



SNIGG CONNECT APP PRIVACY POLICY

EFFECTIVE DATE 01/01/2025

Overview

The Snigg Connect App (hereafter referred to as "the App") is a service provided by Snigg NV/SA (hereafter referred to as "we," "our," or "us"), acting as the data controller under applicable data protection laws.

The App enables users to access, configure, and manage essential features related to a Snigg Car Charger. These features include adjusting parameters, connecting to third-party networks, monitoring charging statuses, managing access permissions via RFID/NFC technology, receiving error notifications, and viewing usage statistics.

We are committed to safeguarding your privacy while you use the App. This document explains the personal data we collect, how we process and protect it, and the legal basis for doing so. Additionally, where processing is required to serve our legitimate interests, we explain what those interests entail.

This privacy policy can always be accessed through the "Privacy" section in the App's menu.

Contact Information

Data Controller

Snigg bv

Representative: Philippe Fontaine

Address: Rue Auguste Beernaert 1-10, 1480 Tubize, Belgium

Phone: +32 2 882 64 70

Email: support@snigg.be

Website: www.snigg.be

Data Protection Officer (DPO)

Kim Borremans

Address: Rue Auguste Beernaert 1-10, 1480 Tubize, Belgium

Phone: +32 2 882 64 70

Email: support@snigg.be

1. Data Processing Overview

1.1 Information Collected During App Download

When downloading the App, certain details may be shared with the relevant app store (e.g., Google Play or Apple App Store). This can include your username, email address, account number, download timestamp, payment information, and device identifier. The app store independently manages this data, and we hold no responsibility for its collection or processing.

1.2 Data Automatically Collected During App Usage

When you use the App, certain technical data is automatically collected to enable functionality. This may include:

- Device type, operating system version, and access timestamps.
- General, non-personal information required to:
 1. Deliver the App's features and services.
 2. Improve functionality and performance.
 3. Prevent misuse and troubleshoot issues.

Data processing for these purposes is lawful under Article 6(1)(b) GDPR (necessary for contract performance) or Article 6(1)(f) GDPR (legitimate interest in maintaining the App's functionality).

1.3 Information You Provide While Using the App

To use the App, you may need to create a profile (e.g., as an installer or operator). The minimum required information is a profile name. Depending on your usage, the following data may also be processed:

- Device Data: IP address, device ID, system settings, App settings, and crash reports.
- Optional Data: Location data (with your explicit consent).
- Contact Forms: Information provided via forms, including your name, company, email address, and submission timestamp.

Processing these details is essential for providing the service (Article 6(1)(b) GDPR) or is based on legitimate interest (Article 6(1)(f) GDPR).

1.4 Additional Features

The App allows you to generate and email monthly reports summarizing charging sessions and energy consumption. Personal data is stored locally on the Wallbox and is not accessible to us. If you transfer ownership of your Wallbox, ensure all data is manually deleted from the device.

2. Data Sharing and Transfer

We do not disclose your personal data to third parties without your explicit consent, except where permitted or required by law.

2.1 Transfers to Third Countries

Should data be processed outside the EU/EEA, it will only occur under the strict conditions of Articles 44–50 GDPR, ensuring equivalent data protection standards. This includes using EU-approved Standard Contractual Clauses where necessary.

3. Data Retention

We retain your data only as long as it is required to fulfill the purposes outlined in this policy or comply with legal obligations. Typically, personal data is retained for the duration of your App usage or contractual relationship, plus 30 days for backup purposes. Specific retention periods mandated by law remain unaffected.

4. Your Rights

As a data subject, you have several rights under GDPR:

4.1 Access (Article 15 GDPR)

You may request a copy of the personal data we hold about you.

4.2 Rectification (Article 16 GDPR)

If your data is inaccurate or incomplete, you may request corrections.

4.3 Erasure (Article 17 GDPR)

You may request deletion of your data when it is no longer needed, processed unlawfully, or other applicable conditions are met.

4.4 Restriction of Processing (Article 18 GDPR)

You may request restricted processing in certain circumstances, such as disputing data accuracy or objecting to processing.

4.5 Data Portability (Article 20 GDPR)

You may request your data in a structured, commonly used, and machine-readable format.

4.6 Objection (Article 21 GDPR)

You may object to data processing based on Article 6(1)(e) or (f) GDPR, subject to conditions. To exercise these rights, contact us at the addresses listed above.

5. Right to Lodge a Complaint

If you believe your data is being processed unlawfully, you have the right to file a complaint with a supervisory authority. In Belgium, contact:

Gegevensbeschermingsautoriteit
Drukpersstraat 35, 1000 Brussels, Belgium
Phone: +32 (0)2 274 48 00
Email: contact@apd-gba.be



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