

PRIVACY POLICY

1. Introduction

Take a Charge, SL ("we", "our", or "Company") respects your privacy and is committed to protecting your personal data.

This Privacy Policy explains how we collect, use, and protect your personal data when you:

- Use our website
- Submit a contact or partner application form
- Use our mobile application and services

We comply with the General Data Protection Regulation (GDPR) and Spanish data protection laws.

2. Data Controller

Take a Charge, SL

Carrer d'Aribau 258, 08006 Barcelona, Spain

Email: support@takeacharge.com

3. Data We Collect

A. Information You Provide

- Full name
- Email address
- Phone number
- Business details (for partner applications)
- Message content

B. Service & App Data

- Rental history (duration, station, timestamps)
- Location data (to show nearby stations)
- Device information (IP, OS, device type)
- App usage data

C. Payment Data

Payments are processed securely by Stripe.

We do not store your card details.

4. Legal Basis (GDPR)

We process data under Spanish law.

5. How We Use Your Data

- Provide and manage services

- Process partner applications
- Customer support
- Prevent fraud
- Improve services
- Send essential communications

We do not use automated decision-making.

6. Data Sharing

We only share data with:

- Stripe payment platform (payments)
- Hosting providers

We never sell personal data. These providers process data on our behalf and are required to comply with applicable data protection laws.

7. International Transfers

If data is transferred outside the EU:

- Standard Contractual Clauses (SCCs) are used
- GDPR safeguards are applied

support@takeacharge.com

12. App Permissions

- Location → map functionality
- Camera → QR scanning

You can disable these anytime.

14. Changes

We may update this policy at any time be published on this page along with the updated "Last updated" date.