

# Personal Data and Cookies Charter

Welcome to the TotalEnergies Charge Cambodia (hereinafter the “**Application**”).

The purpose of this Personal Data and Cookies Charter (hereinafter “**Charter**”) is to inform you of the rights that you can exercise regarding the processing of your data and describes the measures that we take to protect this data.

The TotalEnergies entity selling an electric charging service listed in Appendix 1 is the “data controller” with responsibility for personal data processing on the Application. These processing operations are carried out in accordance with applicable legislation.

## 1. Purpose of processing, legal basis, the period of storage and types of data collected

When using the Application, you may need to provide us with some personal data

Purposes	Categories of personal data	Legal basis	Period kept
Payment for the charging service and billing	Bank details (card number, expiry date, security code), last name, first name, postal address, telephone number	Performance of the contract	Bank details: the time required for the transaction  Billing: 10 years
Sending of a charging session ID code	Email address	Performance of the contract	The duration of the charging session
Management of various requests: support, including technical, reporting complaints and incidents.	Identification data: last name, first name, email address	Legitimate interest: the information is necessary to answer your request	5 years after the complaint or request has been closed

Purposes	Categories of personal data	Legal basis	Period kept
Creating a client account	Email address, password	Performance of the contract	1 year after the end of the commercial relationship or after 1 year of inactivity
Payment for the charging service and billing	Bank details (card number, expiry date, security code)  Last name, first name, postal address, telephone number	Performance of the contract  Legal obligation: tackling money laundering and the financing of terrorism	Bank details: the time required for the transaction  5 years after the end of the commercial relationship with the subscriber  Billing: 10 years
Managing the electric charging service and preferences	<ul style="list-style-type: none"> <li>- History of bookings and charges,</li> <li>- History of your electric charging stations</li> <li>- Preferred electric charging stations and networks</li> </ul>	Performance of the contract	5 years after the end of the commercial relationship with the subscriber
Saving a means of payment	Bank details (card number, expiry date, security code)	Consent	Until consent is withdrawn
Management of various requests: support, including technical, records, reporting complaints and incidents.	Identification data: last name, first name, email address	Legitimate interest: the information is necessary to answer your request	1 years after closing the complaint or incident request commercial relationship

## 2. Recipients of data

For data processing purposes, your personal data may be communicated to one or more of the following recipients:

- data controller's departments;
- entities within the TotalEnergies group; or
- third party service providers, partners or subcontractors operating as the data controller's "data processors" within the framework of a service contract.

## 3. Data transfers

Any overseas transfers of data shall be carried out in accordance with the applicable law and in such a way as to protect your personal data appropriately.

TotalEnergies has adopted "Binding Corporate Rules" (BCR) governing intra-company transfers of personal data – this is to ensure compliance for personal data originating in the European Economic Area. If you would like more information about our BCRs please visit <https://totalenergies.com/privacy>. For any information on the other measures put in place to ensure adequate protection, please write to the contact address below.

## 4. Data security and confidentiality

The data controller takes appropriate steps to ensure the security and confidentiality of your personal data, including measures to prevent it from being distorted, damaged, or disclosed to unauthorized third parties.

## 5. External links

If the Application provides access to websites, those websites are not governed by this Charter. We recommend that you consult the confidentiality statements of these websites to find out what their practices are in terms of collecting, using and sharing personal data.

## 6. Charter amendment

We reserve the right to amend and review this Charter at any time. Please ensure that you keep yourself updated on the latest version of the Charter.

## 7. Your rights / Contact

Depending on the regulations in force, you may be entitled to access, rectify, oppose, erase and limit your personal data that is in our possession or under our control. You may also be entitled to request its portability.

To exercise your rights and ask us any questions about the way in which your personal data is processed, you can contact the data controller by consulting Appendix 1.

If you feel, after contacting us, that your rights have not been respected, you can lodge a complaint with the relevant supervisory authority.

APPENDIX 1: LIST OF COMPETENT ENTITIES AND DATA PROTECTION CONTACTS

List of selling entities with “data controller” status	Postal address	Personal Data Contact
TotalEnergies Marketing (Cambodia) Co., Ltd.	6 <sup>th</sup> Floor No. 240 St 271 ANINA Building B.P 600, 120606 Phnom Penh Cambodia	<a href="mailto:chia-lin.chew@totalenergies.com">chia-lin.chew@totalenergies.com</a>