a personal data breach (data leak) may occur.

In the event of a data leak that poses a risk to your rights and freedoms, NRG Group will report this to the Dutch Data Protection Authority in accordance with applicable legal obligations. If the data leak is likely to pose a high risk to your rights and freedoms, we will also inform you directly about this.

In that case, we will take appropriate measures to limit the consequences and prevent recurrence.

### Ask?

Do you have any questions? Feel free to contact us at [privacy@nrggroup.nl](mailto:privacy@nrggroup.nl)