

POWER BOX TECHNOLOGIES LTD

PRIVACY POLICY

Effective Date: 01 July 2026

1. INTRODUCTION

Power Box Technologies Ltd ("Power Box", "we", "our", "us") is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store, share and protect personal information when you:

- use the Power Box mobile application;
- use the Power Box website;
- rent a Power Bank;
- interact with a Power Box Station;
- contact customer support;
- otherwise use our Services.

Power Box Technologies Ltd is the Data Controller for the purposes of UK GDPR and the Data Protection Act 2018.

2. ABOUT POWER BOX

Power Box Technologies Ltd

Company Number:

16480924

Trading Name: Power Box

Registered Office: C/O Stuart McBain Ltd (Accountants) **7 De Havilland Dr, Speke, Liverpool L24 8RN**

Contact Email: admin@powerboxcharging.co.uk

3. CONTACT DETAILS

For privacy-related enquiries, requests or complaints:

Email: admin@powerboxcharging.co.uk

If a dedicated privacy address is introduced in the future, this Policy may be updated accordingly.

4. INFORMATION WE COLLECT

Information You Provide

We may collect:

- full name;
- email address;
- telephone number;
- account information;
- customer support communications;
- information submitted through forms.

Rental Information

We may collect:

- rental start times;
- rental end times;
- return times;
- Station locations used;
- Power Bank identifiers;
- rental history;
- return locations.

Payment Information

Payments are processed by authorised payment providers, including Stripe.

Power Box does not store:

- full payment card numbers;
- CVV numbers;
- complete banking credentials.

We may retain:

- transaction references;
- payment status information;
- partial payment identifiers supplied by payment providers.

Device Information

We may collect:

- device type;
- operating system;
- browser type;
- app version;
- IP address;
- device identifiers.

Location Information

Where permitted by the User, we may collect:

- GPS location;
- approximate location;
- location search activity.

Location information is used to:

- display nearby Stations;
- improve user experience;
- assist with support requests.

Location services may be disabled at any time through device settings.

5. HOW WE USE YOUR INFORMATION

We may use personal information to:

- provide Services;
- process payments;
- manage Rentals;
- verify returns;
- prevent fraud;

- maintain security;
- improve Services;
- manage customer accounts;
- respond to support requests;
- analyse usage trends;
- comply with legal obligations.

6. LEGAL BASES FOR PROCESSING

We process personal information using one or more of the following lawful bases:

Contract

To provide Services requested by Users.

Legitimate Interests

Including:

- fraud prevention;
- security;
- service improvement;
- business administration;
- equipment protection.

Legal Obligations

Including compliance with:

- tax obligations;
- accounting requirements;
- court orders;
- law enforcement requests.

Consent

Where required for:

- marketing communications;
- optional location services;
- non-essential cookies;

- similar optional features.

Consent may be withdrawn at any time.

7. MARKETING COMMUNICATIONS

Power Box may send:

- promotional offers;
- service updates;
- news;
- discounts;
- customer communications.

Marketing communications will only be sent where permitted by applicable law.

Users may unsubscribe at any time.

Power Box does not sell personal information to third parties.

8. INFORMATION SHARING

We may share information with:

Payment Providers

Including Stripe and authorised payment processors.

Software Providers

Including providers supporting Power Box operations.

Hosting Providers

For secure data storage and infrastructure.

Professional Advisers

Including:

- accountants;
- solicitors;
- auditors;
- insurers.

Authorities

Where disclosure is required by law or reasonably necessary to protect legal rights.

9. INTERNATIONAL TRANSFERS

Some service providers may process information outside the United Kingdom.

Where international transfers occur, Power Box will implement appropriate safeguards in accordance with UK GDPR.

Such safeguards may include:

- International Data Transfer Agreements;
- Standard Contractual Clauses;
- other lawful transfer mechanisms.

10. DATA RETENTION

Power Box retains information only for as long as reasonably necessary.

Typical retention periods include:

- Customer accounts: 6 years after closure;
- Rental records: 6 years;
- Payment records: 6 years plus current financial year;
- Fraud records: 7 years;
- Location data: 12 months;
- Venue records: 7 years after termination.

Additional details are contained within the Power Box Data Retention Policy.

11. SECURITY

Power Box employs reasonable technical and organisational measures designed to protect personal information from:

- unauthorised access;
- disclosure;
- loss;
- misuse;
- alteration;
- destruction.

However, no system can guarantee absolute security.

12. YOUR RIGHTS

Subject to applicable law, Users may have the right to:

Access

Request a copy of personal information.

Rectification

Request correction of inaccurate information.

Erasure

Request deletion of personal information.

Restriction

Request restriction of processing.

Portability

Request transfer of information.

Objection

Object to certain processing activities.

Withdraw Consent

Withdraw consent where processing relies upon consent.

13. CHILDREN'S PRIVACY

Power Box Services are intended for individuals aged eighteen (18) years or older.

Power Box does not knowingly collect personal information from children.

14. AUTOMATED DECISION MAKING

Power Box may utilise automated systems for:

- fraud prevention;
- security monitoring;
- risk assessment.

No solely automated decision producing legal or similarly significant effects shall be made without appropriate safeguards.

15. ANALYTICS AND BUSINESS INTELLIGENCE

Power Box may use aggregated and anonymised information for:

- business analytics;

- service improvement;
- network planning;
- advertising measurement;
- operational reporting.

Aggregated and anonymised information does not identify individual Users.

16. COOKIES AND SIMILAR TECHNOLOGIES

Power Box uses cookies and similar technologies.

Further information is available within the Power Box Cookie Policy.

17. THIRD-PARTY LINKS

Power Box Services may contain links to third-party websites or services.

Power Box is not responsible for the privacy practices of third parties.

18. DATA BREACHES

Where required by law, Power Box will notify affected individuals and regulators of qualifying personal data breaches.

19. COMPLAINTS

Users may contact Power Box regarding privacy concerns.

Users also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

ICO Website: www.ico.org.uk

20. SEVERABILITY

If any provision of this Privacy Policy is found to be invalid, unlawful or unenforceable, the remaining provisions shall remain in full force and effect.

21. CHANGES TO THIS POLICY

Power Box may amend this Privacy Policy from time to time.

Updated versions shall be published through Power Box websites, applications and other Platforms.

Continued use of the Services constitutes acceptance of any updated version.

22. GOVERNING LAW

This Privacy Policy shall be governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction regarding any dispute arising from this Privacy Policy.