EVERGED, LLC Privacy Policy

Last Updated: June 30, 2026

This Privacy Policy explains how eVerged, LLC and its affiliates ("eVerged," "we," "us," or "our") collect, use, disclose, retain, and protect personal information when you access or use our website located at https://www.everged.com, mobile applications, EV charging stations and related equipment, payment and billing services, RFID cards, portals, roaming services, customer support, fleet and commercial services, communications, promotions, and related products and services (collectively, the "Services").

This Privacy Policy should be read together with our Terms of Use. If a separate privacy notice applies to a specific product, fleet arrangement, employment application, site host relationship, or jurisdiction, that supplemental notice will control for the subject matter it covers.

This Privacy Policy does not apply to third-party websites, applications, app stores, vehicle manufacturers, payment processors, roaming networks, Hosts, or other third parties that are not controlled by eVerged, even if they are linked from or integrated with the Services. Those third parties may have their own privacy policies and terms.

1. Personal Information We Collect

The personal information we collect depends on how you interact with the Services, whether you use guest charging or an account, whether you are a consumer, fleet user, site host, commercial customer, or applicant, and the features you enable. We may collect the following categories of information:

Category	Examples
Identifiers and contact information	Name, email address, phone number, mailing address, account ID, RFID or access credential identifiers, username, customer number, and similar identifiers.
Account and profile information	Account credentials, password or authentication tokens, preferences, charging plans, membership or subscription status, fleet affiliation, app settings, marketing preferences, and customer support history.
Vehicle and charging information	Vehicle make, model, year, connector type, vehicle or plug-and-charge identifiers where enabled, charging session start and stop times, station location, energy delivered, charging speed, idle or overstay status, pricing plan, charger interactions, fault reports, and station-use history.
Payment, transaction, and billing information	Payment method tokens, payment processor references, last four digits of a card where available, billing address, invoices, tax information, receipts, preauthorization holds, refunds, credits, chargebacks, and transaction history. We do not intentionally store full payment card numbers.
Location information	Approximate location derived from IP address or station use, charger locations used by your vehicle, and precise device location if you enable location permissions in the mobile application.
Device, internet, and app activity information	IP address, browser type, device type, operating system, mobile advertising ID, cookie identifiers, app version, pages or screens viewed, referring URLs, clickstream data, crash logs, diagnostics, and interactions with emails, ads, or notifications.
Communications and support information	Messages, calls, chats, emails, survey responses, photos or attachments you provide, customer-service recordings or notes, and information needed to respond to inquiries or disputes.
Commercial, fleet, and site host information	Business contact information, employer or fleet account information, authorization status, role, billing terms, site host contacts, and information related to commercial proposals, service agreements, or support.
Applicant information	Information submitted through careers pages or recruiting communications, such as resume information, employment history, contact information, references, and related application materials.
Inferences, behavior, and analytics	Preferences, usage patterns, likely charging needs, station utilization patterns, fraud or risk indicators, marketing engagement, form submissions, campaign interactions, and other analytics or inferences derived from the information described above.

Sensitive Personal Information

Some information we collect may be considered sensitive under certain state privacy laws, such as account login credentials, payment-related information, precise geolocation if you enable it, and vehicle or charging data that may

reveal sensitive location patterns. We use sensitive personal information only for permitted business purposes, such as providing the Services, security, fraud prevention, safety, billing, customer support, legal compliance, and with your consent where required. We do not use sensitive personal information to infer characteristics about you unless permitted by law or with required consent.

2. Sources of Personal Information

We may collect personal information from:

- you directly, including through account registration, guest charging, customer support, online forms, contracts, surveys, promotions, and communications;
- your devices, browser, mobile application, vehicle, Access Credentials, and interactions with charging stations;
- engagement with marketing activities, including email, social media, advertising, third-party platforms, events, campaigns, landing pages, forms, and the eVerged website;
- payment processors, payment terminals, banks, card networks, fraud-prevention providers, and wallet providers;
- fleet customers, employers, commercial account administrators, site hosts, property owners, and authorized representatives;
- roaming networks, interoperability platforms, vehicle manufacturers, mapping providers, analytics providers, and other service providers or business partners;
- public sources, commercially available sources, marketing partners, event registrations, social media platforms, and lead sources where permitted by law; and
- security systems, station diagnostics, network logs, charger maintenance records, and customer service systems.

3. How We Use Personal Information

We use personal information for the following purposes:

- to provide, operate, maintain, troubleshoot, and improve the Services, including charging sessions, account access, authentication, payments, billing, refunds, support, station location, routing, and station availability information;
- to process transactions, taxes, preauthorization holds, credits, chargebacks, collections, fleet billing, and account administration;
- to manage charging stations, monitor station health, perform maintenance, detect faults, plan capacity, analyze utilization, improve reliability, and support site hosts and fleet customers;
- to send transactional, operational, safety, legal, security, billing, account, charging-session, and support communications;
- to send promotional communications about eVerged products, services, offers, updates, news, events, surveys, educational content, or other marketing content, subject to your choices and applicable law;
- to personalize features, remember preferences, provide offers, conduct surveys, and measure or improve marketing, subject to your choices and applicable law;
- to prevent, detect, investigate, and respond to fraud, misuse, unauthorized access, cybersecurity incidents, safety issues, equipment damage, disputes, and violations of law or our terms;
- to comply with legal, regulatory, tax, utility, grant, incentive, law-enforcement, litigation, insurance, audit, and contractual obligations;
- to evaluate or conduct a merger, acquisition, financing, reorganization, bankruptcy, sale of assets, or transfer of all or part of our business; and
- for other purposes disclosed to you at the time of collection or with your consent.

4. How We Disclose Personal Information

We may disclose personal information as described below. We do not disclose personal information to third parties for their own independent use unless described in this Privacy Policy, disclosed at the time of collection, directed by you, or permitted by law.

Recipient	Purpose / Examples
Affiliates	Commonly controlled entities that support the Services, operations, reporting, administration, and business planning.
Service providers and processors	Cloud hosting, software, payment processing, fraud prevention, analytics, customer support, communications, maintenance, field service, data storage, security, legal, accounting, insurance, and other vendors that process information for us.

Payment and transaction parties	Payment processors, payment terminals, banks, card networks, wallet providers, chargeback processors, and tax or invoicing providers.
Hosts, fleet customers, and commercial account administrators	Where relevant to operating the Services, resolving disputes, managing access, administering fleet or employer plans, allocating charges, supporting site performance, or complying with contractual obligations.
Roaming, interoperability, vehicle, and network partners	Third parties that enable roaming, plug-and-charge, vehicle authentication, station status, mapping, routing, payment, or interoperability services.
Analytics, advertising, and measurement partners	Partners that help us understand use of the Services, measure campaigns, and deliver or evaluate advertising, subject to your privacy choices and applicable law.
Professional advisors and legal authorities	Lawyers, auditors, consultants, insurers, government authorities, law enforcement, courts, and others where reasonably necessary to protect rights, safety, property, security, or legal compliance.
Business transaction recipients	Potential or actual buyers, investors, lenders, financing sources, successors, or other parties to a merger, acquisition, financing, reorganization, bankruptcy, or sale of assets.
At your direction or with consent	Other parties when you direct us to disclose information or consent to the disclosure.

5. Cookies, Analytics, Advertising, and Privacy Signals

We and our service providers may use cookies, pixels, SDKs (Software Development Kits), local storage, device identifiers, server logs, and similar technologies to operate the Services, remember preferences, maintain security, analyze performance, debug errors, measure campaigns, and deliver or evaluate advertising. You can control cookies through browser settings and, where available, our cookie preference tool. Blocking some cookies may affect functionality.

If we use advertising or analytics technologies that constitute a "sale," "share," or processing for targeted advertising under applicable state privacy laws, you may opt out through our cookie preference tool, by using a recognized universal opt-out mechanism where required by law, or by contacting us. We will honor Global Privacy Control or similar universal opt-out signals where required by applicable law.

Our Services may not respond to legacy browser "Do Not Track" signals that are not standardized, but we will honor legally recognized opt-out preference signals where required.

6. Your Choices

- Account information: You may update certain account information through the website, mobile application, or customer support.
- Marketing emails: You may unsubscribe through the link in our marketing emails or by contacting us. We may still send transactional, safety, legal, billing, or service messages.
- Text messages: You may opt out of marketing text messages by replying STOP. Message and data rates may apply. Transactional or service-related messages may continue where permitted by law.
- Push notifications: You may manage push notifications through your mobile device settings.
- Location permissions: You may enable or disable precise location permissions through your device settings. Some location-based features may not work if disabled.
- Cookies and advertising: You may adjust browser settings, use our cookie preference tool where available, or use legally recognized opt-out preference signals where required.
- Fleet or employer accounts: If you use the Services through a fleet, employer, site host, or commercial account, certain information may be visible to that organization’s administrator under the applicable account or contract.

7. State Privacy Rights

Depending on where you live and whether a particular privacy law applies to eVerged, you may have rights under state privacy laws, including laws in California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Kentucky, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Rhode Island, Tennessee, Texas, Utah, Virginia, and other states as their laws become effective or applicable.

These rights may include the right to:

- confirm whether we process your personal information and access that information;
- obtain a portable copy of personal information you provided to us;
- correct inaccurate personal information;
- delete personal information, subject to exceptions;
- opt out of the sale of personal information, sharing for cross-context behavioral advertising, or processing for targeted advertising;
- opt out of certain profiling that produces legal or similarly significant effects, if applicable;
- limit or opt out of certain uses or disclosures of sensitive personal information, where applicable;
- withdraw consent where processing is based on consent;
- appeal a decision denying a privacy request, where required by law; and
- not be discriminated against for exercising privacy rights.

To exercise privacy rights, contact us at support@everged.com, call 833-717-2865, or use any privacy request form or preference tool we make available. Please describe the right you want to exercise and provide enough information for us to verify and process your request. We may need to verify your identity, authority, state of residence, or account relationship before fulfilling a request. Authorized agents may submit requests where permitted by law, but we may require proof of authorization and verification of the consumer.

We will respond within the period required by applicable law. If we deny a request, residents of states with appeal rights may appeal by replying to our decision notice or contacting us with the subject line "Privacy Appeal."

8. California Notice at Collection and Supplemental California Disclosures

This section supplements the rest of this Privacy Policy for California residents. The table below describes the categories of personal information we may collect, the purposes for collection and use, and the categories of recipients to whom we may disclose the information. We retain each category for the period reasonably necessary for the purposes described in this Privacy Policy, including to provide the Services, maintain records, comply with legal obligations, resolve disputes, prevent fraud, enforce agreements, and support safety and security.

Category	Purposes	Recipients
Identifiers	Account creation, authentication, charging access, support, billing, communications, security, legal compliance.	Service providers, payment parties, affiliates, Hosts/fleet admins where applicable, roaming partners, legal authorities.
Customer records / commercial information	Billing, receipts, tax, subscriptions, refunds, fleet administration, customer support, analytics, dispute resolution.	Service providers, payment parties, affiliates, Hosts/fleet admins where applicable, professional advisors, legal authorities.
Internet, device, and app activity	Website/app operation, analytics, security, diagnostics, personalization, marketing measurement, fraud prevention.	Service providers, analytics and advertising partners, affiliates, security vendors.
Geolocation information	Station location, charger discovery, session records, routing, support, fraud prevention, app location features where enabled.	Service providers, mapping/routing partners, Hosts/fleet admins where applicable, legal authorities.
Vehicle and charging session information	Charging access, station operations, billing, maintenance, utilization analysis, fleet/site reporting, reliability improvements.	Service providers, affiliates, Hosts/fleet admins where applicable, roaming partners, vehicle/network partners.
Audio, electronic, or visual information	Customer support, dispute resolution, safety, fraud prevention, training, and service improvement where collected.	Service providers, professional advisors, legal authorities.
Professional or employment information	Applicant evaluation, recruiting, business contact management, commercial relationships.	Service providers, affiliates, professional advisors.
Inferences	Personalization, analytics, station planning, service improvement, fraud/risk analysis, marketing where permitted.	Service providers, affiliates, analytics partners.
Sensitive personal information	Security, authentication, payment processing, precise location features if enabled, fraud prevention, safety, legal compliance.	Service providers, payment parties, security vendors, legal authorities, and others as required to provide the Services.

We do not knowingly sell or share the personal information of consumers under 16 years of age. We do not sell personal information for money. We may use advertising or analytics technologies that could be considered "sharing" or a "sale" under California law. California residents may opt out of sale or sharing through our cookie preference tool, a "Do Not Sell or Share My Personal Information" link if posted, a recognized opt-out preference signal where required, or by contacting us.

California residents may also request information under California Civil Code Section 1798.83 regarding certain disclosures of personal information to third parties for their direct marketing purposes. To submit such a request, contact us using the information below with the subject line "California Shine the Light Request."

9. 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 accounts, process transactions, comply with legal, tax, accounting, regulatory, grant, utility, and contractual obligations, resolve disputes, enforce agreements, prevent fraud, maintain security, and support safety and station reliability. Retention periods may vary by category, context, and applicable law.

Information Type	Retention Criteria
Account and profile records	For the life of the account and a reasonable period after closure for legal, tax, fraud-prevention, and dispute-resolution purposes.
Charging session, billing, tax, and transaction records	For the period needed to provide receipts, support, accounting, tax, audit, incentive, utility, grant, dispute, and regulatory records.
Support communications	For the period needed to resolve issues, train support teams, improve service, enforce terms, and maintain records.
Cookies, analytics, logs, and diagnostics	For shorter operational periods where practical, or longer where needed for security, analytics, debugging, fraud prevention, or legal compliance.
Applicant information	For recruiting and employment-law compliance periods, unless a separate applicant notice states otherwise.

10. Security

We maintain reasonable administrative, technical, and physical safeguards designed to protect personal information. These safeguards may include access controls, encryption or tokenization where appropriate, monitoring, vendor controls, authentication measures, and incident-response procedures. No method of transmission or storage is completely secure, and we cannot guarantee absolute security. You can help protect your account by using strong passwords, keeping credentials confidential, updating devices, and promptly notifying us of suspected unauthorized access.

11. Children

The Services are not directed to children under 16, and we do not knowingly collect personal information from children under 16. If you believe a child has provided personal information to us, contact us and we will take appropriate steps to delete the information where required by law.

12. International Users

The Services are intended for use in the United States. If you access the Services from outside the United States, your information may be processed in the United States and other countries where privacy laws may differ from those in your location. We do not intentionally target consumers outside the United States unless a separate notice or agreement states otherwise. However, we may communicate with business contacts, vendors, site host representatives, fleet representatives, commercial customers, applicants, or other individuals located outside the United States where permitted by applicable law or where they contact us or otherwise interact with the Services.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated policy will be posted on the website, in the mobile application, or otherwise made available. If we make material changes, we will provide notice as required by law. Your continued use of the Services after the effective date of the updated Privacy Policy means that you acknowledge the updated policy.

14. Contact Us

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Attention: Privacy