

Customer Data Protection Statement

Data Protection and Privacy

At Wecharge, we are committed to safeguarding your personal data and respecting your privacy. This Personal Data Statement outlines how we collect, use, share, and protect your personal information when you interact with our power bank sharing services, including our website and mobile app. By clicking the "Register" button, you acknowledge that you have read, understood, and agreed to the terms outlined in this Personal Data Statement, and that you provide your consent for us to process your personal data as described herein.

1. Types of Information We Collect

We may collect personal details including, but not limited to, your name, address, email address, phone number, payment information, and usage data related to our power bank sharing services. We may also collect location data when you use our services to help locate the nearest power bank station and to track the usage of power banks.

2. Interaction on Social Media

We maintain social media pages where customers may share personal information and opinions as part of their interaction with our brand.

3. Sharing of Information

We share personal information among our staff strictly on a need-to-know basis to manage and improve our power bank sharing services. Certain necessary details are also shared with third-party service providers, such as payment processors and customer support platforms. This information is shared via secure methods. We may also share personal information with regulatory bodies if required by law. We utilize personal information, including but not limited to, email addresses and phone numbers, for promotional purposes through newsletters, direct email marketing, and social media campaigns. You have the right to opt out of these promotional services at any time.

4. Retention of Information

Personal information provided during registration and usage of our services is stored securely in our database as long as you maintain an account with us. Transaction history and payment details are retained as required by financial regulations.

5. IP Addresses

We collect statistical data about our users' browsing actions and patterns, such as IP addresses, operating systems, and browser types, for system administration. This data is used for analysis and does not identify individuals.

6. Links to Third-Party Websites

Our website and mobile app may contain links to third-party websites, each with its own privacy policies. We assume no responsibility for these policies and recommend reviewing them before submitting any personal data to such websites.

7. Data Protection Measures

We implement rigorous safeguards to maintain the security of your personal information. Our staff members are well-informed of their obligations to ensure authorized use of the information. While no technology is infallible, we strive to keep our systems up-to-date with the latest protocols.

8. Your Rights

You have the right to request the correction, update, addition, deletion, or destruction of your data in writing.

Province Policy and Confidentiality

Wecharge is committed to adhering to all applicable provincial policies and regulations regarding data protection and confidentiality. We ensure that your personal information is treated with the utmost confidentiality and is only accessed by authorized personnel. All data handling practices are conducted in compliance with provincial laws to ensure the highest level of privacy and protection for our customers.