

# Privacy Policy

**Last Updated: May 13, 2026**

This Privacy Policy explains how **Eplug LLC** (“**Eplug**,” “**we**,” “**us**,” or “**our**”) collects, uses, discloses, and otherwise processes personal information in connection with the Eplug electric vehicle charging services, customer support, and related products, features, content, and functionality (collectively, the “**Services**”). The Services are enabled in part by a third-party technology platform provider that provides certain backend and operational functionality on Eplug’s behalf (the “**Platform Provider**”).

For purposes of this Privacy Policy, “**you**” and “**your**” mean the individual using the Services, whether as a website visitor, app user, charging customer, representative of a fleet, employer, property owner, municipality, vendor, business partner, or another person whose information we process.

Please read this Privacy Policy carefully. By accessing or using the Services, you acknowledge the practices described in this Privacy Policy. If you do not agree with this Privacy Policy, please do not use the Services.

Eplug currently provides Services in NEW YORK, NEW JERSEY, and CONNECTICUT.

## Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, business operations, or legal requirements. When we do, we will post the updated version and provide you with the notice if required by applicable law.

## Personal Information We Collect

The personal information we collect depends on how you interact with the Services.

### Information You Provide Directly to Us

We may collect personal information you provide directly to us, including:

- name;
- email address;
- phone number;
- postal address or ZIP/postal code;
- company name, job title, or role;
- account credentials, such as username and password, if account creation is made available;
- billing or payment-related information submitted in connection with charging or related services;
- customer support requests, messages, inquiries, and related correspondence; and
- information you submit through forms, registrations, waitlists, surveys, promotions, or similar features.

If you register for an account, we may collect your full name, username, password, title, email address, telephone number, postal code, address, device information, IP address, log information, and information about how you interact with the Services.

## **Charging and Service Usage Information**

When you use Eplug's charging services or charging network features, we may collect information relating to your charging session and service usage, including:

- charging station location;
- charging station name or identifier;
- charger ID and charging port identification number;
- date of session;
- session start time and end time;
- session duration;
- energy dispensed;
- charging performance or performance curve;
- parking time or occupancy-related information;
- fees, rates, or related transaction details;
- vehicle information or vehicle-related identifiers, where available;
- account or access credential identifiers; and
- site, fleet, host, or network information associated with the session.

## **Location Data**

When you use the Services, we may collect information from which your location may be inferred, such as your IP address or charger usage data. If you install or use our mobile application, we may request permission to access your device's location services. If you grant that permission, we may collect precise geolocation information to provide location-based features, such as helping you find chargers, start or manage charging sessions, confirm charger proximity, or improve service operation.

## **Business Relationship Data**

We may process information you provide or that is provided to us in the context of a business relationship with Eplug as a current or prospective customer, fleet customer, vendor, site host, property owner, charger owner, municipality, contractor, service provider, or other business partner. This information may include your name, company name, title, phone number, email address, address, notes, service history, transaction details, business communications, and, where permitted by law and based on your consent where required, recordings of conversations with our personnel.

## **Social Media Data**

When you interact with Eplug through social media or use social media features connected to the Services, we may collect your username and other information you make available to us, which may include comments, messages, charging station location, and other content associated with your interaction.

## **Information We Collect Automatically**

We may automatically collect certain technical and usage information when you use the Services, such as device type, operating system, browser type, IP address, network and connection information, [mobile device identifiers, app crash or diagnostic information,] pages or screens viewed, referring URLs, date and time stamps, and interactions with the Services.

We may use cookies, SDKs, pixels, log files, web beacons, and similar technologies to collect this information. At this time, Eplug may use some or all of these tools, or may implement them in the future. For additional details, see the **Cookies and Similar Technologies** section below.

## **Information We Receive from Third Parties**

We may receive personal information about you from third parties, including:

- Business Partners, such as fleets, employers, property owners, site hosts, municipalities, utilities, roaming partners, charger owners, and location owners;
- service providers that help us operate the Services;
- payment processors and payment service providers;
- analytics providers, such as Google Analytics;
- customer support or communication vendors;
- social media platforms and third-party integrations; and
- other vendors, contractors, or partners involved in charger operations or service delivery.

This may include personal information provided by location owners and charger owners, including contact information, site access information, charging activity, account identifiers, vehicle-related identifiers, and other operational data relevant to providing the Services.

## **How We Use Personal Information**

We may use personal information for the following purposes:

- to provide, operate, maintain, and improve the Services;
- to register and manage user accounts;
- to enable, process, administer, and support charging sessions;
- to process payments and related transactions;
- to communicate with you about the Services, your account, your charging sessions, customer support

issues, updates, and administrative matters;

- to provide location-based features and charger discovery;
- to personalize and improve user experience;
- to provide technical support and troubleshoot issues;
- to manage our relationships with customers, site hosts, charger owners, location owners, vendors, and other business partners;
- to monitor usage, analytics, trends, and performance;
- to detect, prevent, investigate, and address fraud, abuse, security incidents, or other unlawful or unauthorized activity;
- to enforce our agreements, including the Website Terms of Use and any service terms;
- to comply with legal obligations and respond to lawful requests; and
- for any other purpose disclosed at the time of collection or as otherwise permitted by law.

## **Business Partner and Network Data Sharing**

If you access the Services through a fleet, employer, property owner, municipality, or other Business Partner, that Business Partner may receive information relating to your use of the Services. This may include charging activity associated with your account, access credential, vehicle, fleet, charger, or site, such as session time, charger ID, energy dispensed, fees, location, and account or vehicle identifiers.

Eplug may also receive personal information and operational information from Business Partners in connection with charger operations, account administration, billing, reimbursement, fleet management, site access, customer support, technical troubleshooting, fraud prevention, and network administration.

Business Partners are responsible for their own handling of personal information and their own privacy practices.

## **How We Disclose Personal Information**

We may disclose your personal information to third parties for legitimate purposes consistent with this Privacy Policy. For example, we may disclose your information with vendors and service providers that perform services on our behalf (including the Platform Provider that powers certain backend and operational functions), with business and marketing partners (where applicable), with our affiliates, and with other parties where necessary to operate the Services, complete transactions, comply with law, or protect Eplug and others.

**We may disclose any of the above categories of your information to third parties as follows:**

- **Lynkwell (our Platform Provider)**, for service operation, backend charging services, account support, service enablement, troubleshooting, analytics (as configured by Eplug), and related operational purposes;
- **Nayax**, for payment processing and related payment operations;

- **Google Analytics**, for analytics and measurement purposes;
- **Google Maps** and related mapping or location service providers, to support mapping, location display, charger discovery, and location-based functionality;
- business and marketing partners, where relevant to analytics, outreach, promotions, or service-related communications;
- Business Partners, including fleets, employers, property owners, site hosts, charger owners, location owners, municipalities, roaming partners, and similar parties, where relevant to the provision or operation of the Services;
- vendors, contractors, and service providers that perform services on our behalf, such as hosting, cloud storage, IT support, communications, customer service, analytics, security, and fraud prevention;
- social media, chatbot, review, or other third-party integration providers where you choose to interact with those features;
- our affiliates and related entities;
- a buyer, successor, or other participant in a merger, acquisition, financing, reorganization, sale of assets, bankruptcy, or similar corporate transaction; and
- law enforcement, regulators, courts, or other third parties where required to comply with law, legal process, or to protect rights, safety, property, or the Services.

## **Cookies and Similar Technologies**

We may use cookies, SDKs, pixels, web beacons, local storage, and similar technologies to operate, secure, analyze, personalize, and improve the Services. These technologies may be used by Eplug and/or by third-party providers (including the Platform Provider) acting on our behalf.

Eplug may also use these technologies in the future for authentication, remembering preferences, traffic measurement, analytics, support tools, fraud prevention, and similar operational or marketing-related purposes. We may also work with vendors that collect information across websites, devices, or services for analytics, advertising, or related purposes to the extent permitted by law and our practices at the relevant time.

Where required by law, we will provide additional notice and choices regarding cookies and similar technologies.

## **Third-Party Features and Links**

The Services may include third-party features or integrations, such as Google Reviews, Google Maps, social media plug-ins, chatbots, embedded tools, or links to third-party websites or platforms. These third parties may collect information in accordance with their own privacy policies and terms. We are not responsible for the privacy, security, content, or practices of third-party services.

## **Data Retention**

We retain personal information for as long as reasonably necessary for the purposes described in this Privacy Policy, including to provide the Services, maintain business and customer records, comply with legal

obligations, resolve disputes, enforce agreements, and protect our rights.

Retention periods may vary depending on the nature of the information, the sensitivity of the information, the purposes for which it is used, and applicable legal requirements.

## **Security**

We use reasonable administrative, technical, and physical safeguards designed to protect personal information. However, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security.

## **Children’s Privacy**

The Services are not directed to children under 13, and we do not knowingly collect personal information directly from children under 13 through the Services. If you believe a child has provided personal information to us in violation of this Privacy Policy, please contact us so that we can review and take appropriate action.

## **Your Rights and Choices**

Depending on your jurisdiction, you may have certain rights regarding your personal information, subject to applicable law and any exceptions or limitations. These rights may include the right to:

- request access to personal information we hold about you;
- request correction of inaccurate personal information;
- request deletion of personal information;
- request a portable copy of certain personal information;
- opt out of certain marketing communications; and, where applicable, opt out of certain online tracking or targeted advertising;
- withdraw consent where our processing is based on consent; and
- appeal a denial of a privacy rights request where permitted by law.

You may also be able to manage certain location permissions through your mobile device settings and certain cookie or tracking preferences through browser or device settings, where applicable.

To exercise any privacy rights available to you, please contact us using the details in the **Contact Us** section below.

## **Supplemental Privacy Notice for California Residents**

If you are a California resident, you may have rights under the California Consumer Privacy Act, as amended by the California Privacy Rights Act (collectively, the “CCPA”), including the right to know, access, correct, or delete certain personal information, and the right to opt out of certain disclosures that may be considered a “sale” or “sharing” under California law, if applicable.

The categories of personal information we may collect and disclose are described in the sections above,

including identifiers, contact information, account information, commercial or transaction information, Internet or other electronic network activity information, geolocation information, customer support information, business relationship information, and inferences drawn from such information, where applicable.

We collect and disclose personal information for the business and commercial purposes described in this Privacy Policy.

If you would like to exercise any of these rights, please submit a request by contacting us at [info@eplug.com](mailto:info@eplug.com). We may need to verify your identity before responding to your request.

You may also designate an authorized agent to make a request on your behalf where permitted by law.

## **International Users**

The Services are intended for users in the United States, and Eplug currently operates in NEW YORK, NEW JERSEY, and CONNECTICUT. If you access the Services from outside the United States, please note that your information may be processed in the United States or other jurisdictions where our service providers operate.

## **Contact Us**

If you have questions about this Privacy Policy, would like to exercise a privacy right, or wish to submit a complaint or concern about our privacy practices, you may contact us at:

**Eplug LLC**  
670 Flushing Ave., Suite 103, Brooklyn, NY 11206  
[info@eplug.com](mailto:info@eplug.com)  
844-443-7584 x102

If you submit a complaint, please provide enough detail for us to understand and investigate your concern. We may contact you for additional information as needed.