

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.

Terms of Service

Last updated: [add date]

1. Introduction

These Terms of Service govern your use of the Take a Charge website, mobile application, and related services.

By accessing or using our services, you agree to be legally bound by these Terms. If you do not agree, you should discontinue use immediately.

2. Company Information

Take a Charge, SL
Carrer d'Aribau 258, 08006 Barcelona, Spain
CIF: B24880320
Email: support@takeacharge.com

3. Services

Take a Charge provides a power bank rental service and a partner program for businesses. The website serves as an informational platform and point of contact, while the mobile application enables service usage.

By using the service, users agree to all applicable charges.

Submitting a form or using the website does not create a contractual relationship. Any commercial relationship is subject to a separate agreement.

4. User Obligations

Users are required to provide accurate and complete information when interacting with the platform. You agree to use the service only for lawful purposes and not to interfere with its operation.

Users are responsible for the proper use and return of rented devices. Any loss, damage, or failure to return may result in the deduction of a deposit.

Any misuse, including fraudulent activity or disruption of the service, may result in suspension or termination of access.

5. Partner Applications

Submitting a partner application does not guarantee acceptance. We reserve the right to accept or reject applications at our sole discretion.

If accepted, the relationship will be governed by a separate contractual agreement outlining all commercial terms.

6. Intellectual Property

All content on the platform, including text, design, and branding, is owned by Take a Charge or its licensors. Unauthorized use, reproduction, or distribution is strictly prohibited.

7. Limitation of Liability

The service is provided on an “as is” and “as available” basis. We do not guarantee uninterrupted or error-free operation of the platform.

To the extent permitted by law, we are not liable for indirect or consequential damages, including loss of business or profits. The content provided does not constitute professional advice.

9. Force Majeure

We shall not be held liable for any failure or delay caused by events beyond our reasonable control, including technical failures, natural disasters, or governmental actions.

10. Governing Law

These Terms are governed by the laws of Spain. Any disputes shall be subject to the jurisdiction of Spanish courts.

12. Changes

We reserve the right to update these Terms at any time. Continued use of the service constitutes acceptance of the updated Terms.

APP POLICY

Mobile App Policy

Last updated: [add date]

1. Introduction

This policy governs the use of the Take a Charge mobile application and outlines the conditions under which users may access and use the app.

By using the app, you agree to comply with this policy.

2. Service Description

The mobile application allows users to rent power banks, and manage their usage through an account.

The app is an integral part of the service and must be used in accordance with all applicable laws.

3. User Responsibilities

Users are responsible for maintaining the confidentiality of their account information and ensuring that all information provided is accurate. By using the service, users agree to all applicable charges.

Users are responsible for the proper use and return of rented devices. Any loss, damage, or failure to return may result in additional charges.

Any misuse of the app, including fraudulent behavior or damage to equipment, may result in suspension of access.

4. Permissions

The app may request access to device features such as location and camera. Location access is used to display nearby stations, while camera access is required to scan QR codes.

Users may disable permissions at any time through their device settings, although this may limit functionality.

5. Payments

All payments are processed securely through third-party provider which is Stripe. Users are responsible for ensuring that their payment information is accurate and valid. By using the service, users agree to all applicable charges.

6. Acceptable Use

Users agree not to misuse the app, attempt unauthorized access, interfere with its operation, or use the service for unlawful purposes.

7. Termination

We reserve the right to suspend or terminate access to the app if users violate this policy or applicable laws.

8. Liability

The app is provided “as is” without warranties of any kind. We are not responsible for interruptions, technical issues, or damages resulting from use of the app.

9. Updates

We may update the app and this policy periodically. Continued use of the app indicates acceptance of any updates.

CUSTOMER POLICIES

1. Customer Service Contact

Users can contact us via:

- Email: support@takeacharge.com
- Website: <https://www.takeacharge.com>
- Contact form (available on website)

2. Return Policy

As Take a Charge provides rental services (not physical goods for sale), a traditional return policy does not apply.

However, users are required to return rented power banks to designated stations within the time indicated in the application or on the station screen. Failure to do so may result in the deduction of a deposit, in accordance with the service terms.

3. Refund & Dispute Policy

Refunds are not guaranteed and will only be considered in limited and justified circumstances, including:

- Verified technical malfunction of the station that prevents proper use of the service
- Demonstrable billing error directly attributable to Take a Charge
- Confirmed failure of the rental process where no service was successfully provided

All refund requests must be submitted within 7 calendar days from the date of the incident. Requests submitted after this period may not be considered.

Take a Charge reserves the right to assess each request on a case-by-case basis, in accordance with applicable laws. Users may be required to provide sufficient evidence, including transaction details, timestamps, or other relevant information.

Refunds will not be issued in cases including, but not limited to:

- User error, misuse, or failure to follow instructions provided in the application
- Failure to return the device in accordance with the service conditions
- Delays or issues caused by factors outside the reasonable control of Take a Charge

Nothing in this policy limits any mandatory consumer rights under applicable law.

4. Cancellation Policy

Users may cancel a rental at any time by returning the power bank to an official station.

Charges apply based on rental duration.

5. Legal / Export Restrictions

The service is intended for use within supported regions only.

Users must comply with all applicable laws and regulations when using the service.

Cookie Policy

Last updated: [add date]

1. Introduction

This Cookie Policy explains how Take a Charge uses cookies and similar technologies when you visit our website.

We are committed to ensuring transparency and protecting your privacy in accordance with applicable data protection laws.

2. What Are Cookies

Cookies are small text files that are stored on your device when you visit a website. They help websites function properly and ensure a smooth user experience.

3. Cookies We Use

Take a Charge does not use cookies for tracking, advertising, or profiling purposes.

We only use strictly necessary (essential) cookies that are required for the basic operation, security, and functionality of the website.

4. Legal Basis

The use of strictly necessary cookies is based on our legitimate interest in ensuring the proper operation of the website. Under applicable laws, such cookies do not require user consent.

5. Managing Cookies

You can control or disable cookies through your browser settings. We only use strictly necessary cookies required for the operation of the website.

6. Third-Party Cookies

We do not use third-party cookies for tracking or advertising purposes.

7. Changes to This Policy

We may update this Cookie Policy at any time. Any changes will be published on this page and reflected by an updated "Last updated" date.

8. Contact

If you have any questions about this Cookie Policy, you can contact us at: support@takeacharge.com