

Data protection notice "Z.E. Pass"

Please note that the Charging Services offered within the „Z.E. Pass“ app will be provided by Bosch Software Innovations GmbH until 31 December 2018 only and will be overtaken by Robert Bosch GmbH as from 1 January 2019.

By registering with us, you hereby acknowledge that Bosch Software Innovation GmbH's data protection notice is applicable until 31 December 2018 and that Robert Bosch GmbH's data protection notice will apply as from 1 January 2019.

Please find below:

- a. Bosch Software Innovation GmbH's data protection notice valid until 31 December 2018**
- b. Robert Bosch GmbH's data protection notice valid from 1 January 2019**

Data protection notice "Z.E. Pass"

Bosch Software Innovations GmbH

Bosch Software Innovations GmbH (in the following referred to as Bosch SI, "we" or "us") thanks you for using the "Z.E. Pass" app and for your interest in our company and our products.

1 Bosch SI respects your privacy

- 1.1 Protecting your privacy when handling your personal data and ensuring the security of all business data is something we take very seriously, and this concern is built into our business processes. We will process personal data collected in the course of using the "Z.E. Pass" application in confidence, and only in accordance with the law.
- 1.2 Data protection and information security are enshrined in our corporate policy.

2 Responsible party

The entity responsible for processing your data is Bosch Software Innovations GmbH; exceptions are explained in this data protection notice. Our contact details are as follows:

Bosch Software Innovations GmbH
Ullsteinstrasse 128
12109 Berlin
www.bosch-si.de
Phone number: +49 30/726 1120
E-mail address: info-de@bosch-si.com

3 Collection, processing and use of personal data

3.1 Categories of data processed

The following categories of data will be processed:

- Communication data (e.g. name, telephone number, e-mail address, postal address)
- Contract master data (e.g. contract relationship, product or contract interests)
- Customer history
- Contract billing and payment data
- Location data
- Other: Vehicle identification number, charging process data, charging identification data

- 3.2 Personal data means any information relating to an identified or identifiable natural person, such as their name, postal address, telephone number, e-mail address, contract, ordering and billing data which identifies a specific person. We will collect, process and use personal data (including IP addresses) only when we have legal grounds for doing so, or when you have given us your consent to do so, such as by registering with us.

4 Purposes of processing data and legal grounds

4.1 We, and service providers engaged by us, will process your personal data for the following purposes:

- Registering a user account: A user account is required in order to use the "Z.E. Pass". (Legal grounds: Contract fulfillment)
- Location of and navigation to charging points: In order to indicate charging points in your vicinity and enable you to navigate to them, we need your location data (GPS). You can specify in your cell phone's system settings whether to allow the "Z.E. Pass" application to use location data. If you do not allow the "Z.E. Pass" application to use location data in your cell phone's system settings, we will indicate charging points to you, but they might not be in your immediate vicinity. We will then also not be able help you navigate to charging points. (Legal grounds: Contract fulfillment)
- User profile: If, and to the extent that, you wish to use charging facilities through "Z.E. Pass", we will need your data in order to issue bills. (Legal grounds: Contract fulfillment)
- Procurement and monitoring of charging facilities: You can use various access media (such as an app or RFID card) to start and stop charging. In connection with this, we will process data from downstream service providers in order to provide you with charging facilities through "Z.E. Pass". To safeguard our charging service, we will also monitor your charging operations. (Legal grounds: Contract fulfillment)
- Log: Running and completed charging operations will be recorded in the log of the "Z.E. Pass" application. (Legal grounds: Contract fulfillment)
- Payment processing: You can select a payment service provider to pay for charging facilities which you use through the "Z.E. Pass" application. In connection with this, the payment service providers will forward to us your name, e-mail address, and other information necessary for monitoring of payments. (Legal grounds: Contract fulfillment)
- Distribution of a newsletter containing news and information about our charging services. (Legal grounds: Consent)
- Support: As part of our user support services, we will collect your data in order to help resolve any problems you may have. This also includes logging your activities within the "Z.E. Pass" application. (Legal grounds: Contract fulfillment)
- Rating of charging points: Within the "Z.E. Pass" application, you can rate individual charging points by criteria including functionality, accessibility and price, and submit your feedback to us. (Legal grounds: Justified interest in improving our service quality)
- Activating a make-specific pricing model: Within the "Z.E. Pass" application, you can enter the vehicle identification number (VIN) of your Renault EV in order to obtain price discounts. To verify that you have entered a valid VIN, we will forward your VIN to the vehicle's manufacturer. (Legal grounds: Justified interest in offering price discounts)
- Assignment: Transmission of personal data within the scope of the assignment of all rights and duties from Bosch Software Innovations GmbH to Robert Bosch GmbH regarding the provision of charging services in the "Z.E. Pass" app. (Legal grounds: Justified interest of the Controller or a third party in order to ensure the continuation of of the contractual relationship with the data subject)

4.2 Duration of storage; retention periods:

As a rule, we will store your data for as long as necessary to deliver our services linked to your use of the "Z.E. Pass" application and related ancillary services, and for as long as we have a justified interest in storing the said data further (for example, we may have a justified interest in carrying out postal marketing campaigns after having fulfilled a contract). In all other cases, we will delete your personal data, with the exception of data which we are required to continue holding in order to comply with legal obligations (for example, retention periods stipulated under tax and commercial law require us to keep documents such as contracts and invoices for a certain period of time).

5 Forwarding of data

5.1 Forwarding of data to other responsible parties

We will only forward your personal data to other responsible parties to the extent necessary in fulfillment of the contract, to the extent that we or the said third party have a justified interest in forwarding it, or to the extent that you have given your consent for us to do so. Details of the legal grounds for such forwarding are set out in the section headed "Purposes of processing data and legal grounds". Third parties may also be other companies of the Bosch Group. The cases in which data is forwarded to third parties on the basis of a justified interest are explained in this data protection notice.

Additionally, data may be forwarded to other responsible parties where we are obligated to do so in compliance with the law or pursuant to enforceable orders of a public agency or judgments of a court.

5.2 Service providers (general)

We engage external service providers to perform services including sales and marketing, contract management, payment processing, programming, data hosting, and hotline operations. We have selected the said service providers carefully, and monitor them on a regular basis, particularly with regard to their due diligence in handling and protecting your stored data. We obligate all our service providers to maintain confidentiality and to comply with all legal requirements. Service providers may also be other companies of the Bosch Group.

5.3 Payment service providers: We use external payment service providers. Depending on which payment method you choose during the ordering process, we will forward the data connected to the processing of payments (e.g. bank details or credit card data) to the bank contracted to make the payment or to payment service providers engaged by us. In some cases, the payment service providers will also collect and process the said data as responsible parties. In such cases, the data protection notices issued by the payment service providers in question shall apply.

6 Data transfer by operators of app stores

The transfer of data such as a user name, e-mail address or individual device ID to the app store when downloading the "Z.E. Pass" shall not be classed as data collection by us, and is beyond our control. We have no influence on that data collection, or on the further processing of data by the app store as the responsible party.

7 Newsletter with registration; right to cancel

You can subscribe to a newsletter linked to our app offering. We apply the so-called double opt-in method for this, meaning that we will only begin sending you our e-mail newsletter once you have confirmed activation of the newsletter service by clicking on a link in a notification message. If you decide not to receive the newsletter subsequently, you can cancel your subscription at any time by revoking your consent. The procedure for unsubscribing from the e-mail newsletter is contained in the administration settings of the "Z.E. Pass" application. Alternatively, please contact us using any of the methods in the Contact section.

8 Use of external links

The "Z.E. Pass" application may contain links to websites of third-party vendors who are not connected to us. After you click on such a link, we have no further influence on the collection, processing or use of any personal data transmitted to the third party in question by clicking on the said link (such as your IP address or the URL of the page containing the link), as the actions of third parties are inevitably beyond our control. Bosch SI accepts no responsibility for the processing of such personal data by third parties.

9 Security

- 9.1 Our employees and the employees of service companies engaged by us are bound to secrecy and to adhere to the provisions of the application data protection laws.
- 9.2 We will implement all necessary technical and organizational measures to ensure appropriate levels of security, and to protect the data you entrust to us, in particular against the risk of unintentional or illegal destruction, manipulation, loss, modification, unauthorized disclosure or unauthorized access. Our security measures are constantly being improved to keep pace with technological developments.

10 User rights

- 10.1 Your rights as a user are detailed in this section. Please use any of the methods in the Contact section when asserting your rights. When doing so, please ensure that we are able to identify you uniquely.
- 10.2 Rights of notification and disclosure of information: You have the right to receive information from us concerning the processing of your data. To do so, you can assert your right to disclosure of information in relation to your personal data which we process.
- 10.3 Rights of correction and deletion: You can demand that we correct incorrect data and - provided that legal requirements are met - add to or delete your data as appropriate.
This does not apply to data required for billing and accounting purposes, or to data subject to statutory retention periods. To the extent that access to such data is not required, however, the processing of it will be restricted (see below).
- 10.4 Restrictions on processing: You can demand that we restrict the processing of your data, provided that legal requirements are met.
- 10.5 Objections to processing of data: You also have the right to object to the processing of your data by us at any time. We will then cease processing your data, unless we are able to prove the existence of pressing reasons for further processing of it which are deemed worthy of protection and which outweigh your own rights according to the law.
- 10.6 Objections to direct marketing: You can also object to the processing of your personal data by us for promotional and advertising purposes at any time. Please note that, for organizational reasons, there may be overlaps between your objection and the use of your data as part of an ongoing campaign.
- 10.7 Objections to processing of data where "justified interest" is cited as legal grounds: You also have the right to object to the processing of your data by us at any time where the said processing is based on the legal grounds of justified interest. We will then cease processing your data, unless we are able to prove the existence of pressing

reasons for further processing of it which are deemed worthy of protection and which outweigh your own rights according to the law.

- 10.8 Revoking of consent: Where you have given us your consent to process your data, you can revoke it at any time, effective for the future. The legality of the processing of your data shall remain unaffected up to the point of revocation.
- 10.9 Data portability: You further have the right to receive data which you have made available to us returned to you in a structured, commonly used and machine-readable format and to demand - where technically feasible - that the data be transmitted to a third party.
- 10.10 Right of complaint to the regulatory authority: You have the right to submit a complaint to a data protection authority. You can submit complaints to the data protection authority whose jurisdiction covers your place of residence or federal state, or to the data protection authority to which we answer. This is:

The Berlin Commissioner for Data Protection and Freedom of Information

Postal address:

Friedrichstrasse 219

10969 Berlin, Germany

GERMANY

Tel.: +49 30 13889-0

Fax: +49 30 2155050

E-mail: mailbox@datenschutz-berlin.de

11 Changes to this data protection notice

We reserve the right to change our security and data protection procedures to the extent necessary in line with technical developments. In such cases, we will also update the content of our data protection notice accordingly. Please therefore be sure always to refer to the latest version of this data protection notice.

12 Contact

You can contact us at the address given in the "Responsible party" section.

For the assertion of your rights as well as reporting of data protection incidents use the following link:

<https://www.bkms-system.net/bosch-datenschutz>.

For suggestions and complaints with regard to the processing of your personal data we suggest to contact our Officer for data protection:

Officer for Data Protection
Information security and data protection Bosch Group
Postfach 30 02 20
70442 Stuttgart
GERMANY

Or

Mail to: DPO@bosch.com

Date: 13 December 2018

Bosch Software Innovations GmbH

Ullsteinstrasse 128

12109 Berlin, Germany

www.bosch-si.de

Phone number: +49 30/726 1120

E-mail address: info-de@bosch-si.com

Data protection notice "Z.E. Pass"

Robert Bosch GmbH

Robert Bosch GmbH (in the following referred to as Bosch, "we" or "us") thanks you for using the "Z.E. Pass" app and for your interest in our company and our products.

1 Bosch respects your privacy

- 1.1 Protecting your privacy when handling your personal data and ensuring the security of all business data is something we take very seriously, and this concern is built into our business processes. We will process personal data collected in the course of using the "Z.E. Pass" application in confidence, and only in accordance with the law.
- 1.2 Data protection and information security are enshrined in our corporate policy.

2 Responsible party

The entity responsible for processing your data is Robert Bosch GmbH; exceptions are explained in this data protection notice. Our contact details are as follows:

Robert Bosch GmbH
Robert-Bosch-Platz 1
70839 Gerlingen-Schillerhöhe, Germany
www.bosch.de
Phone number: +49 711 400 40990
E-mail address: kontakt@bosch.de

3 Collection, processing and use of personal data

3.1 Categories of data processed

The following categories of data will be processed:

- Communication data (e.g. name, telephone number, e-mail address, postal address)
- Contract master data (e.g. contract relationship, product or contract interests)
- Customer history
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- Location data
- Other: Vehicle identification number, charging process data, charging identification data

3.2 Personal data means any information relating to an identified or identifiable natural person, such as their name, postal address, telephone number, e-mail address, contract, ordering and billing data which identifies a specific person. We will collect, process and use personal data (including IP addresses) only when we have legal grounds for doing so, or when you have given us your consent to do so, such as by registering with us.

4 Purposes of processing data and legal grounds

4.1 We, and service providers engaged by us, will process your personal data for the following purposes:

- Registering a user account: A user account is required in order to use the "Z.E. Pass". (Legal grounds: Contract fulfillment)
- Location of and navigation to charging points: In order to indicate charging points in your vicinity and enable you to navigate to them, we need your location data (GPS). You can specify in your cell phone's system settings whether to allow the "Z.E. Pass" application to use location data. If you do not allow the "Z.E. Pass" application to use location data in your cell phone's system settings, we will indicate charging points to you, but they might not be in your immediate vicinity. We will then also not be able help you navigate to charging points. (Legal grounds: Contract fulfillment)
- User profile: If, and to the extent that, you wish to use charging facilities through "Z.E. Pass", we will need your data in order to issue bills. (Legal grounds: Contract fulfillment)
- Procurement and monitoring of charging facilities: You can use various access media (such as an app or RFID card) to start and stop charging. In connection with this, we will process data from downstream service providers in order to provide you with charging facilities through "Z.E. Pass". To safeguard our charging service, we will also monitor your charging operations. (Legal grounds: Contract fulfillment)
- Log: Running and completed charging operations will be recorded in the log of the "Z.E. Pass" application. (Legal grounds: Contract fulfillment)
- Payment processing: You can select a payment service provider to pay for charging facilities which you use through the "Z.E. Pass" application. In connection with this, the payment service providers will forward to us your name, e-mail address, and other information necessary for monitoring of payments. (Legal grounds: Contract fulfillment)
- Distribution of a newsletter containing news and information about our charging services. (Legal grounds: Consent)
- Support: As part of our user support services, we will collect your data in order to help resolve any problems you may have. This also includes logging your activities within the "Z.E. Pass" application. (Legal grounds: Contract fulfillment)
- Rating of charging points: Within the "Z.E. Pass" application, you can rate individual charging points by criteria including functionality, accessibility and price, and submit your feedback to us. (Legal grounds: Justified interest in improving our service quality)
- Activating a make-specific pricing model: Within the "Z.E. Pass" application, you can enter the vehicle identification number (VIN) of your Renault EV in order to obtain price discounts. To verify that you have entered a valid VIN, we will forward your VIN to the vehicle's manufacturer. (Legal grounds: Justified interest in offering price discounts)
- Assignment: Transmission of personal data within the scope of the assignment of all rights and duties from Bosch Software Innovations GmbH to Robert Bosch GmbH regarding the provision of charging services in the "Z.E. Pass" app. (Legal grounds: Justified interest of the Controller or a third party in order to ensure the continuation of of the contractual relationship with the data subject)
- Provision of analysis data from from charging processes:
With regards to the provision of charging services at publicly accessible charging points mainly located at selected Bosch-sites we cooperate with the German Federal Ministry of Transport (BMVI) and/or corresponding providers commissioned by the BMVI. In this context, anonymized/pseudomised charging process data is being transmitted to the BMVI for the purposes of accompanying research and development of future funding measures for setting up additional charging infrastructure.

This includes the transmission of e.g. the total charging time or the location of charging points where the respective charging process has taken place. Such charging posts will be marked with a corresponding note. (Legal grounds: Justified interest in participating in a sponsorship project of the BMVI, in the context of which we have declared to contribute to accompanying research activities requiring the collection and transmission of above-mentioned data)

4.2 Duration of storage; retention periods:

As a rule, we will store your data for as long as necessary to deliver our services linked to your use of the "Z.E. Pass" application and related ancillary services, and for as long as we have a justified interest in storing the said data further (for example, we may have a justified interest in carrying out postal marketing campaigns after having fulfilled a contract). In all other cases, we will delete your personal data, with the exception of data which we are required to continue holding in order to comply with legal obligations (for example, retention periods stipulated under tax and commercial law require us to keep documents such as contracts and invoices for a certain period of time).

5 Forwarding of data

5.1 Forwarding of data to other responsible parties

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6 Data transfer by operators of app stores

The transfer of data such as a user name, e-mail address or individual device ID to the app store when downloading the "Z.E. Pass" shall not be classed as data collection by us, and is beyond our control. We have no influence on that data collection, or on the further processing of data by the app store as the responsible party.

7 Newsletter with registration; right to cancel

You can subscribe to a newsletter linked to our app offering. We apply the so-called double opt-in method for this, meaning that we will only begin sending you our e-mail newsletter once you have confirmed activation of the newsletter service by clicking on a link in a notification message. If you decide not to receive the newsletter subsequently, you can cancel your subscription at any time by revoking your consent. The procedure for unsubscribing from the e-mail newsletter is contained in the administration settings of the "Z.E. Pass" application. Alternatively, please contact us using any of the methods in the Contact section.

8 Use of external links

The "Z.E. Pass" application may contain links to websites of third-party vendors who are not connected to us. After you click on such a link, we have no further influence on the collection, processing or use of any personal data transmitted to the third party in question by clicking on the said link (such as your IP address or the URL of the page containing the link), as the actions of third parties are inevitably beyond our control. Bosch accepts no responsibility for the processing of such personal data by third parties.

9 Security

- 9.1 Our employees and the employees of service companies engaged by us are bound to secrecy and to adhere to the provisions of the application data protection laws.
- 9.2 We will implement all necessary technical and organizational measures to ensure appropriate levels of security, and to protect the data you entrust to us, in particular against the risk of unintentional or illegal destruction, manipulation, loss, modification, unauthorized disclosure or unauthorized access. Our security measures are constantly being improved to keep pace with technological developments.

10 User rights

- 10.1 Your rights as a user are detailed in this section. Please use any of the methods in the Contact section when asserting your rights. When doing so, please ensure that we are able to identify you uniquely.
- 10.2 Rights of notification and disclosure of information: You have the right to receive information from us concerning the processing of your data. To do so, you can assert your right to disclosure of information in relation to your personal data which we process.
- 10.3 Rights of correction and deletion: You can demand that we correct incorrect data and - provided that legal requirements are met - add to or delete your data as appropriate.
This does not apply to data required for billing and accounting purposes, or to data subject to statutory retention

periods. To the extent that access to such data is not required, however, the processing of it will be restricted (see below).

- 10.4 Restrictions on processing: You can demand that we restrict the processing of your data, provided that legal requirements are met.
- 10.5 Objections to processing of data: You also have the right to object to the processing of your data by us at any time. We will then cease processing your data, unless we are able to prove the existence of pressing reasons for further processing of it which are deemed worthy of protection and which outweigh your own rights according to the law.
- 10.6 Objections to direct marketing: You can also object to the processing of your personal data by us for promotional and advertising purposes at any time. Please note that, for organizational reasons, there may be overlaps between your objection and the use of your data as part of an ongoing campaign.
- 10.7 Objections to processing of data where "justified interest" is cited as legal grounds: You also have the right to object to the processing of your data by us at any time where the said processing is based on the legal grounds of justified interest. We will then cease processing your data, unless we are able to prove the existence of pressing reasons for further processing of it which are deemed worthy of protection and which outweigh your own rights according to the law.
- 10.8 Revoking of consent: Where you have given us your consent to process your data, you can revoke it at any time, effective for the future. The legality of the processing of your data shall remain unaffected up to the point of revocation.
- 10.9 Data portability: You further have the right to receive data which you have made available to us returned to you in a structured, commonly used and machine-readable format and to demand - where technically feasible - that the data be transmitted to a third party.
- 10.10 Right of complaint to the regulatory authority: You have the right to submit a complaint to a data protection authority. You can submit complaints to the data protection authority whose jurisdiction covers your place of residence or federal state, or to the data protection authority to which we answer. The data protection supervisory authority responsible for us is the State Commissioner for Data Protection and Freedom of Information of Baden-Württemberg.

11 Changes to this data protection notice

We reserve the right to change our security and data protection procedures to the extent necessary in line with technical developments. In such cases, we will also update the content of our data protection notice accordingly. Please therefore be sure always to refer to the latest version of this data protection notice.

12 Contact

You can contact us at the address given in the "Responsible party" section.

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<https://www.bkms-system.net/bosch-datenschutz>.

For suggestions and complaints with regard to the processing of your personal data we suggest to contact our Officer for data protection:

Officer for Data Protection
Information security and data protection Bosch Group
Postfach 30 02 20
70442 Stuttgart
GERMANY

Or

Mail to: DPO@bosch.com

Date: 1 January 2019



Robert Bosch GmbH

Robert-Bosch-Platz 1

70839 Gerlingen-Schillerhöhe, Germany

www.bosch.de

Phone number: +49 711 400 40990

E-mail address: kontakt@bosch.de