

Privacy Policy reev App

We operate our applications and websites for drivers in accordance with the principles set out below:

We undertake to comply with the statutory provisions on data protection and endeavour to always observe the principles of data avoidance and data minimisation.

1. Name and address of the controller and data protection officer

a) The controller

The controller within the meaning of the General Data Protection Regulation and other national data protection laws of the member states of the European Union as well as other data protection regulations is:

reev GmbH Sandstraße
3
80335 Munich

+49 (0) 89 21538970
info@reev.com

b) The data protection officer

The data protection officer of the controller is: SiDIT

GmbH
Langgasse 20
97261
Güntersleben
Email: info@sidot.de
Website: <https://sidot.de/>

2. Explanation of terms

We have designed our privacy policy in accordance with the principles of clarity and transparency. However, if you are still unclear about the use of certain terms, you can find the relevant definitions [here](#).

3. Legal basis for the processing of personal data

We only process your personal data, such as your first and last name, your email address and IP address, etc., if there is a legal basis for doing so. In particular, the following provisions of the General Data Protection Regulation apply here:

- Art. 6 para. 1 sentence 1 lit. a GDPR: The data subject has given consent to the processing of personal data concerning him or her for one or more specific purposes.
- Art. 6 para. 1 sentence 1 lit. b GDPR: Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.
- Art. 6 para. 1 sentence 1 lit. c GDPR: Processing is necessary for compliance with a legal obligation to which the controller is subject.
- Art. 6 para. 1 sentence 1 lit. d GDPR: Processing is necessary to protect the vital interests of the data subject or of another natural person.
- Art. 6 para. 1 sentence 1 lit. e GDPR: Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.
- Art. 6 para. 1 sentence 1 lit. f GDPR: Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

However, we will always inform you again at the relevant points in this privacy policy on what legal basis your personal data is processed.

4. Transfer of personal data

The transfer of personal data also constitutes processing within the meaning of section 3 above. However, we would like to take this opportunity to inform you separately about the transfer of data to third parties. The protection of your personal data is very important to us. For this reason, we are particularly careful when it comes to passing on your data to third parties.

Therefore, data will only be passed on to third parties if there is a legal basis for processing. For example, we pass on personal data to persons or companies who act as processors for us in accordance with Art. 28 GDPR. A processor is anyone who processes personal data on our behalf – i.e. in particular in a relationship of instruction and control with us.

In accordance with the provisions of the GDPR, we conclude a contract with each of our processors to oblige them to comply with data protection regulations and thus to guarantee comprehensive protection for your data.

5. Storage period and deletion

We will delete your personal data if it is no longer necessary for the purposes for which it was collected or otherwise processed, processing is not necessary for the exercise of the right to freedom of expression and information, for the fulfilment of a legal obligation, for reasons of public interest or for the assertion, exercise or defence of legal claims.

6. SSL encryption

For security reasons and to protect the transmission of confidential content, such as requests you send to us as the app operator, our app uses SSL encryption.

When SSL encryption is enabled, the data you send to us cannot be read by third parties.

7. Cookies

We use cookies on our website. Cookies are small data packets that your browser automatically creates and stores on your device when you visit our website. These cookies are used to store information relating to the device you are using.

When using cookies, a distinction is made between technically necessary cookies and "additional" cookies. Technically necessary cookies are those that are strictly necessary to provide an information society service that you have expressly requested.

a) Technically necessary cookies

In order to make the use of our website more pleasant for you, we use technically necessary cookies. These may be so-called session cookies (e.g. language and font selection, shopping basket, etc.), consent cookies, cookies to ensure server stability and security, or similar. The legal basis for the cookies is Art. 6 para. 1 sentence 1 lit. f) GDPR, our legitimate interest in the error-free operation of the website and our interest in providing you with optimised services.

b) Other cookies

Other cookies include cookies for statistical, analysis, marketing and retargeting purposes.

Further details can be found [here](#).

8. Collection and storage of personal data, as well as the nature and purpose of its use

a) Downloading the app

When you download the mobile app, the necessary information is transferred to the app store, in particular your user name, email address and customer number for your account, the time of download, payment information and the individual device identification number. We have no influence over this data collection and are not responsible for it. We only process the data to the extent necessary for downloading the mobile app to your mobile device.

b) Use of the app

If you wish to use our mobile app, we collect the following data, which is technically necessary for us to offer you the functions of our mobile app and to ensure stability and security:

- Date and time of the request
- Time zone difference from Greenwich Mean Time (GMT)
- Access status/HTTP status code

The legal basis for data processing is Art. 6 para. 1 sentence 1 lit. f GDPR. Our legitimate interest follows from the purposes listed above for data collection. Under no circumstances will we use the data collected for the purpose of drawing conclusions about your person.

c) Registration

In order to use the app, the user must register with reev. To do this, the email address, first and last name and a password must be provided.

For registration, only the personal data that is absolutely necessary for contract processing is processed in accordance with Art. 6 para. 1 sentence 1 lit. b GDPR.

d) Functions

The user has the option of managing their charging processes in the app. To do this, the user can store their payment details and payment methods, view their charging processes and view their monthly statements for the charging processes they have carried out.

For monthly billing of charging transactions, the address (street, house number, postcode, city, country) and credit card information (encrypted) are forwarded to the responsible payment service provider.

In accordance with Art. 6 para. 1 sentence 1 lit. b GDPR, only the personal data required to fulfil the contractual obligation is processed for the use of the functions.

e) Vehicle connectivity via Smartcar

If you choose to connect a vehicle in the reev app, we use Smartcar, Inc., 650 Castro St STE 120-99699, Mountain View, CA 94041, USA ("Smartcar") as a service provider to enable the technical connection to the vehicle and to retrieve vehicle data within the app. In this context, we process and transmit to Smartcar the data required to establish and maintain the connection (in particular vehicle identifiers such as the VIN and connection/authentication data) and, depending on the permissions you grant, vehicle and usage data made available via the connected vehicle (e.g., vehicle status/telemetry data). The processing is carried out for the purpose of providing the vehicle connectivity features in the app. The legal basis is Art. 6(1)(a) GDPR (consent). You can revoke your consent at any time by disconnecting the vehicle in the app; processing remains lawful until revocation. Smartcar may process data in

the USA. Where personal data is transferred to a third country, appropriate safeguards are implemented via the Standard Contractual Clauses as set out in Smartcar's Data Processing Addendum.

9. Analysis and tracking tools

In addition to the analysis tools of the respective app stores, we use the following analysis tool:

Microsoft Analytics App Centre of Microsoft Corporation, One Microsoft Way Redmond, WA 98052-6399 USA "Microsoft". This tool enables the analysis of the use of our app offering by processing diagnostic data such as crash data and performance data. Crash traces and analysis data (number of app starts and restarts) are transmitted. This ensures the trouble-free operation of our app. In this context, completely anonymised information about the use of our app is collected and transmitted to Microsoft, where it is stored. Microsoft uses this information to evaluate the use of our app and to provide us with further services related to the use of apps.

Further information on the privacy policy of Microsoft Analytics App Centre can be found at: <https://docs.microsoft.com/en-us/appcenter/sdk/data-collected> and <https://azure.microsoft.com/de-de/support/legal/>

The following applies to the analysis tools of the respective app stores: Access to data is limited to that which is collected by the app store as standard. Further information on the providers' privacy policies can be found at Google:

<https://policies.google.com/privacy?hl=de>

Apple: <https://www.apple.com/de/legal/privacy/de-ww/>

We use the tools on the basis of your consent in accordance with Art. 6 para. 1 sentence 1 lit. a GDPR. You can revoke your consent at any time. Processing remains lawful until revocation.

We also use the analysis and tracking tools listed below in our app. These serve to ensure the ongoing optimisation of our app and to tailor it to your needs.

a) PostHog

We use PostHog, a product analysis service, Inc., 2261 Market St., #4008, San Francisco, CA 94114, USA (hereinafter "PostHog") in our app.

PostHog processes information about your use of this app, such as:

- Identification - name, user name
- Computer device - IP address, MAC address, browser footprint
- Contact - email address
- Location - country, region, city
- Behaviour - product usage (page views, clicks, browsing behaviour)

This information is usually transmitted in encrypted form to a PostHog server in Frankfurt, Germany, where it is stored.

PostHog is also certified under the Data Privacy Framework Agreement (DPF) as part of the agreement between the EU and the USA.

On our behalf, PostHog will use this information to evaluate your use of our app, to compile reports on app activity and to provide us with other services related to app usage and internet usage.

Please click [here](#) for an overview of PostHog's privacy policy.

b) Sentry

We use Sentry, an advertising analysis service provided by Functional Software, Inc., 45 Fremont Street, 8th Floor, San Francisco, CA 9410, USA (hereinafter referred to as "Sentry"), in our app.

Sentry processes information about your use of this app, such as:

- Name and version of the browser used
- Operating system of your computer
- Website from which access is made (referrer URL)
- Time of the server request

This information is usually transmitted in encrypted form to a Sentry server in Frankfurt, Germany, where it is stored.

Sentry is also certified under the Data Privacy Framework Agreement (DPF) between the EU and the USA.

We have activated the functionality via Sentry that your IP address is neither transmitted nor stored or shared, thus ensuring anonymisation in our system.

On our behalf, Sentry will use this information to evaluate your use of our app, to compile reports on app activity and to provide us with other services related to app usage and internet usage.

Please click [here](#) for an overview of Sentry's privacy policy.

10. Rights of the data subject

You have the following rights:

a) Right to information

In accordance with Art. 15 GDPR, you have the right to request information about your personal data processed by us. This right to information includes information about

- the purposes of processing
- the categories of personal data
- the recipients or categories of recipients to whom your data has been or will be disclosed

- the planned storage period or, at least, the criteria for determining the storage period
- the existence of a right to rectification, erasure, restriction of processing or objection
- the existence of a right to lodge a complaint with a supervisory authority
- the origin of your personal data, if it was not collected by us
- the existence of automated decision-making, including profiling, and, if applicable, meaningful information about the details of this

b) Rectification

Under Article 16 of the GDPR, you have the right to obtain from us the rectification of inaccurate or incomplete personal data stored by us without undue delay.

c) Deletion

Under Article 17 of the GDPR, you have the right to request the immediate erasure of your personal data stored by us, unless further processing is necessary for one of the following reasons:

- the personal data is no longer necessary for the purposes for which it was collected or otherwise processed
- for the exercise of the right of freedom of expression and information
- to fulfil a legal obligation which requires processing under European Union law or the law of the Member States to which the controller is subject, or to perform a task carried out in the public interest or in the exercise of official authority vested in the controller
- for reasons of public interest in the area of public health pursuant to Art. 9 para. 2 lit. h and i as well as Art. 9 para. 3 GDPR
- for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) of the GDPR, in so far as the right referred to in point (a) is likely to render impossible or seriously impair the achievement of the objectives of such processing
- for the establishment, exercise or defence of legal claims

d) Restriction of processing

You may request the restriction of the processing of your personal data for one of the following reasons in accordance with Art. 18 GDPR:

- You dispute the accuracy of your personal data.
- The processing is unlawful and you refuse to have the personal data erased.
- We no longer need the personal data for the purposes of processing, but you require it for the assertion, exercise or defence of legal claims.
- You object to the processing pursuant to Art. 21(1) GDPR.

e) Notification

If you have requested the correction or deletion of your personal data or a restriction of processing in accordance with Art. 16, Art. 17 (1) and Art. 18 GDPR, we will inform all recipients to whom your personal data has been disclosed, unless this proves impossible or involves disproportionate effort. You may request that we inform you of these recipients, unless this proves impossible or involves disproportionate effort. You may request that we inform you of these recipients, unless this proves impossible or involves disproportionate effort. You may request that we inform you of these recipients, unless this proves impossible or involves disproportionate effort. You may request that we inform you of these recipients, unless this proves impossible or involves disproportionate effort. You may request that we inform you of these recipients, unless this proves impossible or involves disproportionate effort.

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f) Transfer

You have the right to receive your personal data that you have provided to us in a structured, commonly used and machine-readable format.

You also have the right to request the transfer of this data to a third party, provided that the processing was carried out using automated procedures and is based on consent pursuant to Art. 6 para. 1 sentence 1 lit. a or Art. 9 para. 2 lit. a or on a contract pursuant to Art. 6 para. 1 sentence 1 lit. b GDPR.

g) Revocation

In accordance with Art. 7 (3) GDPR, you have the right to withdraw your consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

In future, we will no longer be permitted to continue processing data based on your revoked consent.

h) Complaints

In accordance with Art. 77 GDPR, you have the right to lodge a complaint with a supervisory authority if you believe that the processing of your personal data violates the GDPR.

i) Object

If your personal data is processed on the basis of legitimate interests pursuant to Art. 6 para. 1 sentence 1 lit. f GDPR, you have the right to object to the processing of your personal data pursuant to Art. 21 GDPR, provided that there are reasons for this arising from your particular situation or the objection is directed against direct marketing. In the latter case, you have a general right to object, which we will implement without specifying your particular situation.

If you wish to exercise your right of revocation or objection, simply send an email to info@reev.com.

j) Automated decision-making in individual cases, including profiling

You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you. This does not apply if the decision

- i. is necessary for the conclusion or performance of a contract between you and us
- ii. is permissible under European Union or Member State law to which we are subject and which legal provisions contain appropriate measures to safeguard your rights and freedoms and your legitimate interests
- iii. with your express consent

However, these decisions may not be based on special categories of personal data pursuant to Art. 9 (1) GDPR, unless Art. 9 (2) lit. a or g GDPR applies and appropriate measures to protect your rights and freedoms and your legitimate interests have been taken.

With regard to the cases referred to in i) and iii), we take appropriate measures to safeguard your rights and freedoms and your legitimate interests, including at least the right to obtain our intervention, to express your point of view and to contest the decision.

11. Changes to the privacy policy

If we change the privacy policy, this will be indicated in the app.

(As of 12/2025re)