

PRIVACY POLICY

Fleetra Mobile Application

Effective Date: September 17, 2026

Last Updated: September 17, 2026

1. Introduction

Welcome to **Fleetra**.

Fleetra is a fleet management and mobility platform operated by **PROXYM GROUP** (“Fleetra,” “we,” “our,” or “us”). Fleetra provides digital tools that may allow users to manage vehicles, monitor vehicle and battery information, access mobility services, locate service or battery swap stations, receive alerts and notifications, and interact with other services made available through the Fleetra platform.

We respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains how Fleetra collects, accesses, uses, stores, protects, and shares information when you use the Fleetra mobile application, related websites, APIs, and services.

By using Fleetra, you acknowledge the practices described in this Privacy Policy.

2. Information We May Collect

The information collected by Fleetra depends on the features you use and the permissions you grant.

2.1 Account and Personal Information

When you create or use a Fleetra account, we may collect information such as:

- First and last name
- Email address
- Telephone number
- User account identifier
- Profile photograph, where provided
- Login and authentication information
- Account status

- Information you voluntarily provide to Fleetra

We use this information primarily to create and manage your account, identify you within the Fleetra platform, provide our services, communicate with you, and protect your account.

2.2 Location Information

Certain Fleetra features may require access to location information.

Depending on the services and permissions enabled, Fleetra may collect or process:

- Approximate location
- Precise GPS location
- Vehicle location
- Location history associated with a vehicle
- Location used to identify nearby Fleetra stations or services

Location information may be used to:

- Display vehicles on a map
- Provide vehicle tracking features
- Identify nearby stations or service locations
- Calculate distances between users, vehicles, and stations
- Provide vehicle security features
- Detect movement or relevant vehicle events
- Generate operational or security alerts
- Improve fleet-management services

Where a Fleetra feature requires location information from your mobile device, Android permissions will be requested as required.

Certain tracking or security features may require location-related processing while the relevant feature is active. Where background location access is required, Fleetra will provide the appropriate disclosure and request the required permission.

You may control device location permissions through your Android settings. Disabling location permissions may prevent certain Fleetra features from functioning correctly.

2.3 Vehicle and Fleet Information

Fleetra may collect and process information related to vehicles associated with your account, including:

- Vehicle identification information
- Vehicle model
- Vehicle GPS identifier

- Vehicle status
- Vehicle location
- Vehicle speed
- Vehicle movement and direction
- Vehicle usage information
- Vehicle security status
- Maintenance or operational information
- Vehicle-to-user associations

This information is used to provide fleet-management, tracking, security, maintenance, and mobility-related services.

2.4 Battery and Energy Information

Where Fleetra is connected to electric vehicles or battery-management systems, we may process information such as:

- Battery identifier
- Battery Management System information
- Battery state of charge
- Battery status
- Battery location
- Battery usage information
- Battery association with a vehicle
- Battery swap information
- Charging information
- Operational and diagnostic information

This information is used to provide battery monitoring, fleet operations, energy-management, swap, diagnostic, and related services.

2.5 Transactions and Mobility Operations

Where applicable, Fleetra may process information relating to mobility transactions, including:

- Battery swaps
- Transaction amounts
- Payment status
- Transaction date and time
- Service or station used
- Vehicle and battery associated with a transaction
- Account associated with a transaction
- Transaction references

Where payments are handled by an external payment provider, payment information may also be processed by that provider according to its own privacy and security policies.

Fleetra does not intentionally store full payment-card information unless explicitly required for a service and appropriately disclosed.

2.6 Device and Technical Information

When you use Fleetra, we may automatically receive technical information such as:

- Device type
- Operating system and version
- Application version
- Device or application identifiers
- Push notification token
- IP address
- Date and time of application activity
- Error information
- Diagnostic information
- Security and authentication events

This information helps us operate, secure, troubleshoot, and improve the Fleetra platform.

2.7 Application Usage Information

We may collect information about how Fleetra is used, including:

- Features accessed
- Screens viewed
- Actions performed
- Session information
- Errors and application crashes
- Interaction with vehicles, batteries, stations, and other Fleetra services

This information may be used to improve application performance, user experience, security, and reliability.

2.8 Information You Provide to Us

If you contact Fleetra for customer support, report an issue, participate in a forum or community feature, or otherwise communicate with us, we may collect the information you provide as part of that communication.

3. How We Use Information

Fleetra may use the information collected through the application to:

- Create and manage user accounts
- Authenticate users
- Provide Fleetra services and functionality
- Associate users with vehicles or mobility services
- Display vehicle and battery information
- Provide vehicle tracking functionality
- Provide navigation or nearby-station functionality
- Provide battery and energy information
- Process and maintain mobility transaction records
- Provide vehicle security features
- Generate operational and security alerts
- Send service-related notifications
- Provide customer support
- Diagnose technical issues
- Monitor application reliability
- Prevent fraud, abuse, and unauthorized access
- Protect Fleetra users, vehicles, infrastructure, and services
- Improve Fleetra products and services
- Comply with applicable legal and regulatory requirements

We use personal information only for purposes that are reasonably connected to the Fleetra services being provided or as otherwise disclosed to users.

4. Notifications

Fleetra may send push notifications relating to:

- Vehicle security
- Vehicle status
- Battery status
- Battery swaps
- Transactions
- Service events
- Account information
- Maintenance
- Important Fleetra service announcements

Where required, users may control notification permissions through their Android device settings.

5. Sharing of Information

Fleetra does **not sell users' personal information**.

We may share information when necessary to operate Fleetra or provide a requested service.

Information may be shared with trusted service providers that support functions such as:

- Cloud hosting and infrastructure
- Maps and location services
- Push notifications
- Authentication
- Analytics and application diagnostics
- Payment processing
- Customer support
- GPS and vehicle-tracking services
- Battery-management systems
- Security and fraud prevention

These providers may process information only to perform services on our behalf or according to their applicable contractual and legal obligations.

We may also disclose information where reasonably necessary to:

- Comply with applicable law
- Respond to valid legal requests
- Protect Fleetra, PROXYM GROUP, our users, or third parties
- Investigate fraud, security incidents, or abuse
- Enforce applicable agreements
- Protect physical vehicles, batteries, stations, or other Fleetra assets

If Fleetra is involved in a merger, acquisition, financing, restructuring, or transfer of business assets, information may be transferred as part of that transaction subject to applicable privacy requirements.

6. Third-Party Services

Fleetra may interact with third-party systems necessary to deliver its services, including mapping services, GPS providers, battery-management platforms, payment providers, cloud services, notification systems, and analytics or diagnostic tools.

When a third-party service independently processes personal information, its own privacy policy and terms may also apply.

Fleetra selects service providers based on operational requirements and seeks to limit information sharing to what is reasonably necessary to provide the relevant service.

7. Data Security

We take reasonable technical and organizational measures designed to protect personal information against:

- Unauthorized access
- Unauthorized disclosure
- Loss
- Misuse
- Alteration
- Destruction

These measures may include secure communications, authentication controls, access restrictions, server-side security controls, monitoring, and other appropriate safeguards.

However, no electronic communication, mobile application, or data-storage system can be guaranteed to be completely secure.

Users are responsible for maintaining the confidentiality of their account credentials and should not share their passwords or authentication information with unauthorized persons.

8. Data Retention

Fleetra retains personal information only for as long as reasonably necessary to:

- Provide the requested services
- Maintain the user's account
- Maintain legitimate operational records
- Provide security and fraud prevention
- Resolve disputes
- Meet contractual requirements

- Comply with applicable legal or regulatory obligations

Different categories of information may have different retention periods.

When personal information is no longer reasonably required, we may delete, anonymize, or securely archive it where retention is legally required.

9. Account and Data Deletion

Users may request deletion of their Fleetra account and associated personal information.

Account deletion requests can be submitted through:

Account deletion page: [INSERT ACCOUNT DELETION URL]

or by contacting:

Email: [INSERT PRIVACY/SUPPORT EMAIL]

Where an account-deletion option is available directly within the Fleetra application, users may also submit their request through that feature.

Upon receiving a valid account-deletion request, Fleetra will delete or anonymize personal information associated with the account unless certain information must be retained for legal, security, fraud-prevention, accounting, contractual, or regulatory purposes.

Information that must legally be retained will be protected and used only for the purpose requiring its retention.

Deleting a Fleetra account may permanently remove access to associated services, vehicles, transaction history, application data, and other Fleetra functionality.

10. Your Privacy Choices and Rights

Depending on applicable law and the circumstances, you may have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of personal information
- Withdraw certain permissions
- Object to or restrict certain processing

- Request information about how your information is used

You can also manage several permissions directly through your Android device settings, including:

- Location
- Notifications
- Camera or media access, where applicable

Disabling certain permissions may limit some Fleetra functionality.

Privacy-related requests can be submitted using the contact information provided below.

11. Children's Privacy

Fleetra is intended for individuals authorized to use Fleetra mobility or fleet-management services and is not designed for children under the age of 13.

We do not knowingly collect personal information from children under 13 without appropriate authorization.

If we become aware that information relating to a child has been collected contrary to applicable requirements, we will take appropriate steps to delete the information.

12. International Data Processing

Fleetra's technology infrastructure and service providers may process information in jurisdictions different from the user's country of residence.

Where personal information is transferred or processed internationally, we seek to apply appropriate technical, contractual, and organizational protections consistent with applicable requirements.

13. Changes to This Privacy Policy

Fleetra may update this Privacy Policy from time to time to reflect:

- Changes to Fleetra features

- Changes to our data-processing practices
- Changes to technology or service providers
- Legal or regulatory requirements

When significant changes are made, we may notify users through the Fleetra application, website, email, or another appropriate communication method.

The latest version of the Privacy Policy will always indicate its effective or last-updated date.

We encourage users to review this Privacy Policy periodically.

14. Contact Us

If you have questions, requests, or concerns regarding this Privacy Policy or the processing of personal information by Fleetra, please contact:

PROXYM GROUP

Fleetra – Privacy Team

Email: **[INSERT PRIVACY EMAIL]**

Website: **[INSERT FLEETRA WEBSITE]**

Address: **[INSERT COMPANY ADDRESS]**

For account deletion requests:

[INSERT ACCOUNT DELETION URL]