

Privacy Policy for Users

Effective Date: December 15, 2016

Meshcrafts collects information about you when you use our mobile applications, websites, and other online products and services (collectively, the “Services”) and through other interactions and communications you have with us.

Scope and Application

This Privacy policy for end-user applies to persons anywhere in the world who use our apps or Services to facilitate a charging-session from one of our supported charging stations, or other on-demand services (“Users”). This Privacy policy does not apply to information we collect from or about charging stations ‘owners’. If you interact with the Services as both a User and an Owner, the respective privacy policies apply to your different interactions.

Collection of Information

Information You Provide to Us

We collect information you provide directly to us, such as when you create or modify your account, request on-demand services, contact customer support, or otherwise communicate with us. This information may include: name, email, phone number, postal address, profile picture, payment method, items requested (for delivery services), delivery notes, and other information you choose to provide.

Information We Collect Through Your Use of Our Services

When you use our Services, we collect information about you in the following general categories:

Location Information: When you use the Services for charging a vehicle, or mobile app, we may collect precise location data about your trip and/or location. We may also derive your approximate location from your IP address.

Transaction Information: We collect transaction details related to your use of our Services, including the type of service requested, date and time the service was provided, amount charged, and other related transaction details.

Additionally, we will create a user at Braintree with your card credentials. Meshcrafts will only access this Braintree-user through a “token”, and Meshcrafts will not be able to view your card credentials at any stage. Meshcrafts will use this “token” to Authorize and Capture payment for the services provided. (Braintree/PayPal privacy policy: https://www.paypal.com/no/webapps/mpp/ua/privacy-full?locale.x=no_NO)

Usage and Preference Information: We collect information about how you and site visitors interact with our Services, preferences expressed, and settings chosen. In some cases we do this through the use of cookies, pixel tags, and similar technologies that create and maintain unique identifiers.

Device Information: We may collect information about your mobile device, including, for example, the hardware model, operating system and version, software and file names and versions, preferred language, unique device identifier, advertising identifiers, serial number, device motion information, and mobile network information.

Log Information: When you interact with the Services, we collect server logs, which may include information like device IP address, access dates and times, app features or pages viewed, app crashes and other system activity, type of browser, and the third-party site or service you were using before interacting with our Services.

Cookies: We use cookies to remember the specific user for automatic login, and user preferences/settings.

Information We Collect From Other Sources

We may also receive information from other sources and combine that with information we collect through our Services. For example:

- We may collect information about you from ‘Elbilforeningen’ that matches your credentials/rfid-tag.

Use of Information

We may use the information we collect about you to:

- Provide, maintain, and improve our Services, including, for example, to facilitate payments, send receipts, provide products and services you request (and send related information), develop new features, develop safety features, authenticate users, and send product updates and administrative messages;
- Perform internal operations, including, for example, to prevent fraud and abuse of our Services; to troubleshoot software bugs and operational problems; to conduct data analysis, testing, and research; and to monitor and analyze usage and activity trends;
- Personalize and improve the Services, including to provide or recommend features, content, social connections, referrals, and advertisements.

Sharing of Information

We may share the information we collect about you as described in this Privacy policy or as described at the time of collection or sharing, including as follows:

Through Our Services

We may share your information:

- With third party payment processors, such as Braintree.
- With Meshcrafts subsidiaries and affiliated entities that provide services or conduct data processing on our behalf, or for data centralization and / or logistics purposes;
- With vendors, consultants, marketing partners, and other service providers who need access to such information to carry out work on our behalf;
- In response to a request for information by a competent authority if we believe disclosure is in accordance with, or is otherwise required by, any applicable law, regulation, or legal process;
- In connection with, or during negotiations of, any merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company;

Changes to the Statement

We may change this Privacy policy from time to time. If we make significant changes in the way we treat your personal information, or to the Privacy policy, we will provide you notice through the Services or by some other means, such as email. Your continued use of the Services after such notice constitutes your consent to the changes. We encourage you to periodically review the Privacy policy for the latest information on our privacy practices.

Contact Us

If you have any questions about this Privacy Statement, please contact us at post@meshcrafts.com