



# Schneider Charge Privacy Notice

Schneider Electric is committed to protecting your privacy and personal information. Our Data Privacy Policy (<https://www.se.com/uk/en/about-us/legal/data-privacy.jsp>) explains how and why we use your personal information and how you can exercise your privacy rights. This supplemental notice provides additional information about Schneider Charge App.

## 1. What is the scope of this privacy notice?

Schneider Charge App is a smart App that allows configuration, control and automation of Schneider Charge product.

It may also interconnect with third-party solution providers to provide additional features. We're continually adding new features and services to improve your experience. We encourage you to let all home occupants know about the installation and operation of the service and to show them this Privacy Notice.

## 2. Who oversees data processing?

The processing of personal information is carried out by Schneider Electric IT (Information Technology) Corporation, 70 Mechanic Street, Foxborough, Massachusetts 02035, United States ("we") as data controller.

## 3. What types of personal information do we process and what is the purpose of processing it?

We process the following categories of personal information:

Categories of Personal Information	Source	Purpose of processing	Retention
Registration and contact information; Commands, settings, options, names given to devices and sites; Interactions with customer service	You	To manage the account and to provide the service and support. For contract management and to communicate with you. This is to perform the contract with you, either as an individual user or as a legal person, in which case the contract performance is in	For the lifetime of the account. Deleted upon request unless retention is required by law.

		our respective legitimate interest. For our business purposes. To understand and analyze the usage trends, to measure engagement, to improve the service and to develop new features and products. To ensure the security of products, services & digital content, the security of our activities and of others. This is based on our legitimate interest, provided that such processing shall not outweigh your rights and freedoms. We will also ask for your consent as required by laws, including regulations applicable to cookies and similar technologies.	
Location Information (postal code)	You	To identify SE charge location (zip code), determine timezone, retrieve energy rates, estimate charging costs, and optimize service delivery. Based on contract performance, legitimate interests, and consent where required.	For the lifetime of the account unless you request deletion.
Usage and Interaction Data (app usage, sessions, error logs)	Automatically collected	To analyze usage trends, troubleshoot issues, and improve app performance and user experience. Based on legitimate interests.	30 days

<p>Charging Session and Energy Data (status, consumption, duration, cost estimates, error codes)</p>	<p>EV Charger</p>	<p>To operate charging sessions, provide real-time status, calculate costs, and ensure safe and reliable charger operation. Necessary for contract performance and legitimate interests.</p>	<p>5 years</p>
<p>Inferred and derived information, such as energy consumption and cost estimates, notifications, alerts</p>	<p>Generated based on data you provided and IoT and Sensor Data</p>	<p>To manage the account and to provide the service and support. For contract management and to communicate with you. This is to perform the contract with you, either as an individual user or as a legal person, in which case the contract performance is in our respective legitimate interest. For our business purposes. To understand and analyze the usage trends, to measure engagement, to improve the service and to develop new features and products. To ensure the security of products, services &amp; digital content, the security of our activities and of others. This is based on our legitimate interest, provided that such processing shall not outweigh your rights and freedoms. We will also ask for your consent as required</p>	<p>5 years</p>

		by laws, including regulations applicable to cookies and similar technologies	
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#### 4. How long do we keep your personal information?

For active accounts historical data is kept for 5 years, after which is it deleted.

#### 5. Who do we disclose personal information to and where is it processed?

Personal information will be processed by our subsidiaries and suppliers involved in the provision of the services, and in the performance of the purposes described in Section 3. We take measures to ensure that personal information receives an adequate level of protection. We do not sell or rent your personal information for monetary consideration to a third party.

Our subsidiaries and suppliers provide services including hosting and maintenance, performance monitoring and security. As we are a global company, teams and suppliers may have global or multi-country roles, and they can be located anywhere in the world, in countries with different privacy standards than the country of our customers.

We have internal policies applied by our subsidiaries and we contract with our suppliers to ensure appropriate safeguards. Our group has adopted Binding Corporate Rules (BCR) for intragroup controller to controller transfers of Personal Data. In addition, we enter Standard Contractual Clauses and rely on EU Commission's adequacy decisions. To obtain more details and copies of safeguards put into place, you may contact global-data-privacy AT [schneider-electric.com](mailto:global-data-privacy@schneider-electric.com).

We may also disclose your information, as necessary:

- to competent authorities, based on a good faith belief that disclosure is necessary to respond to a judicial process, a valid official inquiry, or if otherwise required by law;
- to defend our legal rights, or to protect the rights or safety of any person or entity;
- as instructed by you, our customer, or the user of our services;
- to third parties in the context of a corporate acquisition or divestiture; and
- in other ways described in this privacy notice or to which we have provided notice and you have otherwise consented.

If you authorize third parties to collect information from connected devices, to access information processed within the service, or to issue commands to connected devices (for instance using a third-party voice assistant), we will disclose such information to these third parties, on your behalf, to perform your requests. We do not control these third parties or their privacy practices. You should review their privacy policies before engaging with them.

## Google Analytics

The service includes Google Analytics, a Google service which provides us with information about how you use the mobile and the web applications.

Google Analytics features are used to understand how often functionalities are used on mobile and website applications.

## Google Maps / Places API (Google LLC)

The service helps looking up postal code and make sure you are returned the tariff information.

## Google Timezone API (Google LLC)

The service helps looking up postal code and synchronise the timezone in the Schneider Charge App

Google publishes information about its use of information at <https://www.google.com/policies/technologies/partner-sites>

## Dynatrace

Observability platform used to analyze and automate logs processing. Used to monitor the performance of the application and support troubleshooting activities.

<https://cdn.dm.dynatrace.com/assets/documents/legal/Data-Processing-Agreement-English-2025-01-07.pdf>

## 6. How do we secure personal information?

We follow accepted industry standards to protect personal information and we maintain appropriate administrative, technical, and physical safeguards to protect it against accidental or unlawful destruction, accidental loss, and unauthorized alteration.

However, no method of transmission over the internet or of electronic storage is 100% secure. Therefore, we cannot guarantee absolute security.

## 7. How to exercise your choices and rights about your personal information?

To exercise your choices and the data protection rights granted under applicable data protection law, such as the rights to be informed, to access, to rectify, to withdraw consent, to limit or to object to processing, to delete, and to data portability, you may:

- Make a request using 'Privacy Settings' under 'Settings' menu (or at [Global-Data-Privacy AT schneider-electric.com](https://www.schneider-electric.com/global-data-privacy-at)). To ensure the security of your personal information, we may ask you to provide other details to verify your identity.

Please understand that these rights are subject to some limitations. For example, we may require documentation to support certain corrections to your information, and we cannot restrict or delete personal information in those situations where the laws allow us to retain such information and we need it for our legal and business purposes, or to comply with law.

Our Schneider Electric Data Privacy Policy contains additional information about your choices and rights and about how to exercise them.

For any suggestion, question, or request, you may contact us, and we will be happy to help you. You may address questions or comments about our privacy practices or this privacy notice to our Group Data Protection Officer (Group DPO (Data Privacy Office)):

[DPO AT schneider-electric.com](mailto:GDPO@schneider-electric.com)

DPO Schneider Electric  
35 rue Joseph Monier  
CS 30323  
92506 Rueil Malmaison  
France

If you believe that we have processed your personal information in violation of applicable law, you may file a complaint with the Group DPO at the contact details above or with a supervisory authority. This privacy notice may change from time to time. We will provide information about material changes.

Last updated: May 2026