

## ABB E-mobility Customer Support Privacy Notice

At ABB E-mobility, respecting your data protection rights is a top priority. This Privacy Notice explains how we collect, use and protect your personal data when you use our customer support services.

### 1 WHO IS RESPONSIBLE FOR THE PROCESSING OF YOUR PERSONAL DATA

This Privacy Notice ("Notice") applies to any company of ABB E-mobility\_List of subsidiaries which means ABB E-mobility Holding and each entity in which the holding has, directly or indirectly, a majority holding or owns or controls the majority of voting rights (also referred to as "ABB E-mobility" or "we").

The relevant ABB E-mobility company is:

- that is providing you with services,
- that is communicating with you,
- or otherwise explicitly referred to in Notice

ABB E-mobility is responsible for the processing of your personal data and controls how it is used, in accordance with this Notice.

Questions, comments and requests regarding this Notice are welcomed and should be addressed to Privacy Team: [privacy-emobility@abb.com](mailto:privacy-emobility@abb.com).

### 2 WHY WE USE YOUR PERSONAL DATA

When you contact our support service, we collect and process the following personal data:

#### 2.1 Contact and Identification Data

- Name (first and last name)
- Phone number
- Identification data and business contact information if you share it with us such as first name, last name, job/position/title, business email address, business address, telephone number, mobile telephone number, telefax number, private telephone number, gender, date of birth, login credentials.
- Additional information you provide to us in the course of your use our support service, including any comments and additional evidence shared (e.g., photos or videos if applicable).
- Electronic identification data and information collected by the communications systems, IT applications and website browsers such as information device identifier (mobile device ID, IP address, browser type, browser settings, time and URL accessed, cookies), website registration and sound recordings (e.g. voice mail/phone recordings,).
- Language preference

#### 2.2 Call Data

- Date and time of call
- Call duration
- Call recording (audio and transcripts) – see section 2.5 below
- Call/ session identifiers (e.g., call ID/ conversation ID) and routing/ transfer events

#### 2.3 Support-Related Data

- Description of your issue/problem
- Support ticket number and case/service history
- Communication history with our support team
- Resolution steps taken
- Case status and case comments
- Charger identifiers: EVSE/serial number ID, connector ID/port, station/site ID, location name/address

#### 2.4 Technical Data available in ABB's Charger Management System (EVE)

- Vehicle identification data
- Charging session data (start and stop time, duration, kWh)
- Stop reasons of charging sessions

- Technical data necessary for system maintenance and troubleshooting, such as error logs, connection quality metrics, and charging performance data

## 2.5 Call Recording - Important Notice

Calls to our support hotline might be recorded and managed by an AI-based automated system. We record and transcript support calls for the following purposes:

- Quality assurance and service improvement
- Training of support staff
- Documentation and verification of support requests
- Protection of legitimate interests of parties
- Compliance and dispute resolution
- Performance monitoring/KPI tracking

At the beginning of each call, you will be notified that the conversation is being recorded. You retain the right to object to recording at any time and will receive support as outlined in the provided instructions.

Call recordings are stored for a maximum period of 3 months, and related transcriptions will be retained longer in accordance with the data retention rules set forth below in section 6 below, unless legal retention obligations require longer storage, there is an ongoing dispute or legal claim.

## 3 PURPOSE AND LEGAL BASIS FOR DATA PROCESSING

We process your personal data for the following purposes:

### 3.1 Contract performance (Art. 6(1)(b) GDPR)

- To provide customer support services
- To process and resolve your support requests

### 3.2 Legitimate interest (Art. 6(1)(f) GDPR)

- Quality assurance and service improvement
- Training and supervision of support staff
- Statistical analysis for service optimization
- Protection against fraudulent or abusive behavior
- Documentation for liability purposes

### 3.3 Consent (Article 6(1)(a) GDPR)

Where required, the processing of personal data is performed based on your consent.

## 4 SOURCES OF COLLECTING PERSONAL DATA AND WHAT HAPPENS IF WE ARE UNABLE TO USE IT

We may collect your personal data directly from you or, when you contact the customer support service, information collected by the communications systems and IT applications.

If you do not provide us with personal data that is needed for the particular process ABB E-mobility will not be able to adequately perform the purposes described above without certain personal data.

## 5 PARTIES WE SHARE YOUR PERSONAL DATA WITH

We only share your personal data with our affiliates or third parties as necessary for the purposes described in this Notice. Where we share your personal data with an affiliate or third party so that it is transferred to or becomes accessible from outside the European Union ("EU") and the European Economic Area ("EEA") or outside the country where the ABB company that controls your data is located, we always put adequate safeguards in place to protect your personal data. Examples of these safeguards are an adequacy decision of the European Commission or Standard Contractual Clauses. We have taken additional measures for the transfer of data from within to outside the EU, EEA and outside the country where the ABB company that controls your data is located to protect your personal data.

We share your personal data, in the following circumstances:

- with our subsidiary undertakings and/or affiliates within ABB Group for the purposes as described in this Notice. You can see more about our ABB E-mobility group entities [ABB E-mobility\\_List of subsidiaries](#).
- with suppliers and service providers to enable such parties to perform functions on our behalf and under our instructions in order to carry out the purposes identified above. These include infrastructure and IT services providers, consultants, mediators, experts and other legal specialists.

- Recipients as required by applicable law or legal process, to law enforcement or government authorities, etc. (EU and non-EU). Where required by applicable law or a legitimate request by government authorities, or a valid legal requirement.

## **6 HOW LONG WE KEEP YOUR PERSONAL DATA**

Based on mandatory legislation, ABB E-mobility must retain certain personal data for specified periods as per law. Besides data retention expressly defined in section 2.5 of this Privacy Notice, we store your personal data for as long as necessary for the purposes described in this Notice. Retention periods are determined based on the nature of your support cases, the complexity of technical issues, and applicable limitation periods. Unless ongoing issues, specific needs or legal obligations require longer retention or for recording of calls which have shorter retention, data processed in accordance with this Privacy Notice is deleted or anonymized if applicable, within a maximum period of thirty -six (36) months after completion of customer support service.

## **7 YOUR DATA PRIVACY RIGHTS**

You have various rights with respect to our use of your personal data:

- The right to access your data: You are entitled to ask ABB for an overview of or to obtain a copy of the personal data we hold about you.
- The right to have your data corrected: You may request immediate correction of inaccurate or incomplete personal data we hold about you.
- The right to have your data erased: You may request that personal data be erased when it is no longer needed, where applicable law obliges us
- The right to restrict data processing You have the right to restrict the processing of your personal data in specific circumstances
- The right to data portability: You have right to receive your personal data in a structured, machine-readable format for your own purposes, or to request us to share it with a third party.
- The right to object to data processing: You have the right to object at any time, for reasons arising from your particular situation to the processing of your personal data, which is based on a legitimate interest
- The right to withdraw consent: Where ABB has asked for your consent to process personal data, you may withdraw your consent at any time. The withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.

## **8 CONTACT AND FURTHER INFORMATION**

If you want to access your personal data, make use of any of your other rights mentioned above or if you have any questions or concerns about how ABB E-mobility processes your personal data, please contact our Privacy Team at [privacy-emobility@abb.com](mailto:privacy-emobility@abb.com).

Should you not be satisfied with our response or believe we are processing your personal data against the law, you may also have the right to file a complaint with the Data Privacy Authority in your country of residence or work, or seek a remedy through the courts where you believe an infringement of data privacy laws may have taken place.

## **9 UPDATES TO THIS DOCUMENT**

This Notice may be updated from time to time as a result of required developments. In case of such updates, we will undertake necessary actions to inform you about them depending on the importance of changes done. If and where required by applicable laws we will also ask for your consent to any material Notice changes describing our up-to-date practices.

## **10 SPECIFIC INFORMATION UNDER AUSTRIAN DATA PROTECTION LAW**

If you are not satisfied with our response or believe that we are processing your personal data unlawfully, you also have the right to lodge a complaint with the competent data protection authority in your country of residence or work or to seek a remedy in the courts if you believe that a breach of data protection laws may have occurred. The contact details of the Austrian Data Protection Authority can be found [here](#).

## **11 SPECIFIC INFORMATION UNDER SWISS DATA PROTECTION LAW**

With respect to Section 5 PARTIES WITH WHOM WE SHARE YOUR PERSONAL DATA, personal data relating to individuals in Switzerland will be processed by our affiliates and third-party service providers located in Europe as well as in the United Kingdom, and the United States of America. In addition, personal data may be transferred to our subsidiaries in other countries.

If a recipient is located in a country without adequate legal data protection, ABB contractually obliges the recipient to comply with the applicable data protection (we use standard contractual clauses of the European Commission, unless the recipient is already subject to a legally recognized set of rules to ensure data protection and we cannot rely on an exemption provision). In addition, we ensure an adequate level of protection for personal data when it is transferred outside Switzerland by applying appropriate technical and operational measures. Any data subject resident in Switzerland can assert their rights with the Federal Data Protection and Information Commissioner. You can contact him here: <https://www.edoeb.admin.ch/edoeb/en/home/deredoeb/kontakt.html>.