



Privacy Policy

The protection of your personal information is important to us. We respect your privacy and want you to understand what we do with the information we hold about you. This privacy notice explains how we collect, use, share and protect your personal information.

If we update this notice, we will post any changes on our website so that you will always know how your personal information is being used or shared.

Who is responsible for your data?

In this document “we” and “EVi Group” refer to EVi Charge Points Ltd trading as EVi Group. EVi Group is the “data controller” for your personal data. This means we have legal responsibility for how we collect and handle your data.

How to contact us:

You can contact us in writing at

EVi Charge Points Ltd

20 Dickson Street

Elgin Industrial Estate

Dunfermline

KY12 7SN

Alternatively you can email us at enquiries@eviuk.co.uk or send a message through the “contact us” page on our web site [here](#)

1 Your personal information

1.2 What is personal information and what is processing of personal information?

Personal information (or data) is any information relating to you and that alone or together with other pieces of information gives the person that collects and processes such information the opportunity to identify you as a person. It can be your name, some form of identification number, your location data, or information related to your physical, physiological, genetic, mental, economic, cultural or social life.

Processing of the information means any action with your personal data, for example, collection, recording, organisation, structuring, storage, use or disclosure by any means.

1.2 What personal information do we collect?

We may collect the following types of personal information from you when you purchase or use EVi Group services or products:

- Contact details: information that allows us to contact you directly such as your name, email address, telephone number and addresses associated with your account or order.
- Transaction information: records of the products and services you purchase from us.
- Payment information: credit/debit card details and bank account details you provide to make payment for the products and services you purchase from us.
- Delivery information: information relating to the delivery of our products to you.
- Installation and service history: records relating to the installation of our products at your home or property and information relating to the servicing of that product.

- Responses to surveys, competitions and promotions: we keep records of any surveys you respond to or your entry into any competition or promotion we run.
- Records of your discussions with our customer support teams: when you share comments and opinions with us, ask us questions or make a complaint we will keep a record of this. This includes when you send us emails, phone our customer service team or contact us through social media such as through Twitter or our Facebook page. We may also monitor and record our phone calls with you to make sure we are living up to the standards we want, as well as relevant laws and regulations.
- How you use EVi Group products: we will collect information about how you are using EVi Group products and services and their performance.
- Location information: we will collect information about your exact location when you choose to share that with us.
- Your energy supplier: we may keep records of which energy supplier provides energy to your home.
- Any energy aggregator that you have separately engaged with: if you engage with an energy aggregator in order to sell excess energy to them, they may provide information to us so that we can monitor and administer the service.
- Your vehicle: we may record the make and manufacturer of your vehicle(s).

You are not required to provide any of the personal information described above to us, however, if you do not do so, you may not be able to use our products and services or the functionality of our products may be reduced.

1.3 What do we use your personal information for?

It's important that you understand what we do with the data that we hold about you.

Purpose	Personal information used	Lawful basis for processing
Provide our services to you and maintain your EVi Group account	All the personal information we collect (*)	Performance of a contract with you.
Take payment for our products and services	Transaction and payment information	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)
Deliver products to you	Delivery information	Performance of a contract with you
Answer your queries or complaints	All the personal information we collect (*)	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)

Purpose	Personal information used	Lawful basis for processing
Maintain and improve our products and services	All the personal information we collect (*)	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
Staff training	All the personal information we collect (*)	(a) Necessary for our legitimate interests (for running our business) (b) Necessary to comply with a legal obligation
Develop new products and services	All the personal information we collect (*)	Necessary for our legitimate interests (to develop our products/services and grow our business)
Determine products and services that may be of interest to you	All personal information we collect (*)	Necessary for our legitimate interests (to develop our products/services and grow our business)
Direct marketing	Contact details, your energy supplier, energy aggregator and your vehicle, products and services that we have determined may be of interest to you	Consent
Validating referral scheme applications	Contact details	Necessary for our legitimate interests (to validate applications)
Investigating misuse of your account, fraud and debt collection	All the personal information we collect	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security and to prevent fraud)

Purpose	Personal information used	Lawful basis for processing
		(b) Necessary to comply with a legal obligation
Operation of any surveys, competition and promotions	Contact details, payment information (if you win), records of surveys or entries	(a) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services) (b) Performance of a contract with you

(*) Does not include your payment information

We may anonymise and aggregate any of the personal information we hold (so that it does not directly identify you). We may use anonymised and aggregated information for purposes that include testing our IT systems, research, data analysis, improving our site, apps and products and developing new products and services.

1.4 How do we collect your personal data?

We will collect personal information from a number of sources. These include the following:

- Directly from you: for example, when you contact EVi Group, purchase products and services from us, complete forms we provide to you, enter our competitions and promotions, contact us by phone, via the website, email or communicate with us directly in some other way.
- Other companies we work with: provide us with information to help us deliver our products and services to you or with whom you interact and provide you services direct and certain information of which is made available through your EVi Group account, our website and/or app, and to understand you better.
- Installers and service engineers: who will provide us with information about the installation and maintenance of EVi Group products.

1.5 How do we protect your personal information?

We take technical and organizational measures to ensure the personal information is processed in a manner that ensures appropriate security of information, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage. For example:

- We make sure that access to our systems containing personal information is only allowed to our employees if they have a genuine business reason for accessing that data.
- All information you provide to us is stored on our secure servers.
- Any payment transactions will be encrypted.
- Our site may, from time to time, contain links to external sites. We are not responsible for the privacy policies or the content of such sites.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site or your account; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

1.6 Who do we share your personal information with?

We share personal information with the following parties:

- Other companies' apps and products: for the purpose of providing their apps, products & services.
- Installers and service engineers: so that they can book appointments with you and provide installation and product maintenance services.
- Delivery companies: to deliver products that you have ordered from us.
- Other service providers and advisors: such as companies that support our IT, help us analyse the data we hold, process payments, send communications to our customers, provide us with legal or financial advice and generally help us deliver our services to you.
- Market research: occasionally we may ask our market research partners to contact our customers to help us find out how to improve our products and services.
- The Government or regulators: where we are required to do so by law or to assist with their investigations.
- Police and law enforcement: to assist with the investigation and prevention of crime.
- Business Transfers: As we develop our business, we might sell or buy businesses or assets. In the event of a corporate sale, merger, reorganization, business or asset sale, dissolution or similar event, Personal Data may be part of the transferred assets.

We do not disclose personal information to anyone else except as detailed above. We may provide third parties with aggregate statistical information and analytics about users of products and services but we will make sure no one can be identified from this information before we disclose it.

Under no circumstances will we disclose data to third parties not specified here for advertising purposes.

1.8 How long do we keep personal information?

We will keep your personal information for as long as you have an account with us to meet our contractual obligations to you. After you close your account with us we will keep your personal information for six years to identify any issues and resolve any legal proceedings and where we are required to do so by law for the period required by such law.

2 Marketing

2.1 Direct Marketing

In accordance with the marketing preferences, you set when creating your EVi Group account or that you set with us a later date, we may contact you by email, push notification via text, email or phone with information about products and services we believe you may be interested in. These may include products and services, or those of our strategic partners. If you tell us not to email, send push notifications, mail or phone you with direct market we won't contact you in that way. You can let us know at any time that you do not wish to receive marketing messages by sending an email to us at enquiries@eviuk.co.uk. You can also unsubscribe from our marketing emails by clicking on the unsubscribe link in the emails we send to you.

2.2 Advertising on other websites and apps

We work with our advertising agencies to show you advertising about our products and services on websites or apps that you visit, at a time and in manner that we feel is relevant to you. To do this, our advertising agencies use anonymised information about the websites, apps, social media content and ads you interact with or view when connected to the Internet, to make sure the advertising you see is more relevant to you. The techniques our advertising

agencies use (to determine what advertising to show you), recognise the device you are using but are not aimed at you as a named individual. Typically, cookies and similar technologies are used to target this type of advertising, read more in 'Cookies' Section.

3 Cookies

3.1 General

We use cookies and other similar technologies to collect and store certain information. These typically involve pieces of information or code that a website transfers to or accesses from your computer hard drive or mobile device to store and sometimes track information about you. Cookies and similar technologies enable you to be remembered when using that computer or device to interact with websites and online services and can be used to manage a range of features and content as well as storing searches and presenting personalised content.

Most web browsers automatically accept cookies and similar technologies, but if you prefer, you can change your browser to prevent that, and your help screen or manual will tell you how to do this. However, you may not be able to take full advantage of our website if you do so.

3.2 How and why we use cookies

We use cookies and similar technologies to distinguish you from other users. This helps us to provide you with a good experience when you browse or use our products and services and also allows us to improve our site and your account. We use cookies and other similar technologies, either alone or in combination with each other.

A number of cookies and similar technologies we use last only for the duration of your web or app session and expire when you close your browser or exit the app. Others are used to remember you when you return to the site, app or your account and will last for longer.

We use these cookies and other technologies on the basis that they are necessary for the performance of a contract with you, or because using them is in our legitimate interests (where we have considered that these are not overridden by your rights), and, in some cases, where required by law, where you have consented to their use.

3.3 Types of cookies we use

We use the following types of cookies:

- Strictly necessary cookies. These are cookies that are required for the operation of our website and under our terms with you. They include, for example, cookies that enable you to log into secure areas of our website or make use of e-billing services.
- Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us for our legitimate interests of improving the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- Functionality cookies. These are used to recognise you when you return to our website. This enables us, subject to your choices and preferences, to personalise our content, greet you by name and remember your preferences (for example, your choice of language or region).
- Targeting cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information subject to your choices and preferences to make our site, your account and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

You can find more information about the individual cookies we use and the purposes for which we use them below.

Cookie	Name	Purpose and lawful basis	More information
Analytical/performance	Facebook Custom Audience	To deliver ads to website visitors on Facebook based on their previous visits. The lawful basis for this cookie is consent.	This cookie enables us to pair visitors' information with visitors' Facebook profile, in order to target particular groups of users on Facebook.
Analytical/performance	Google Analytics	To track and report on the performance of the website. The lawful basis for this cookie is consent.	Analytics is a web analytics service collecting information on how visitors interact with website content, such as pages visited.
Targeting	Google Tag Manager	To track and report on the performance of the website and to allow us to control other third-party services on our website. The lawful basis for this cookie is consent.	This cookie provides a central tool to manage various marketing tags, which monitor visitors and their behaviour on the website.
Targeting	LinkedIn Analytics	To track how many clicks on LinkedIn ads convert on the website. The lawful basis for this cookie is consent.	Enables visitors to engage with us via LinkedIn and show visitors relevant ads and personalised content on LinkedIn.
Targeting	Mailchimp	To integrate with our email marketing software for the purpose of email registration to our mailing lists. The lawful basis for this cookie is consent.	Enables automated email responses and communications for status updates related to my account and online purchases.

5 Child safety

Protecting the safety of children when they use the Internet is important to us. The site and your account are intended for use only by persons who are at least 18 years of age. By using the site and your account, you confirm to us that you meet this requirement. If you are under the age of 18, you confirm you have received permission from your parent or guardian before using any of the above or sending us personal information. If you are under the age of 18 your parent or guardian must consent on your behalf where we ask for consent in relation to the use of your information.

6 Your rights in relation to your personal information

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used;
- the right to access the personal information we hold about you;
- the right to opt-out of receiving direct marketing messages;
- the right to request the correction of inaccurate personal information we hold about you; and
- the right to request the blocking or deletion of your personal information where the processing does not comply with applicable data protection laws.

Where the processing of your personal information by us is based on consent, you have the right to withdraw that consent without detriment at any time. You can also change your marketing preferences at any time within your account.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out at the top of this notice.

If you're unhappy with any aspect of how we handle your personal data you also have the right to contact the Information Commissioner's Office (ICO), the supervisory authority that regulates handling of personal information in the UK.

You can contact them by going to their website (<https://ico.org.uk/>), phoning them on 0303 123 1113 or by post to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

We are here to help and encourage you to contact us to resolve your complaint first.



[01383 665071](tel:01383665071)

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