

Privacy Policy

Version	2026-02-26
Updated	26 February 2026
Controller	Gridio 2.0 OÜ, registry code 14494626, Peetri 11, 10414 Tallinn, Estonia
Contact	support@gridio.io
Language	English (original)

This document is the complete and unchanged text of the Gridio Privacy Policy as published at www.gridio.io/privacy-policy in the version shown above. It is provided as a durable copy for you to save and refer back to. Superseded versions remain available on request.

Introduction

This privacy policy describes the principles of processing the personal data of the users of Gridio's mobile application.

The controller of personal data is Gridio 2.0 OÜ, registry code 14494626, address Peetri 11, 10414 Tallinn, Estonia (Gridio).

1. What personal information we collect

During the sign-up, we collect the following personal information:

- e-mail address
- phone number
- address
- country of residence
- area code
- technical data used to improve our services
- connected Device account data required to provide our service
- EV model
- EV consumption
- EV name
- EV VIN code

The legal basis for processing this data is the performance of a contract in order to provide you with our services.

You will also have the option to sign up using other third-party platforms. If you choose to do so, we will ask permission to access basic information from that account. You can stop sharing that information with us at any time by removing Gridio's access to that account.

2. For what purpose do we collect personal information

Gridio processes personal data for the following purposes:

- to provide and maintain our services
- to keep you updated on our services
- to provide you with a better experience with Gridio's mobile application
- to be able to communicate with you
- to ensure and fulfil the terms of service
- to promote safety and security
- to develop and improve our services

3. Use of personal data

Battery and tariff data is used to schedule charging to coincide with the cheapest energy windows.

Location data is used solely to verify that the EV is at the designated charging location and to optimise the charging schedule. EV location data is never stored permanently, never shared with third parties, and is only accessed when necessary to provide our charging services.

4. Access and transfer of personal data

Gridio employees have access to personal data to the extent necessary for the performance of their duties.

Your personal data may be transferred to third parties (for example, technical support) if this is strictly necessary for the provision of our services.

If personal data is shared with third parties (including App Store, Google Play), then Gridio is not responsible for such third-party data protection practices. We recommend that you review the relevant third-party privacy notices.

5. External processors

Besides payment processing, we also use external processors to analyse the usage of our services, carry out A/B testing of new and improved features and services, and provide technical support to our users. The following list contains the names of such processors, a brief description of the processing they carry out for us, and links to their privacy policies.

AppsFlyer	Acquisition attribution on native applications. appsflyer.com/privacy-policy/
AWS	Storage of all end-user related data and processing of user OEM account, credentials and vehicle coordinates. aws.amazon.com/privacy/
Google Analytics for Firebase	Application error monitoring and product usage data. firebase.google.com/terms

Google Workspace	Customer support emails. cloud.google.com/terms/cloud-privacy-notice
RevenueCat	Management of subscription details, including renewal status and payment methods. revenuecat.com/privacy/
Sentry	Application quality monitoring and automatic error reporting. sentry.io/privacy/
Slack	Customer support purposes. slack.com/trust/privacy/privacy-policy

6. Third-party service providers (for example car manufacturers)

As part of our collaboration with certain car manufacturers, you may have the option to use our services when purchasing a vehicle from one of our partnered manufacturers (Partner). In such cases, the service will be provided through a separate application under a different name. While you are using such a service, please note that the privacy practices and terms of use for that mobile application may differ from the mobile application we provide directly to end-users.

In cases where you access our services through the third-party app provided by a Partner, they will be the data controller for any personal data collected through their application. As the data controller, the Partner is responsible for determining the purposes and means of processing your personal data in relation to their app and services. We, as the service provider, will act as a data processor under their instructions and functionalities provided by our mobile application when processing your data as part of our service offering.

When you purchase a vehicle, the Partner will share limited personal data with us, such as your email address, for the sole purpose of sending you an invitation to join our service. We do not use this information for any other purpose unless and until you register and start using the mobile application.

If you receive our service through a Partner, this Privacy Policy still applies to your personal data. We treat your personal information with the same level of care and in accordance with the terms outlined in this policy, regardless of how you receive access to our service.

Unless explicitly stated, the Partner does not have access to the personal data you provide directly to us as part of using our services. We do not share, sell, or transfer your personal information to the Partner, except as necessary for the performance of the contract or as otherwise permitted by this Privacy Policy.

Regardless of how you access our services, you retain your rights under applicable privacy laws, including the right to access, correct, or request deletion of your personal data held by us.

Your personal data will be retained for as long as you have access to the mobile application. Once the Partner withdraws from their agreement with us, your data will be deleted or may be stored in an anonymised form for statistical and analytical purposes.

You may agree on data continuity in the event that you stop receiving the service from a Partner but you wish to continue using Gridio's services.

In case of a request, application or complaint concerning the service, please contact us at support@gridio.io. We will review your inquiry and, where appropriate, forward relevant information to the Partner to ensure your concern is addressed in coordination with them.

7. Security

Personal data is stored on servers located in the European Union. Personal data may be transferred to third parties in the United States, but only to companies that provide a sufficient level of security.

To provide our Service to you, Gridio uses selected third parties, and shall share some information with them under strict confidentiality obligations in order to provide you with the services. Our service providers include Amazon Web Services, among others, which enable us to run our cloud-based platform.

Gridio has implemented appropriate technical and organisational measures to ensure the security of personal data, including against unauthorised or unlawful processing, and accidental loss, destruction or damage of personal data. For example, the GPS location of your EV is never stored by Gridio, except when you first set up the service, and this information is never shared with any other parties. This information is only used to verify whether or not the vehicle is at your designated smart charge location.

If a personal data breach occurs and such a violation may pose a high risk to your privacy, Gridio informs you and the relevant authorities of such a breach.

8. Your rights

You have the right to request rectification, access and, if necessary, objection to the processing of personal data.

You may request the deletion of personal data, after which we will inform you about the terms and time limit for deleting the personal data. The personal data will not be deleted if there is a legal basis for its retention.

You have the right to receive personal data in machine-readable form and to transfer such data to another data processor.

You have the right to withdraw your consent to the processing of personal data at any time.

In order to exercise your rights on personal data, please contact Gridio at support@gridio.io.

You also have the right to appeal to your local Data Protection Inspectorate.

9. Retention

Your personal data shall be retained until you ask to delete your personal data. After some time, we may renew your consent in order to keep it active and valid. Personal data may be stored in anonymised form for statistical and analytical purposes.

In the event of a dispute, the personal data will be retained until an agreement is reached or until the due date for the claim expires.

10. Direct marketing

If you are using our services, we may send direct marketing messages to your email address. You can opt out of these messages at any time by contacting us or clicking the “Unsubscribe” button at the bottom of the message. Please note that you cannot unsubscribe from service-related notifications.

11. Miscellaneous

In case of a request, application or complaint concerning the processing of personal data, please contact support@gridio.io.

Gridio has the right to change this privacy policy at any time. Gridio will notify you of any changes to this privacy policy on its webpage.

End of document. Gridio Privacy Policy, version 2026-02-26. This PDF is a fixed copy of this version and is not amended after publication. The current privacy policy is always available at www.gridio.io/privacy-policy.