

ChargePoint Services Limited – Privacy Notice

This Privacy Notice contains important information on what happens when you create an account with us.

We will occasionally update our Privacy Policy. Any changes will be posted to this site, so we encourage you to periodically review this Privacy Notice.

As part of the [Engie Group](#), we may have reason to share your data within the Group. This will only be for operational purposes, for instance using a Group managed system for a particular function, and never for marketing purposes.

YOUR DATA

What we collect and when

Personal Data	When you register we collect details of your name, address, email address, phone number and optionally your vehicle registration. There is also the option to provide your credit or debit card details at this point, these are passed directly to Stripe Payment Services (see Financial below) and not stored.
Vehicle	From your vehicle registration, we determine your vehicle's make and model.
Location	Any time you use our Start a Charge feature or Map we collect your current location data.
Financial	When you make a payment we pass the transaction information directly to Stripe Payment Services. Follow this link to see their Privacy Policy on their website.

Why we collect it

Personal Data	We collect your personal information to fulfil our contract with you, as set out in our Terms and Conditions.
Vehicle	We store your vehicle's make and model to help determine any faults common to a particular vehicle type.
Location	We collect your current location data to find and display chargers close to you.

How long we retain it

Personal Data	We keep your personal data for the term of your contract with us.
Vehicle	We retain your vehicle's make and model indefinitely (anonymised, so not linked to you in any way).
Location	Your location data is used for that single transaction only, and not stored.

Who we share it with

Personal Data	In the case of hardware faults that we cannot resolve, with your consent we will forward your contact details to the manufacturer to continue investigation. When you order a home charger, we will forward your details to our contractors, to perform the installation.
----------------------	---

OUR COMMUNICATIONS TO YOU

We will not send communications to you without your consent, other than those which are necessary to provide our service to you.

When you register, and within your account settings, you can choose to receive Marketing communications. You can opt-out of these at any time through your online account, alternatively you can contact our Customer Service team on **0333 332 1230**, email geniesupport@chargepointservices.com, or complete our [online form](#).

YOUR RIGHTS

Under the GDPR (General Data Protection Regulation) you have specific rights to the data we hold about you.

You have:

1. The right to be informed about the collection and use of your data
2. The right of access to your personal data
3. The right to rectification of inaccurate or incomplete data
4. The right to erasure of your personal data
5. The right to restrict processing of your personal data
6. The right to data portability, if you would like to re-use the data you have provided to CPS, for another purpose.

For more information please see the [ICO's website](#).

If you would like to exercise any of these rights regarding your data, please email informationsecurity@chargepointservices.com, or contact our Customer Service team (**0333 332 1230**, email geniesupport@chargepointservices.com, or complete our [online form](#)).

If you feel we are not progressing your request adequately, you can escalate your request to the Information Commissioner's Office, <https://ico.org.uk/concerns/>.

HOW TO CONTACT US

For any enquiries regarding this notice, please email us at informationsecurity@chargepointservices.com. For general enquiries, please call **0333 332 1230**, email geniesupport@chargepointservices.com, or complete our [online form](#).