

GENERAL TERMS AND CONDITIONS FOR THE USE OF THE ELECTROMOBILITY SERVICE
Privacy Notice
on the data processing operations of the
ELECTROMOBILITY SERVICE-RELATED customer service (“Customer Service”) of SLOVANFT, a.s. (“Company” or
“Controller”)

1. Activities of the MOL Group and Company

- 1.1 The subject of business of the MOL Group companies is primarily the distribution of fuels including providing of electromobility services (hereinafter also as **“E-mobility”**), the operation of service stations and the related sale of goods for motorists, the sale of refreshments and the provision of related services. SLOVNAFT, a.s., with its registered office at Vlčie hrdlo 1, 824 12 Bratislava, Slovak Republic, ID No.: 31 322 832, entered in the Commercial Register maintained by the District Court Bratislava I, Section: Sa, Insert No.: 426/B (hereinafter **“Company”** or **“Controller”**), owns a network of service stations throughout the Slovak Republic under the Slovnaft brands.
- 1.2 MOL Group decided to provide customer service in the field of electromobility (hereinafter also as the **“service”**) and, with regard to this service, has developed the Plugee application (hereinafter as **“Plugee”** or the **“Application”**) designed to provide services to customers of Company and other MOL Group companies. As part of Plugee, Company offers the services set out in the **GENERAL TERMS AND CONDITIONS FOR THE USE OF THE ELECTROMOBILITY SERVICE** (hereinafter the **“Terms and Conditions”**) in the Slovak Republic.

2. Data Controller and Joint Data Controllers

- 2.1 Company is a data controller with regard to the personal data of users in connection with the contractual relationship established by the person’s registration in the Application (registered user) or a one-time purchase of charging via the Plugee (not registered / ad hoc user).
- 2.2 Company hereinafter referred to also as the Controller. When the MOL Group's internal roaming service is used (charging service provided by the Controller as the service provider via charging devices operated by MOL Group companies), personal data for internal billing between MOL Group companies and billing to the User are transferred between MOL Group companies (between the charging device operator) and the Controller. In this case, the participating companies of the MOL Group are joint data controllers (hereinafter also as **“joint data controllers”**).
- 2.3 Questions about the functioning of the Customer Service and the Application as such will be answered by the Customer Service after having been sent to info@molplugee.sk or at the Customer Service hotline +421 (2) 3322 1229.

Description and purpose of the personal data (hereinafter "data") processing	Legal basis for data processing	Scope and source of the personal data processed	Duration of data processing	Recipient of the data transfer	Processors and their processing activities
I. Electronic conclusion of contracts, use of the service, provision of electrical vehicle charging infrastructure via Application, invoicing and communication	Article 6 (1) b) of the GDPR – performance of the contract. In case of a registered user, the profile picture and other optional data shall only be processed by the Company with the express voluntary consent of the user pursuant to Article 6 (1) a) of the GDPR.	Required information for unregistered (ad hoc) users: email address, <u>name provided for invoicing</u>, address, tax number, <u>credit card information</u>: credit card name, credit card number, expiration date, CVC/CVV code. Optional data: Last name, first name, phone number. Compulsory information provided by the registered users: last name, first name, email address, password, <u>name provided for invoicing</u>, address, tax number, <u>credit card information</u>: credit card name, credit card	The data is stored for 30 days following the termination of the service contract based on the electronic conclusion of the contract, the use of the service and the provision of service and, in the case of the data processed in connection with the communication, for 30 days from the termination of the service contract. The data will be stored for 30 days from the termination of the contract. Invoicing data: If the processing of the data is necessary for the fulfilment of the tax obligations¹ of the Controller, the data shall	By using internal roaming service of MOL Group, the personal data for internal pay-off and invoicing will be transferred among the MOL Group companies (between the charging point operator CPO) and the e-mobility service provider (EMSP). In this case, the invoicing is performed by the MOL Group's company of the country of given charging point. Regarding the data processing above, the members of the MOL Group are considered as joint data controllers. The following countries & MOL Group companies are involved in internal roaming:	Driivz Ltd. – provision of ancillary services related to data processing in the course of electromobility services, operation of telephone applications, server services (registered office: Izrael, Hod Hasharon, HaHarash u. 4.). MOL GBS Magyarország Kft. – invoicing (registered office: Hungary, 1039 Budapest, Szent István utca 14.). And possibly others.

¹ Act No. 222/2004 on tax as amended

		number, expiration date, CVC/CVV code. Optional data: sex, data of the user's vehicle: manufacturer, the make and year of manufacture of the vehicle, maximum charging power, battery capacity, consumption data, phone number, profile picture fuel consumption data, phone number, profile picture, whether the user allows the Application to use the location data of the mobile device (geographical location, GPS), information about the consents provided by the user in connection with the use of the Application. Data source: user.	be retained for 10 years following the year to which the accounting records/invoices relate. If the processing of the data is necessary for the fulfilment of the Controller's accounting obligations², the personal data contained in the accounting documents shall be retained for a period of 10 years following the year to which the accounting documents relate. In case of e-roaming, the data related to the invoicing are stored according to the tax & accounting rules of the given country of MOL Group company.	CZ: MOL Česká republika, s.r.o. společnost s ručením omezeným Purkyňova 2121/3 11000 Praha 1 SLO: MOL Slovenija, trgovsko podjetje d.o.o. Družba z omejeno odgovornostjo Lendavska ulica 24 9000 Murska Sobota RO: MOL Romania Petroleum Products SRL Societa cu raspundere limitata Bd. 21 Decembrie 1989 77, et. 1 cam.C.1.1 400604 Cluj-Napoca SK: SLOVNAFT, a.s. akciová spoločnosť Vlčie hrdlo 1 82412 Bratislava	
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² Act No. 431/2002 Z. z. on accounting as amended

				HR: TIFON d.o.o. drustvo sa ogranicenom odgovornoscu Savska cesta 41/XIII 10000 Zagreb HU: MOL Plc. Október huszonharmadika u. 18 1117 Budapest	
II. Direct marketing, surveys, customer satisfaction The provision of a questionnaire regarding electronic newsletters, advertisements, direct marketing or other marketing content, satisfaction with the service, provided that the user expressed its consent.	Article 6 (1) a) of the GDPR – voluntary consent by the data subject.	First name, last name, email address if provided by the user: sex, phone number.	The data will be processed until the data subject withdraws his or her consent. The data subject may withdraw his or her consent at any time. Such withdrawal of consent shall not affect the legitimacy of the processing carried out on the basis of the consent given prior to the withdrawal. The data will be stored for 30 days from the termination of the contract and it will be		Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft. – performs the Customer Service tasks and is responsible for the direct communication with customers (registered office: Hungary, 1045 Budapest, Istvántelki út 8.). In case of e-roaming, if the user subscribes for newsletters abroad: MULTICOM Contact Kft. (registered office: Hungary, 1121 Budapest, Zsigmondy Vilmos utca 8/b) – providing customer service in the following

			deleted immediately after withdrawal of consent.		countries: SLO, RO, SK, CZ, HR. And possibly others.
III. Developing and expanding the Service based on a summary of statistical data The purpose of the Controller is to increase the quality of the Service on the basis of data voluntarily provided by and subject to the user's explicit consent.	Article 6 (1) a) of the GDPR – voluntary consent by the data subject.	If the user has recorded this information in its user account: user's vehicle type, manufacturer and year of manufacture of the vehicle, maximum charging power, battery capacity and consumption data.	The data will be stored for 30 days from the termination of the contract and it will be deleted immediately after withdrawal of consent.		Driivz Ltd. – provision of ancillary services related to data processing in the course of electromobility services, operation of telephone applications, server services (registered office: Izrael, Hod Hasharon, HaHarash u. 4.). And possibly others.
IV. Feedback on the Service In case of users who have expressly consented to and voluntarily provided their telephone number or e-mail address, the Controller will make a request regarding the Service when there is a negative feedback by the users. Regarding the data processing above, the	Article 6 (1) f) of the GDPR – legitimate interest of the controller. The Controller's legitimate interest: More effective handling of feedbacks and complaints and ensuring that the necessary information is available where a case cannot be resolved immediately. Increasing the customer/user	User name, first name, last name, phone number, e-mail address, content and data of reactions.	The data will be stored for 30 days from the termination of the contract.		Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft. – Customer Service administration and complaints handling and performs the Customer Service tasks; responsible for the direct communication with customers/users. (registered office: Hungary, 1045 Budapest Istvántelki út 8.).

members of the MOL Group are considered as joint data controllers.	satisfaction, thereby retaining customers/users and gaining new customers/users. Improving processes through feedback.				Giving feedback outside Hungary: MULTICOM Contact Kft. (registered office: Hungary, 1121 Budapest, Zsigmondy Vilmos utca 8/b) – customer/user service in the following countries: SLO, RO, SK, CZ, HR. If registered user giving feedback outside Hungary: MULTICOM Contact Kft. can be data processor only if the Plugee registered user calls/send e-mail directly to this Customer Service of charge point operator (CPO) in the given country or if the data transfer and processing between the two customer services are necessary in connection with the feedback on the service.
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V. Recording of telephone conversations with the Company's customer Service Regarding the data processing above, the members of the MOL Group are considered as joint data controllers.	Article 6 (1) f) of the GDPR – legitimate interest of the controller. The Controller's legitimate interest: More effective handling of reports and complaints and ensuring that the necessary information is available where a case cannot be resolved immediately.	The voice recordings of calls received and initiated through the Customer Service call centre. The recordings contain the voices of customers/users, data subjects not qualifying as customer/user and the Customer Service employees. In the case of complaints or reports submitted, the data recorded also include the data subject's last name, first name, address, telephone number, email address, the data contained in the complaint or report, the data necessary for the payment of potential indemnification (bank account number), vehicle-related data in the case of vehicle damage, in particular the make and year of manufacture of the	The Company retains the voice recording and the related personal data for 12 months from the date the voice call was made (with regard to the exercise of any potential civil law claims of the Company or to defend against any potential civil law claims of the data subjects).		Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft. – Customer Service administration and complaints handling and performs the Customer Service tasks; responsible for the direct communication with customers/users and data subject. (registered office: Hungary, 1045 Budapest Istvántelki út 8.). Giving feedback abroad: MULTICOM Contact Kft. (registered office: Hungary, 1121 Budapest, Zsigmondy Vilmos utca 8/b) – Customer Service in the following countries: SLO, RO, SK, CZ, HR. If registered user giving feedback abroad: MULTICOM Contact Kft. can be data processor only if the Plugee registered user calls/send e-mail directly to the Customer Service of
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		vehicle, the location and time of e-charging, the identifier and type of the charger used and the type of the charging socket used.			charge point operator (CPO) in the given country or if the data transfer and processing between the two customer services are necessary to handle the client's case. MOL GBS Magyarország Kft. – indemnification payments, invoicing (registered office: Hungary, 1039 Budapest, Szent István utca 14.). MOL IT & Digital GBS Kft. is responsible for storing feedback that is classified as a complaint conducted by Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft. (registered office: Hungary, 1045 Budapest, Istvántelki út 8.). And possibly others.
VI. Handling of and responding to complaints lodged in writing, via an electronic interface, over the phone or in person	Article 6 (1) f) of the GDPR – legitimate interest of the controller. The Controller's legitimate interest:	The data subject's user name, last name, first name, address, telephone number and email address, the data contained in the	The Company shall retain the report on the complaint and the copy of the Company's response to the complaint for 5 years from the	In case of official request from the Consumer Protection Authority or other competent authorities.	MULTICOM Contact Kft. (registered office: Hungary, 1121 Budapest, Zsigmondy Vilmos utca 8/b, Hungary) – Customer Service administration

and the management of reports and complaints concerning the service.	More effective handling of reports and complaints and ensuring that the necessary information is available where a case cannot be resolved immediately. Additional legal basis for data storage: Article 6 (1) c) of the GDPR - processing is necessary for compliance with a legal obligation to which the Controller is subject; The Company shall investigate the complaints of data subjects qualifying as consumers, and if the consumer does not agree with the handling of their complaint or if the complaint cannot be immediately investigated, the Company shall draw up a report on the complaint and its position on the complaint without delay and hand over or send – depending on the	complaint or report, the data needed for the payment of potential indemnification (bank account number), vehicle-related data in the case of vehicle damage, in particular the make and year of manufacture of the vehicle, the location and time of e-charging, the identifier and type of the charger used and the type of the charging socket used. In addition, the report drawn up on the (consumer) complaint contains the place, time and manner of lodging the complaint, the detailed description of the consumer's complaint, a register of the documents and other evidence presented by the consumer, the Company's statement on its position regarding the consumer's complaint, and if the immediate investigation of the	termination of the specific user account. If the Customer Service of the CPO handling the complaint abroad, the domestic consumer protection act and related regulations of the given country shall prevail. The ad-hoc user receives information from the Customer Service of the CPO (MOL Group's company where the charger located).	and complaints handling and performs the Customer Service tasks; responsible for the direct communication with customers/users in the following countries: SLO, RO, SK, CZ, HR. Service station operating partner company of the Company. A company operating a specific service station on the basis of a contract with Company for the operation of the respective service station: Customer Service and complaints management (The name of the company is clearly displayed at the respective service station and a list of the partner companies concerned is available on the websites of the Company). In the case of a complaint made in person at a service station, an employee of the
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	nature of the complaint – a copy thereof to the consumer. If the customer/user uses an e-mobility service from a company belonging to MOL Group abroad, - in the case of a registered user, customer can record his/her complaint to the Customer Service of his/her E-mobility service provider (EMSP) or the electric charging point operator (CPO) of the given country as well. The CPO's Customer Service will forward his/her claim into the EMSP's service provider. - in case of ad-hoc user, customer can call/write to the Customer Service of the charging point operator (CPO) or can also choose Plugee's Customer Service using the main menu or application of Plugee's	complaint is possible, the signatures of both the person drawing up the report and the consumer, with the exception of verbal complaints communicated over phone or via other electronic telecommunication means, and the time and place of drawing up the report.			aforementioned service station. Operator is responsible for direct communication with customers. Charging station contractors and partners involved in setting up and building charging infrastructure (in case of damage incidents or complaints, they participate in the investigation of the origin of the problem). Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft. – customer and complaint service in Hungary (registered office: Hungary, 1045 Budapest Istvántelki út 8.). MOL IT & Digital GBS Kft. – is responsible for storing communication that is classified as a complaint conducted by Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft.
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	website. In the latter case, Plugee's Customer Service will transfer the complaint to CPO's Customer Service, if the complaint cannot be handled immediately.				(registered office: Hungary, 1045 Budapest, Istvántelki út 8.). If registered user complaining abroad: Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft. can be data processor only if the Plugee registered user calls/send e-mail directly to the Customer Service of charge point operator (CPO) in Hungary or if the data transfer and processing between the two customer services are necessary to handle the case registered user using roaming service in Hungary. And possibly others.
VII. Communication in writing or electronic mail (email) with customers/users and data subjects not qualifying as customers,	Article 6 (1) f) of the GDPR – legitimate interest of the controller. The Controller's legitimate interest: More effective handling of reports and	Personal data contained in the customer's request and in written or electronic correspondence (email). In the case of data subjects not qualifying as customers: the data	The data is retained for 5 years from the termination of the electronic communication with the customer/ person, who is not user.		MULTICOM Contact Kft. (registered office: Hungary, 1121 Budapest, Zsigmondy Vilmos utca 8/b, Hungary) – Customer Service administration and complaints handling and performs the Customer Service tasks;

responding to questions, data reconciliation	complaints and ensuring that the necessary information is available where a case cannot be resolved immediately.	subject's name, address, telephone number and email address, the data contained in the complaint or report, the data needed for the payment of potential indemnification (bank account number), vehicle-related data in the case of vehicle damage, in particular the make and year of manufacture of the vehicle, the location and time of e-charging, the identifier and type of the charger used and the type of the charging socket used, as well as data contained in the data subject's complaint or report.			responsible for the direct communication with customers/users in the following countries: SLO, RO, SK, CZ, HR. Service station operating partner company of the Company. A company operating a specific service station on the basis of a contract with Company for the operation of the respective service station: Customer Service and complaints management (The name of the company is clearly displayed at the respective service station and a list of the partner companies concerned is available on the Company website. In the case of a complaint made in person at a service station, an employee of the aforementioned service station Operator is responsible for direct
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					communication with customers. Charging station contractors and partners involved in setting up and building charging infrastructure (in case of damage incidents or complaints, they participate in the investigation of the origin of the problem). Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft. – customer and complaint service in Hungary (registered office: Hungary, 1045 Budapest Istvántelki út 8.). MOL IT & Digital GBS Kft. – is responsible for storing communication that is classified as a complaint conducted by Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft. (registered office: Hungary, 1045 Budapest, Istvántelki út 8.).
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					If registered user complaining abroad: Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft. can be Data Processor only if the Plugee registered user calls/send e-mail directly to the Customer Service of charge point operator (CPO) in Hungary or if the data transfer and processing between the two customer services are necessary to handle the case registered user using roaming service in Hungary. And possibly others.
VIII. Demand for payment, receivables management	Article 6 (1) f) of the GDPR (data processing is necessary for the purposes of the legitimate interests pursued by the Company). Legitimate interest: data management for the collection of unpaid debt to the Company after the	Username, surname, first name, e-mail address, address.	In case of handling by Customer Service: 30 days from the termination of the contract. In the case of an external debt management company: 5 years from the closing of the debt management case.		Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft. – tracking of delays, sending demand for payment e-mails to users (registered office: Hungary, 1045 Budapest Istvánutcai út 8.). If a request for data provision or other legal

	use of the e-mobility service.				assistance becomes necessary in the framework of the receivables management, the given MOL Group member may request data and information about the customers/users of the other MOL Group member. And possibly others.
IX. Discounts and promotions based on cooperation agreements concluded with other legal entities Based on the partnership agreements concluded with legal entities related to e-mobility, the Company provides occasional discounts and promotions to a specific group of users.	The consent of the data subject pursuant to Article 6 (1) a) of the GDPR, which is provided in the application at the time of registration or prior to the provision of the data required for the benefit. The Company handles data only to the extent necessary to prove the customer's entitlement to the discount. The Company does not transfer personal data about the customer to its contractual partners.	For example: Nissan Partnership Agreement: - VIN/chassis number BMW partnership agreement: - MOL partner card number And so on.	Data is stored for 30 days from the expiry of the promotion or discount or is deleted immediately after the withdrawal of the consent. Withdrawal of consent shall not affect the lawfulness of the data processing prior to withdrawal.		Driivz Ltd. – provision of Customer Service, data processing related to the promotion and use of the service (registered office: Izrael, Hod Hasharon, HaHarash u. 4.). And possibly others.

X. Exercise of legal claims Data retention for the purpose of exercising of legal claims and for successful defence in a legal dispute or administrative procedure in relation to communication with the customers and other data subjects by the Customer Service. For example, Article 17 (3) e) of the GDPR may be used for the exercise or defence of legal claims or of administrative proceedings initiated by the buyers in relation to the contract.	Article 6 (1) f) of the GDPR (data processing is necessary for the purposes of the legitimate interests pursued by the controller). Legitimate interest of the Controller: exercising of claims by the Company and successful defence in a legal dispute or official proceedings potentially initiated by the customer/user.	User name, last name, first name, email address, the data contained in the report, bank account number, vehicle-related data in the case of vehicle damage, the location and time of e-charging, the identifier and type of the charger used, the type of the charging socket used, the make and year of manufacture of the vehicle, and other data necessary for exercising of legal claims and for successful defence in a legal dispute or administrative procedure (e.g. data voluntarily provided by the data subject in the specific request). Source of data: Customer Service.	The Company retains the documents related to the communication with the Customer Service (e.g. emails, mails, requests in paper) and other requests made no later than 3 years following their reception by the Customer Service (in case of emails from the time when they become available and in case of telephone conversations from the time of recording), with regard to exercise any potential civil law claims of the Company or for a potential civil law claim of the Company and for the defence of the potential civil action of the data subject. Where the processing of personal data is necessary for the defence in judicial or administrative proceedings or for the enforcement of the legitimate interest of	The employees of Company – Regional Security, MOL Group Security, Internal Audit organizations and Legal department of the Company have access to the personal data required for the investigation.	MOL Magyarország Társasági Szolgáltatások Kft. – handling of postal letters (registered office: Hungary, 1117 Budapest, Október huszonharmadika utca 18.). MOL GBS Magyarország Kft. – performance of indemnification (registered office: Hungary, 1039 Budapest, Szent István utca 14.). Pendant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft. – client service management, complaints handling (registered office: Hungary, 1045 Budapest Istvántelki út 8.). MULTICOM Contact Kft. (registered office: Hungary, 1121 Budapest, Zsigmondy Vilmos utca 8/b, Hungary) – Customer Service administration and complaints handling and performs the
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			the Company, the Company shall be entitled, on the basis of its own legitimate interest (Article 6 (1) f) of the GDPR), to process the personal data concerned until the final conclusion of the proceedings or until the enforcement of the legitimate interest by other means (e.g. the conclusion of an out-of-court agreement) and, where it is not necessary to retain the entire written or electronic document, the data subject shall be entitled to make an extract of the document according to the type of the necessary data.		Customer Service tasks; responsible for the direct communication with customers in the following countries: SLO, RO, SK, CZ, HR. Service station operating partner company of the Company. A company operating a specific service station on the basis of a contract with Company for the operation of the respective service station: Customer Service and complaints management (The name of the company is clearly displayed at the respective service station and a list of the partner companies concerned is available on the website. Partners participating in manufacturing chargers and establishment of charging infrastructure indicated at the above purposes (in the event of a damage or complaint,
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					they are involved in investigating where the fault occurred). And possibly others.
XI. Prevention, detection and investigation of fraud and abuse related to the Service The prevention and investigation of fraud and abuse are governed by MOL Group's Code of Ethics and Business Conduct, Code of Business Partner Ethics and the Rules of Procedure of the Ethics Council ("Code of Ethics"), which are available here: https://mol.hu/hu/molrol/etika-es-megfeleles/etika/. In case of the Company The prevention and investigation of fraud and abuse are governed by Code of Ethics which are available here	Article 6 (1) f) of the GDPR (data processing is necessary for the purposes of the legitimate interests pursued by the data controller). Legitimate Interest of the Company: the prevention and detection of irregularities and infringements endangering the assets, business secrets, intellectual property, reputation and goodwill of data controllers or which pose a threat to appropriate work environments based on respect and free from fear and retaliation, and to hold the persons responsible accountable.	Name, data generated during conducting the investigation. The controllers process the data required for conducting the investigation, such as the card number along with the 'invoice data' otherwise also processed by them (e.g. the name, article number, quantity and price of the Service purchased, time and place of purchase, etc.) in order to uncover and investigate any possible misuse of the card, for the period required to conduct such investigation.	If, on the basis of the examination, the notification is unfounded or no further action is required, the data relating to the notification shall be deleted within 60 days of the completion of the investigation. Where action is taken on the basis of the investigation, including a measure against the notifying person for legal proceedings or disciplinary action, the information relating to the notification may be processed in the employer's notification system until the final conclusion of the proceedings initiated on the basis of the notification at the latest.	If the Company initiates an ethics investigation, the members of the Ethics Council shall have access to the data necessary for the investigation. - If the Company initiates other procedures to prevent, detect and investigate fraud and abuse, employees of Regional Security, MOL Group Security and Internal Audit organisations will have access to the data required for the investigation. - If the conduct of the investigation involves other MOL Group members and the Company pursues a legal claim on the basis of the investigation, the data will be accessed by the HR organisation of the given	MOL IT & Digital GBS Kft. (registered office: Hungary, 1117 Budapest, Budafoki út 56.) – provision of Services closely related to data processing. And possibly others.

https://slovnaft.sk/sk/onas/eticke-principy/ .				company, the HR organisation of the Company, the legal organisation of the given company and the legal organisation of the Company.	
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Data controllers and data processors: The privacy notice and the interest balancing test are available at: www.molplugee.hu/legal .

Name, registered office, telephone number, website (where the privacy notices are available) and email address of the Controller(s):

SLOVNAFT, a.s., with registered office: Vlčie hrdlo 1, 824 12 Bratislava, phone number: +421 (2) 33221229, website: www.molplugee.sk, email address: info@molplugee.sk , zodpovednaosobagdpr@slovnaft.sk .

MOL Plc., with registered office: Október huszonharmadika u. 18., 1117 Budapest, Hungary, phone number: +36-1-881-8111, website: www.molplugee.hu, email address: info@molplugee.hu ; DPO MOL Plc.: Dr. Kara Pál - email: dpo@mol.hu .

- **In case of Data process regarding e-roaming** (I. and IV-VI) in this Privacy Notice : Company and MOL Group companies, defined in data processing nr. I. whose are involved in the e-mobility service, are considered as joint data controllers, whereby the purpose and framework of data processing is jointly determined, and they are jointly responsible for data processing.

In addition to the above, the Company pursuant to Article 6 (1)f) of the GDPR (based on the legitimate interest of the Company) uses the services of its legal partners for the purpose of managing and successfully pursuing its outstanding claims and for this purpose transmits to them the personal data necessary for this purpose (including, in particular, their contractual partners, their contact points and data specified in the contracts thereof, and data relating to receivables) which act as separate controllers as set out in their privacy notices. At the request of the data subject, the Company shall provide information on its partner in charge of the specific processing, its availability and the activities it provides, and the scope of the data processed in this context.

The above controller partners of the Company are deemed to be separate data controllers and apply their own privacy notices.

Persons at the Controller who are authorized to access to the data (by data processing purposes):

- **Recording of telephone conversations with the Company's Customer Service:** Employees of the E-mobility organisation.
- **Handling and responding to consumer complaints lodged in writing, electronically (email), over the phone or in person, as well as the management of complaints concerning the service:** Employees of the E-mobility organisation, competent employees of the Legal Department and employees of the law firm involved in the exercise of legal claims.
- **Communication in writing or electronic correspondence (email) with customers and data subjects not qualifying as customers, responding to questions, data reconciliation:** Employees of the E-mobility organisation, competent employees of the Legal Department, employees of the law firm involved in the exercise of legal claims and employees of the company responsible for receivables management.
- **Data retention pertaining to communication by the Customer Service with customers and other data subjects for the purpose of the exercise of legal claims:** Employees of the E-mobility organisation, for the purpose of the potential exercise of legal claims and defence in a legal dispute or official proceedings, the competent staff members of the Legal Department and employees of the law firm involved in the exercise of legal claims.

The Controller / joint data controllers share and transfer personal data of users with following data processors

- To a limited extent, the Controller / joint data controllers may share the personal data being processed with data processors who perform specific activities for them. These data processors and the activities they perform as part of the Customer Service and the Application are described in detail in a table with an overview as part of this Privacy Notice.
- The Controller / joint data controllers always shares the personal data of users with data processors to the necessary extent and for the necessary period. The processing of personal data may be performed by data processors only on the basis of a contract on the processing of personal data, i.e., with guarantees of organizational and technical security of this data and with the definition of the purpose of the processing. The processors may not use the data for other purposes.

Name, registered office, telephone number, website (where the privacy notices are available) and e-mail address of the data processor(s) and other data controller recipient(s):

- **Driivz Ltd.** – provision of ancillary services related to data processing in the course of electromobility services, operation of telephone applications, server services (registered office: Izrael, Hod Hasharon, HaHarash u. 4.) shachar.inbar@driivz.com
- **Pandant Távfelügyeleti és Mérő-ellenőrző Szolgáltató Kft.** – customer service administration and complaints handling (registered office: Hungary, 1045 Budapest Istvántelki út 8., telephone address: +36-1-370-2333, website: www.pandant.hu, email address: info@pandant.hu)
- **MOL IT & Digital GBS Kft.** – management of call centre voice recordings (registered office: Hungary, H-1117 Budapest, Budafoki út 79, email address:

miklkiss@msc.mol.hu)

- **MOL GBS Magyarország Kft.** – indemnification payments (registered office: Hungary, 1039 Budapest, Szent István utca 14., telephone number: 061-209-0000, website: www.mol.hu , email address: ugyfelszolgalat@mol.hu)
- **MULTICOM Contact Kft** – customer services (registered office: Hungary, 1121 Budapest, Zsigmondy Vilmos utca 8/b, phone: +36 (1) 310-7145; e-mail: info@multicom.hu)
- **MOL Magyarország Társasági Szolgáltatások Kft.** – handling of postal letters, indemnification payments (registered office: Hungary, H-1117 Budapest, Október huszonharmadika utca 18, telephone number: +361-209-0000, website: www.mol.hu , email address: ugyfelszolgalat@mol.hu)
- **The service station operating partner company** under contract with Company is authorised to operate the given service station. (The name of the company is displayed at the given service station in a clearly visible way, and the list of partner companies concerned is available at the website of the Company) – customer service administration and complaints handling.
- **Partners manufacturing chargers, partners involved in the establishment and construction of charging infrastructure** – complaints handling, exercise of legal claims. In the event of damage events or complaints, they participate in investigating where the given problem arose.
- And possibly others.

Processing of sensitive personal data for the purpose specified in this Privacy Notice: No sensitive data will be processed.

Transfers of data to third countries: Your personal data are transferred to third country, Israel, in which case the processor - Driivz Ltd. Israel is a country, which ensure the adequate level of data protection with regard to the processing of personal data in accordance with the Decision of the European Commission No. 2011/61/EU.

The automated decision-making, including profiling: Data controllers does not carry out automated decision-making nor profiling activity.

Data security measures:

The Company and MOL Group designs and implements data processing operations so as to ensure protection of the privacy of data subjects in the course of implementing the GDPR and other laws on data processing.

The Company and MOL Group ensures the security of data and takes the technical and organisational measures and develop the procedural rules required for enforcing the GDPR as well as other rules on the protection of data and secrets.

The Company and MOL Group protects the data by measures proportionate to risks in particular against unauthorised access, alteration, forwarding, disclosure, deletion or destruction, as well as accidental loss and damage, and inaccessibility due to a change in the technology used. In this framework, the Company and MOL Group stores the data subject's personal data in a password-protected and/or encrypted data base. In the framework of risk-proportionate protection, the Company and MOL Group protects data with firewalls, anti-virus software, encryption mechanisms, content filtering and other technological and process solutions. It continuously monitors personal data breaches.

Your data protection rights:

The GDPR contains in detail your data protection rights, your possibilities of seeking a legal remedy and the restrictions thereof (especially Articles 15, 16, 17, 18, 19, 20, 21, 22, 77, 78, 79 and 82 of the GDPR). You can request at any time information about your personal data processed, you can request the rectification and erasure of your personal data or the restriction of their processing, furthermore you can object to the data processing based on a legitimate interest and to the sending of direct marketing messages, and you have the right to data portability. We summarize the most important provisions below.

The Company particularly draws attention to the following during the provision of information: **You have the right to object at any time, on grounds relating to your particular situation, to the processing of personal data concerning you which the Company and MOL Group pursues in its legitimate interest. In this case, the Company and MOL Group may no longer process the personal data unless they demonstrate compelling legitimate grounds for the processing that override your interests, rights and freedoms, or which are related to the establishment, exercising or defence of legal claims.**

Right to information:

If the Company and MOL Group processes your personal data it must provide you information concerning the data relating to you – even without your special request thereof – including the main characteristics of the data processing just as the purpose, grounds and duration of control, the name and address of the Company or a specific MOL Group company and its representative, the recipients of the personal data (in case of data transfer to third countries indicating also the adequate and appropriate guarantees), the legitimate interests of the Company and/or third parties in case of a data processing based on a legitimate interest, furthermore your data protection rights and your possibilities of seeking a legal remedy (including the right of lodging a complaint with the supervisory authority), in the case if you have not had yet all this information. The Company provides you the abovementioned information by making this privacy notice available to you.

Right of access:

You have the right to obtain from the Company confirmation as to whether or not personal data concerning you are being processed, and, where that is the case, access to the personal data and certain information related to the data processing such as the purpose of the data processing, the categories of the personal data processed, the recipients of the personal data, the (scheduled) duration of the data processing, the data subject's data protection rights and

possibilities of seeking a legal remedy (including the right of lodging a complaint with the supervisory authority), furthermore information on the source of the data where they are collected from the data subject.

Upon your request, the Company shall provide a copy of your personal data undergoing processing. For any further copies requested by you, the Company may charge a reasonable fee based on administrative costs. Where you make the request by electronic means, and unless otherwise requested by you, the information is provided in a commonly used electronic form. The right to obtain a copy shall not adversely affect the rights and freedoms of others.

Such information is provided free of charge if the party requesting the information has not submitted to the Controller any application for information relating to the same scope of data before within the same year. In the case of further requests, the Controller may charge an amount equal to the costs incurred in drafting and sending the response.

If you request the voice recording taken at the Customer Service to be made available, the Controller makes the requested recording available in the following manner.

For online users: The encrypted file is sent through the Secure Data Room. The key required to listen to the recording is made available by the Controller via SMS.

For offline users: the voice recording is copied to a CD as an encrypted file, which CD is then sent to the customer. The key required to listen to the recording is made available by the Controller via SMS.

Right to rectification:

You have the right to obtain from the Company without undue delay the rectification of inaccurate personal data concerning you. Taking into account the purposes of the processing, you have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

Right to erasure:

You have the right to obtain from the Controller the erasure of personal data concerning you without undue delay and the Controller has the obligation to erase personal data without undue delay where certain grounds or conditions are given. Among other grounds the Company is obliged to erase your personal data upon your request for example if the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; if you withdraw your consent on which the processing is based, and where there is no other legal ground for the processing; if the personal data have been unlawfully processed; or if you object to the processing and there are no overriding legitimate grounds for the processing; if the personal data have to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject; or if the personal data have been collected in relation to the offer of information society services.

The above do not apply to the extent that processing is necessary:

- a) for exercising the right of freedom of expression and information;

- b) for compliance with a legal obligation that stipulates the processing of the personal data, applicable under European Union or Member State laws to which the Company is subject;
- c) for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in so far as the right to erasure is likely to render impossible or seriously impair the achievement of the objectives of that processing;
- d) for the establishment, exercise or defence of legal claims.

Right to restriction of processing:

You have the right to obtain from the Controller restriction of processing where one of the following applies:

- (a) the accuracy of the personal data is contested by you, for a period enabling the Controller to verify the accuracy of the personal data;
- (b) the processing is unlawful and you oppose the erasure of the personal data and request the restriction of their use instead;
- (c) the Company no longer needs the personal data for the purposes of the processing, but they are required by you for the establishment, exercise or defence of legal claims;
- (d) you have objected to processing, pending the verification whether the legitimate grounds of the Controller override your legitimate grounds.

Where processing has been restricted according to the abovementioned reasons, such personal data shall, with the exception of storage, only be processed with your consent or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the Union or of a Member State.

You shall be informed by the Controller before the restriction of processing is lifted.

Right to object:

You have the right to object to the processing of your personal data as a result of the Company's legitimate interest at any time for reasons relating to your own situation. In this case, the Company may no longer process personal data unless the Company demonstrates compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defence of legal claims.

How to exercise your rights:

The Company shall provide information on action taken on a request based on your abovementioned rights without undue delay and in any event **within one month** of receipt of the request. That period may be extended by two further months where necessary, taking into account the complexity and number of

the requests. The Company shall inform you of any such extension within one month of receipt of the request, together with the reasons for the delay. Where you make the request by electronic form means, the information shall be provided by electronic means where possible, unless otherwise requested by you.

If the Company does not take action on your request, the Company shall inform you without delay and at the latest within one month of receipt of the request of the reasons for not taking action and on the possibility of lodging a complaint with the competent data protection supervisory authority (the National Authority for Data Protection and Freedom of Information; in the Slovak Republic: Office for Personal Data Protection of the Slovak Republic (in Slovak: "Úrad na ochranu osobných údajov Slovenskej republiky") and seeking a judicial remedy. Contact information of the Office for Personal Data Protection of the Slovak Republic: Hraničná 12, 820 07 Bratislava 27, Tel.: +421 /2/ 3231 3214, E-mail: statny.dozor@pdp.gov.sk , Website: <https://dataprotection.gov.sk>. In the case of MOL Nyrt. In Hungary: National Authority for Data Protection and Freedom of Information (in Hungarian: "Nemzeti Adatvédelmi és Információszabadság Hatóság"; skratene "NAIH"). Contact information of the NAIH: Hungary, 1125 Budapest, Szilágyi Erzsébet fasor 22/C., Tel.: +36 1 391 1400, Fax: +36-1-391-1410, E-mail: ugyfelszolgalat@naih.hu , Website: <http://naih.hu/> .

The information shall be provided by the Company in writing, or by other means, including, where appropriate, by electronic means. When requested by you, the information may be provided orally, provided that your identity is proven by other means.

Without prejudice to any other administrative or judicial remedy, you shall have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement if you consider that the processing of personal data relating to you infringes the GDPR. You can read about how to contact supervisory authorities within the EU here: https://edpb.europa.eu/about-edpb/board/members_hu . You shall have the right to an effective judicial remedy against a legally binding decision of a supervisory authority concerning you. You shall further have the right to an effective judicial remedy where the competent supervisory authority does not handle your complaint or does not inform you within three months on the progress or outcome of the complaint lodged. Proceedings against a supervisory authority shall be brought before the courts of the Member State where the supervisory authority is established.

Without prejudice to any available administrative or non-judicial remedy, including the right to lodge a complaint with a supervisory authority, you shall have the right to an effective judicial remedy where you consider that your rights under the GDPR have been infringed as a result of the processing of your personal data in non-compliance with the GDPR. Proceedings against the Company or its data controller or processor partner shall be brought before the courts of the Member State where the Company, the controller or the processor has an establishment. Alternatively, such proceedings may be brought before the courts of the Member State where you have your habitual residence.

Such litigation falls within the jurisdiction of the courts of Slovak Republic. In Hungary, such litigation fall within the jurisdiction of the court ('törvényszék' in Hungarian). Information on jurisdiction and contact details of the courts can be found on the following website: www.birosag.hu .

If the court upholds the claim, it shall establish the fact of infringement and order the Company to terminate the unlawful data processing operation, to restore the lawfulness of the data processing and to take the action exactly defined for the assertion of the relevant data subject's interest and, if necessary, to award damages and damages. demand. The court (tribunal) may order the publication of its judgment by publishing the identification data of the Company if the judgment affects a wide range of persons or if the gravity of the offense occurred justifies its disclosure. No compensation shall be paid and no restitution may be demanded where the damage was caused by or the violation of rights relating to personality is attributable to intentional or negligent conduct on the part of the data subject.