

Shell Fleet App Privacy Statement

Your privacy matters to us so please take a moment to familiarise yourself with this Shell Fleet App Privacy Statement and contact us if you have any questions or queries. This Privacy Statement complements the Shell **Global Privacy Notice - Business Customers, Suppliers and Business Partners** available at www.shell.co.uk/privacy.

What does this Privacy Statement cover?

This Privacy Statement provides information about personal data which are collected and processed in the context of the usage of the Shell Fleet Application (“**Shell Fleet App**”), issuance and use of the euroShell Card as well as your visits to the Shell websites related to the Shell Fleet Solutions business, including the Shell Cards Online Portal.

When deploying the Shell Fleet App and processing an application for a euroShell Card, Shell U.K. Oil Products Limited (as agent for Shell U.K. Limited) (“**Shell**”) or its affiliates (together “**the Shell Group**”) may collect and process information that is necessary for assessing the identity and the status of the applicant. After the euroShell Card is issued and when the Shell Fleet App is being used, the Shell Group may collect and process transactional and location information of the Shell Fleet App users and the cardholders, which are collected in real time.

Source of data

If you have not provided your personal data directly to Shell, please be informed that Shell has obtained your personal data from your employing or contracting company who in turn will have ensured that your consent has been obtained if this is required. Shell may also check the data that you have provided with the data held in publicly available sources, such as the Companies House for authentication and fraud prevention purposes.

What data do we process?

Depending on your usage of the Shell Fleet App and euroShell Card, Shell may process some or all of the following types of data:

- Your picture and the picture of your identification document (such as driver’s license, national identify card, passport) only for purposes of establishing your identity and only for as long as your identity is verified and confirmed;
- Shell Fleet App profile information containing your business contact details including name, address, marketing preferences, email addresses, telephone numbers and language preferences.
- Director’s (and other associated persons’) details including name and birth date (these are required for anti-money laundering and anti-bribery and corruption purposes/credit check)
- Transaction details including driver’s name, card number, vehicle identifier, products purchased, date, time and location.
- Information generated as a result of your use of the Shell Fleet App such how and where you use the Shell Fleet App. Such information may include electronic device information and identifiers, IP addresses, log information, location information, online identifiers to enable ‘cookies’ and similar technologies.
- CCTV footage from retail sites where you have completed transactions using your euroShell Card – only for purposes related to fraud investigation and prevention.

Purposes for processing the data collected

Personal Data supplied by a user of the Shell Fleet App, the applicant for a euroShell Card and/or collected through the use of the Shell Fleet App and the euroShell Card may be processed for the purposes of;

- processing the application,
- establishing a cardholder's identity
- completing credit checks
- operating the Shell Fleet App profile of the user and operating the cardholder's account(s) and facilitating access to and use of the online services relating to the euroShell Card, in particular fleet management services;
- assessing and/or reviewing the card status and/or purchase record of the euroShell Card on an ongoing basis;
- conducting screening for trade controls and anti-bribery and corruption purposes;
- monitoring volume and spend information;
- tracing and recovering the euroShell Card;
- conducting aggregated market research and/or statistical analysis;
- identifying and (if possible) preventing money laundering and fraud; and/or
- marketing and commercial communication subject to any consent obtained.

In each case the processing may take place at any time during the course of the application process and/or use of the Shell Fleet App, usage of the euroShell Card agreement, and may continue after that agreement has ended for limited purposes (invoicing cycle, compliance with legal, fiscal and/or contractual requirements including internal audit).

Marketing

Shell will only send marketing communication and offers to my Shell Fleet App users if consent has been given – consent may be provided through the in-app notification settings and/or additionally for communication through different channels such as e-mail. Individuals are free to withdraw their consent at any time. If you have not consented to marketing communication, you may still receive from Shell service updates and notifications when such updates and/or notifications are necessary for the proper functioning of the Shell Fleet App or the operation of the euroShell Fuelcard.

For more information please refer to the **Global Privacy Notice - Business Customers, Suppliers and Business Partners** available at www.shell.com/privacy, depending on your location.

Credit Checks

When processing an application through the Shell Fleet App and during the term of any euroShell Card agreement, we may assess the creditworthiness of any applicant or cardholder, as well as that of any person(s) associated with the cardholder. In assessing creditworthiness: (a) credit scoring or other automated decision-making processes may be used; and (b) records held by credit reference agencies may be searched. Information held by the credit reference agencies regarding any cardholder may already be linked to records relating to associated persons, or the information provided may create such a link. **In case of automated decision making for credit worthiness check, the applicant or cardholder has the right to contest such decision and seek human intervention – please refer to the Contact Details during the application process or in the Contact Details section below.**

Who is responsible for any personal data collected?

EuroShell Cards B.V., in cooperation with your local euroShell Card contracting company Shell U.K. Oil Products Limited (as agent for Shell U.K. Limited), Shell Centre, London, SE1 7NA, United Kingdom, is the Data Controller for processing personal data.

Sharing your personal data

Your personal data that are collected as a part of the agreement may be transferred within the Shell Group, including to Shell companies which may be located outside the Economic European Area (“EEA”), for the purposes specified above.

Additionally, your personal data may be shared with or obtained from any of the following parties:

- the participants in the euroShell Card scheme, such as the retailers and/or any other company that is permitted to supply products and/or services to euroShell cardholders under the euroShell Card scheme;
- any person to whom any member of the Shell Group proposes to transfer any of its rights and/or duties under a euroShell Card agreement;
- providers of authentication services, for purposes of completion of authentication process and acting under appropriate data processing arrangements;
- databases containing publicly available data related to Your status as business or entrepreneur for purposes of completion of the application process;
- credit reference, screening and/or fraud prevention agencies as well as referees, guarantors or other persons providing references or security in relation to a cardholder’s obligations;

We will not disclose your Personal Data without your permission unless we are legally entitled or required to do so. For full details please refer to **Global Privacy Notice - Business Customers, Suppliers and Business Partners** available at www.shell.co.uk/privacy.

Your rights

You have the right of access to your Personal Data collected through Shell Fleet App, euroShell Card as well as the right to request correction or deletion of such Personal Data (but only where it is no longer required for a legitimate business purpose). For full details please refer to **Global Privacy Notice - Business Customers, Suppliers and Business Partners** available at www.shell.com/privacy, depending on your location.

Who can I contact for more information?

You can contact us at Help.shellfleetapp@shell.com or through the web chat functionality of the Shell Fleet App.