

# TREVIA EV - PRIVACY POLICY & TERMS AND CONDITIONS OF USE

Last Updated: December 2025

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## PRIVACY POLICY

Welcome to Trevia EV's (TREVIA EV TECHNOLOGIES PVT LTD) privacy policy ("Privacy Policy" or "Policy"). Trevia EV Technologies Pvt Ltd and its affiliates (collectively, "Trevia EV", "we", "us", or "our") operate a unified EV charging platform that connects electric vehicle owners with charging stations across multiple networks in India. This Policy outlines our practices in relation to the collection, storage, usage, processing, and disclosure of personal data that you have consented to share with us when you access, use, or otherwise interact with our website available at <https://www.treviaev.in> or mobile application "Trevia EV" (collectively, "Platform") or avail services that we offer you on or through the Platform (collectively, the "Services").

At Trevia EV, we are committed to protecting your personal data and respecting your privacy. In order to provide you with access to the Services, we have to collect and otherwise process certain data about you. This Policy explains how we process and use personal data about you.

Please note that unless specifically defined in this Policy, capitalised terms shall have the same meaning ascribed to them in our Terms and Conditions. Please read this Policy in consonance with the Terms.

**By using the Services, you confirm that you have read and agree to be bound by this Policy and consent to the processing activities described under this Policy.**

### 1. BACKGROUND AND KEY INFORMATION

#### **(a) How this Policy applies:**

This Policy applies to all individuals who access or use our Services, including EV owners who search for charging stations, book charging slots, make payments, and manage their charging sessions through our Platform. By creating an account or using our Platform, you consent to the collection, storage, usage, and disclosure of your personal data as described in this Policy.

#### **(b) Review and Updates:**

We regularly review and update our Privacy Policy, and we request you to regularly review this Policy. It is important that the personal data we hold about you is accurate and current. Please inform us promptly if your personal data changes during your use of our Services.

### **(c) Third-Party Services:**

Our Platform may include links to third-party websites, plug-ins, services, and applications operated by charging station operators, payment gateways, or other service providers ("Third-Party Services"). Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We neither control nor endorse these Third-Party Services and are not responsible for their privacy statements. When you leave the Platform or access third-party links, we encourage you to read the privacy policy of such third-party service providers.

## 2. PERSONAL DATA THAT WE COLLECT

We collect different types of personal data about you to provide reliable EV charging services. This includes, but is not limited to:

### **(a) Contact Data and Identity Information:**

- Name, email address, phone number, home or mailing address
- Username, profile photograph, gender
- Electric vehicle details: make, model, battery capacity (optional)

### **(b) Transaction and Payment Data:**

- Details of charging sessions: energy consumed (kWh), charging costs, duration
- Payment methods, transaction IDs, UPI details
- Limited credit/debit card information provided by payment processors (we do not store complete card details)

### **(c) Location Data:**

- GPS coordinates to show nearby charging stations
- Navigation data to selected chargers
- Location tracking during active charging sessions
- Your device's operating system will request permission before we access location data

### **(d) Technical Data:**

- IP address, browser type, internet service provider, operating system details
- Device ID, device type, access time, page views
- Website and mobile application activity, clicks, date and time stamps

### **(e) Usage Data:**

- Features used, screens visited, time spent on different sections
- Charging history and patterns, booking history
- User interactions, interests, and journey on the mobile application

#### **(f) Aggregated Data:**

We also collect, use, and share aggregated data such as statistical or demographic data for any purpose. Aggregated data could be derived from your personal data but is not considered personal data under law as it does not directly or indirectly reveal your identity. However, if we combine aggregated data with your personal data so that it can identify you, we treat the combined data as personal data which will be used in accordance with this Policy.

### 3. HOW DO WE COLLECT PERSONAL DATA?

We use different methods to collect personal data from and about you including through:

#### **(a) Direct Interactions:**

You provide us your personal data when you interact with us. This includes personal data you provide when you:

- Create an account or profile with us
- Add vehicle details and save payment methods
- Book charging sessions or update your profile
- Contact our customer support team
- Participate in user surveys or feedback forms
- Communicate with us via email or in-app chat

#### **(b) Automated Technologies or Interactions:**

Each time you visit the Platform or use the Services, we automatically collect Technical Data about your equipment, browsing actions, and patterns. We collect this personal data by using cookies, device identifiers, analytics tools, and other similar technologies. We may also receive Technical Data about you if you visit other websites or apps that employ our cookies.

#### **(c) Third Parties or Publicly Available Sources:**

We receive personal data about you from various third parties:

- Charging station operators: charger availability, session details, meter readings, completion status
- Payment partners: transaction confirmations, payment status, refund processing updates
- Analytics service providers: Google Analytics and Firebase for user behavior and app performance

### 4. HOW DO WE USE YOUR PERSONAL DATA?

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data where we need to provide you with the Services, fulfill our contractual obligations to you, or comply with legal requirements.

**(a) Core Charging Services:**

- Verify your identity and create your account
- Display nearby charging stations based on your location
- Enable booking of charging slots and manage reservations
- Process commands to start and stop charging sessions remotely
- Monitor active charging sessions and provide real-time updates
- Calculate charging costs and process payments securely
- Generate detailed invoices and receipts

**(b) Service Improvement:**

- Analyze usage patterns and charging behavior
- Identify valuable features and common pain points
- Optimize app performance and fix technical issues
- Develop new features based on user needs
- Test approaches to make charging more convenient

**(c) Communication:**

- Send transaction confirmations and payment receipts
- Provide real-time notifications about charging session status
- Alert you about session or payment issues
- Share important service announcements or Terms updates
- Respond to support requests and queries
- Send updates about new charging stations (occasional)
- Marketing communications (with your explicit consent only—you can opt out anytime)

**(d) Security and Legal Compliance:**

- Prevent fraudulent activities and unauthorized access
- Verify user identities during registration and password resets
- Detect unusual payment patterns
- Resolve disputes or investigate complaints
- Comply with taxation, financial reporting, and legal requirements
- Respond to lawful requests from government authorities or courts
- Protect the rights, property, and safety of Trevia EV, users, and the public

**(e) Marketing:**

We may use your information for marketing purposes, but only with your consent. This includes personalized offers, updates about new charging stations, charging tips, surveys, and product improvements. You can withdraw consent at any time through app settings or by clicking unsubscribe in emails.

**By using our Services and creating an account with us, you authorize us, our charging station partners, and service providers to contact you via email, phone, SMS, or in-app notifications.**

## 5. COOKIES

**(a)** Cookies are small text files placed on your device when you visit our website or use our mobile application. These files help us recognize your device, remember your preferences, and improve your experience.

**(b) Types of Cookies:**

- **Essential Cookies:** Necessary for Platform functionality, maintain login sessions, enable booking and payment processing (cannot be disabled)
- **Analytics Cookies:** Google Analytics and Firebase to understand user interaction (typically aggregated)
- **Preference Cookies:** Save language selection, favorite charging stations, notification preferences

**(c) Your Control:**

You can control cookies through your device and browser settings. Most devices and browsers allow you to block or delete cookies. However, disabling certain cookies, especially essential ones, may affect your ability to use some Platform features.

**(d) Non-Personally Identifiable Information:**

We automatically collect demographic and technical information that does not directly identify you (IP address, browser type, device OS, screen resolution, pages viewed, referral sources). This is used to understand usage patterns, identify technical issues, optimize the Platform, prevent fraud, and improve user experience.

**(e) Personally Identifiable Information:**

During registration and service use, we collect information that specifically identifies you ("User Information"): full name, email, mobile number, password, home address (optional), vehicle details, precise GPS location, charging activity, and limited payment information (last 4 digits only). We reserve the right to send service-related communications (booking confirmations, session notifications, payment receipts, service announcements) which are necessary parts of our Service.

## 6. CHILDREN

Our Platform and Services are intended for adults aged 18+ years. We do not knowingly collect personal information from anyone under 18. If you are a parent or guardian and believe your child under 18 has provided information to us, contact us immediately at [admin@treviaev.in](mailto:admin@treviaev.in). We will take steps to delete that information promptly.

## 7. DISCLOSURES OF YOUR PERSONAL DATA

We do not sell your personal data to third parties. We may share your personal data with third parties set out below for the purposes set out in Section 4:

**(a) Charging Station Operators:**

- Session start/stop commands, charging duration, energy consumed, payment confirmation
- We protect your privacy by not sharing personal contact details unless necessary or you consent

**(b) Payment Processors:**

- Transaction amounts, order IDs, basic payment method information
- PCI DSS compliant partners who can only use data for processing transactions on our behalf

**(c) Service Providers:**

- Cloud hosting providers (servers in India)
- Analytics companies (Google Analytics, Firebase)
- Customer support platforms
- SMS and email service providers
- Technical consultants
- All contractually obligated to protect your data and use it only for authorized purposes

**(d) Legal Requirements:**

- When required by law, court order, or legal process
- Government or regulatory requests (national security, law enforcement, taxation, public safety)
- To investigate fraud, security threats, or Terms violations
- To protect Trevia EV's rights, property, or safety
- We will make reasonable efforts to notify you unless prohibited by law

**(e) Business Transitions:**

- Mergers, acquisitions, restructuring, or sale of assets
- We will notify you at least 30 days before transfer when possible
- Acquiring entity expected to honor this Policy or obtain fresh consent

**(f) Aggregated Data:**

We may share aggregated or anonymized data that does not personally identify you with partners, researchers, or publicly.

## 8. YOUR RIGHTS IN RELATION TO YOUR PERSONAL DATA

**(a) Right to Access:**

You can view most information through app account settings. For a complete copy of all personal data we hold, send an email to [admin@treviaev.in](mailto:admin@treviaev.in) with subject "Data Access Request." We will respond within 7 working days.

### **(b) Right to Correct:**

You can update most details through app profile settings (name, email, phone, vehicle details, home address, communication preferences). For assistance, contact [admin@treviaev.in](mailto:admin@treviaev.in).

### **(c) Right to Delete:**

You may request deletion of your account and personal data:

- Via app: Settings → Account → Delete Account
- Or email [admin@treviaev.in](mailto:admin@treviaev.in) with subject "Delete My Account"
- Processing within 7 working days

**What's Deleted:** Profile information, contact details, vehicle information, saved locations, preferences

**What's Retained:** Transaction records for 7-10 years (required by Indian law for taxation, audit, and compliance), data related to disputes or legal matters

Complete or settle any active charging sessions or pending payments before deletion.

### **(d) Marketing Communications Control:**

- Click unsubscribe link in promotional emails
- Manage preferences: Settings → Notifications in app
- Email opt-out request to [admin@treviaev.in](mailto:admin@treviaev.in) (processed within 10 business days)
- Essential transactional messages will continue

### **(e) Withdraw Consent:**

You can withdraw consent for certain data processing:

- Disable location access through device settings (limits functionality)
- Adjust privacy settings in app
- Note: Withdrawing consent for essential processing prevents core Service delivery

### **(f) Lodge Complaints:**

Contact us first at [admin@treviaev.in](mailto:admin@treviaev.in). If unsatisfied, you may lodge a complaint with the relevant data protection authority in India.

## 9. TRANSFERS OF YOUR PERSONAL DATA

We operate primarily in India and store data on secure servers located in India (e.g., Amazon Web Services India region). However, some data may be transferred outside India due to:

- Global analytics platforms (Google Analytics, Firebase)
- International payment processing networks
- Customer support tools with multi-region servers
- Security and fraud prevention services

**Safeguards:** We implement appropriate safeguards including service providers complying with international data protection standards, data processing agreements, encryption during transmission and storage, and limiting transfers to necessary service delivery only.

**By using our Services and accepting this Policy, you explicitly consent to the transfer of your personal data outside India where necessary for the purposes described.**

## 10. DATA SECURITY

We implement comprehensive security measures to protect your data from unauthorized access, disclosure, alteration, or destruction:

### (a) Technical Security:

- Industry-standard encryption (TLS) for data in transit
- Strong encryption algorithms for data at rest
- Firewalls, intrusion detection and prevention systems
- Regular security updates and patches
- DDoS attack protection, secure backup systems

### (b) Access Controls:

- Role-based data access (need-to-know basis)
- Multi-factor authentication for internal systems
- Access logging and monitoring, regular audits
- Employee confidentiality obligations and training

### (c) Regular Testing:

- Periodic security audits, vulnerability scanning
- Penetration testing, security code reviews
- Incident response drills

### (d) Your Responsibility:

- Maintain password confidentiality
- Choose strong, unique passwords
- Enable device lock screen protection
- Log out from shared/public devices
- Be cautious of phishing attempts
- Keep app updated, review account activity regularly

**If your account is compromised or you notice suspicious activity, contact us immediately at [admin@treviaev.in](mailto:admin@treviaev.in).**

Despite our best efforts, no system is 100% secure. In the event of a data breach affecting you, we will notify you promptly as required by law.

## 11. DATA RETENTION

We retain your personal data only as long as necessary to fulfill stated purposes, provide Services, comply with legal obligations, resolve disputes, and enforce agreements.

**(a) Account Information:** Retained while account is active; removed within 30 days after deletion

**(b) Charging History & Session Records:** Retained for 7 years (Indian taxation/audit requirements)

**(c) Payment & Financial Information:** Retained for 10 years (GST Act, financial reporting requirements)

**(d) Location Data:**

- Precise GPS with completed sessions: 90 days
- Aggregated location analytics: Indefinitely (anonymized)
- Non-transaction location: 30 days

**(e) Customer Support Communications:** Retained for 3 years

**(f) Marketing Preferences:** Until opt-out or account deletion

**(g) Technical Logs:** Retained for 12-18 months, then deleted or anonymized

In some circumstances, we may anonymize your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

## 12. BUSINESS TRANSITIONS

You are aware that in the event we go through a business transition such as a merger, acquisition, corporate restructuring, or sale of assets, your personal data might be among the assets transferred.

We will make reasonable efforts to notify you at least 30 days before transfer (when possible) via email, app notification, or website announcement. The acquiring entity will be expected to honor this Policy or obtain fresh consent for materially different uses.

You may delete your account before transfer if you prefer. Contact [admin@treviaev.in](mailto:admin@treviaev.in) with concerns about planned transitions.

## 13. USER GENERATED CONTENT

We invite you to post content on our Platform, including reviews, ratings, comments, feedback, or pictures. Please note that such content will be available to other users and may become public. We cannot prevent such information from being used in a manner contrary to this Policy or applicable laws, and we disclaim all liability in this regard.

**Important:**

- Do NOT disclose sensitive personal information (full name, address, phone, email, financial info, government IDs)
- Once posted publicly, information may be copied/preserved by others
- We may monitor, edit, or remove content that violates Terms, is inappropriate, unlawful, infringes IP rights, or is objectionable
- By posting, you grant us a non-exclusive, worldwide, royalty-free license to use content for operating and promoting Services
- You are solely responsible for ensuring content is accurate, doesn't infringe others' rights, contains no malware, complies with laws, and is respectful

#### 14. UPDATES TO THIS POLICY

We may occasionally update this Policy. If we make changes, we will upload the revised policy on the Platform or share it with you through other means such as email. The "Last Updated" date indicates the most recent revision.

**Minor Changes:** Updated Policy posted on Platform without additional notice

**Material Changes:** 30 days' advance notice via email, app notification, website announcement, or required Policy review. Continued use after changes = acceptance. If you disagree, stop using Services and may delete account.

We encourage you to periodically review this Policy for the latest information on our privacy practices.

#### 15. GRIEVANCE OFFICER

If you have any questions about this Policy, how we process or handle your personal data, or otherwise, you may reach out to us with your queries, grievances, feedback, and comments at [admin@treviaev.in](mailto:admin@treviaev.in) or contact our grievance officer whose contact details are provided below:

**Grievance Officer**

Name: John Kiran Garapati  
Designation: Director and CEO  
Email: [admin@treviaev.in](mailto:admin@treviaev.in)

**Our Process:**

- Acknowledgment within 7 working days
- Thorough investigation with status updates
- Response with findings and remedial actions
- Resolution typically within 30 days (complex matters may take longer with timeline updates)

If unsatisfied with our resolution, you may escalate to the relevant data protection authority in India. We encourage working with us first.

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# TERMS AND CONDITIONS OF USE

**Last Updated: December 2025**

## 1. OVERVIEW

Welcome to Trevia EV. This website and mobile application are operated by Trevia EV Technologies Pvt Ltd, and throughout these Terms and Conditions ("Terms"), the terms "we," "us," and "our" refer to Trevia EV. We offer this Platform, including all information, tools, and services available from this site and app, to you, the user, conditioned upon your acceptance of all terms, conditions, policies, and notices stated here.

By visiting our Platform or using any of our Services—including downloading our mobile application, creating an account, booking charging sessions, or making payments—you engage in our Service and agree to be bound by these Terms, which include our Privacy Policy and any other policies referenced herein.

**Please read these Terms carefully before accessing or using our Platform. By accessing or using any part of our Services, you agree to be bound by these Terms. If you do not agree to all the terms and conditions, then you should not access the Platform or use any of our Services.**

Any new features, tools, or services added to our Platform in the future shall also be subject to these Terms. You can review the most current version of the Terms at any time on our website or through our mobile application. We reserve the right to update, change, or replace any part of these Terms by posting updates on our Platform. It is your responsibility to check this page periodically for changes. Your continued use of or access to the Platform following the posting of any changes constitutes acceptance of those changes.

## 2. TERMS OF USE

### **(a) Eligibility:**

By agreeing to these Terms, you represent that:

- You are at least 18 years of age
- You have legal capacity to enter into this agreement
- If representing a business or organization, you have authority to bind that entity

### **(b) Prohibited Conduct:**

You agree not to use our Services:

- For any unlawful purpose or any purpose prohibited by these Terms
- In violation of any international, federal, state, or local laws and regulations
- To damage, disable, overburden, or impair our Platform
- To interfere with any other party's use of our Services

- To gain unauthorized access through hacking, password mining, or other means
- To obtain materials or information not intentionally made available

Any breach of these Terms will result in immediate termination of your Services, and we may take additional legal action as appropriate.

### 3. GENERAL CONDITIONS

#### **(a) Service Rights:**

We reserve the right to refuse service to anyone for any reason at any time, including situations where we suspect fraudulent activity, Terms violations, abusive behavior, or conduct harmful to our business or other users.

#### **(b) Data Transmission:**

You understand that your content (excluding encrypted payment data) may be transferred unencrypted and may undergo changes to conform to technical requirements. Credit card information is always encrypted during transfer.

#### **(c) No Warranties:**

We do not guarantee that your use of our Service will be uninterrupted, timely, secure, or error-free. We do not warrant that results obtained from the Service will be accurate or reliable. We may remove the Service for maintenance, upgrades, or technical issues without notice. We will not be held responsible for any loss or damage resulting from loss of access or reliance on information provided through the Service.

#### **(d) Accuracy:**

It is your responsibility to ensure your chosen services and products meet your specific requirements. You agree to provide current, complete, and accurate account information for all sessions booked on our Platform. You agree to promptly update your information so we can complete transactions and contact you as needed.

### 4. INFORMATION ACCURACY

**(a)** We are not responsible if information on our Platform is not accurate, complete, or current. Material on our Platform is provided for general information only and should not be relied upon as the sole basis for making decisions without consulting more accurate, complete, or timely sources.

**(b)** Information about charging station locations, availability, pricing, and specifications is provided by charging station operators and third-party service providers. While we make reasonable efforts to ensure accuracy, real-time conditions may differ. Charger availability can change suddenly due to technical issues, maintenance, or other users. Pricing may vary based on operator-controlled factors. We are not liable for inaccuracies in third-party information.

(c) We reserve the right to modify Platform contents at any time but have no obligation to update information. You agree it is your responsibility to monitor changes and verify important information.

## 5. MODIFICATIONS TO SERVICE AND PRICES

### **(a) Pricing:**

Prices for our services, including charging rates, platform fees, and subscription plans, are subject to change without notice. Pricing displayed at booking time applies to that specific session. Charging station operators may change their rates, reflected in future sessions.

### **(b) Service Changes:**

We reserve the right to modify or discontinue our Service or any part thereof without notice or liability. This may be due to technical requirements, business decisions, legal requirements, or partnership changes. If we discontinue a prepaid service, we will provide a prorated refund for the unused portion unless otherwise stated.

## 6. PRODUCTS OR SERVICES

(a) Certain products or services may be available exclusively online or through our mobile application with limited quantities, subject to return or exchange only according to our Refund Policy.

(b) We have made every effort to display charging station information accurately. However, we cannot guarantee complete accuracy of displays on your device. Actual specifications may differ from descriptions.

(c) We reserve the right to limit the number of charging sessions you can book, impose restrictions on booking frequency, or limit access to Services based on payment history, usage patterns, Terms compliance, or technical limitations.

(d) All charging station descriptions (charger types, power output, connector compatibility, amenities) are provided by operators and believed accurate as listed. Specifications and availability can change. We reserve the right to discontinue access to any charging station at any time.

(e) We do not warrant that charging station quality, services, or information will meet your expectations, or that errors in our Service will be corrected. You are responsible for verifying charging station compatibility with your electric vehicle.

## 7. BILLING AND ACCOUNT INFORMATION ACCURACY

(a) We reserve the right to refuse any bookings or charging sessions. We may limit or cancel quantities per person, household, or account, including sessions using the same user account, payment method, or billing information.

**(b)** If we change or cancel a booking, we may attempt to notify you via email, phone, or billing address provided at booking time, explaining the reason and any applicable refund or credit.

**(c)** We reserve the right to limit or prohibit sessions that appear to be for commercial purposes other than personal EV charging. If we suspect non-personal use, we may suspend or terminate your account.

**(d)** You agree to provide current, complete, and accurate purchase and account information, including email, payment methods, and vehicle information. Promptly update your information so we can complete transactions and contact you.

**(e)** If your payment method is declined or information is fraudulent, we may suspend your account until payment issues are resolved. You are responsible for charges, fees, or damages from failed payments.

## 8. OPTIONAL TOOLS

We may provide access to third-party tools, features, or services (payment gateways, mapping services, navigation tools, charging station features) that we neither monitor nor control.

You acknowledge and agree we provide such tools "as is" and "as available" without warranties, representations, conditions, or endorsement. We have no liability arising from your use of optional third-party tools. Any use is entirely at your own risk and discretion. Ensure you are familiar with and approve of the terms on which tools are provided by third-party providers.

We may offer new services or features in the future, which shall also be subject to these Terms. New features or tools requiring additional terms will be presented when you first use them.

## 9. THIRD-PARTY LINKS

Certain content, products, and services via our Platform may include materials from third parties (charging station operators, payment providers, mapping services, advertising partners).

Third-party links may direct you to websites not affiliated with us. We are not responsible for examining or evaluating third-party content or accuracy, and we do not warrant and will have no liability for third-party materials, websites, products, or services.

We are not liable for harm or damages related to purchase or use of goods, services, or transactions with third-party websites. If you access a third-party website from our Platform, you do so at your own risk. Please review third-party policies carefully before engaging in transactions. Direct complaints, claims, or questions regarding third-party products to the third party.

## 10. USER COMMENTS, FEEDBACK, AND SUBMISSIONS

If you send specific submissions (contest entries) at our request, or send creative ideas, suggestions, proposals, reviews, ratings, or other materials without our request—whether online, by email, postal mail, or otherwise—you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate, and otherwise use in any medium any comments you forward to us.

We are under no obligation to maintain comments in confidence, pay compensation for comments, or respond to comments. You grant us an unrestricted, perpetual, irrevocable, worldwide, royalty-free license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, and display such comments in any form, media, or technology.

We may, but have no obligation to, monitor, edit, or remove content we determine to be unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene, objectionable, or that violates intellectual property or these Terms. This includes reviews or ratings containing false information, inappropriate content, or personal attacks.

You agree your comments will not violate rights of third parties (copyright, trademark, privacy, personality, proprietary rights). You agree comments will not contain libelous, unlawful, abusive, obscene material, computer viruses, or other malware.

You may not use false email addresses, pretend to be someone else, or mislead us or third parties about comment origins. You are solely responsible for comments and their accuracy. We take no responsibility and assume no liability for comments posted by you or third parties. You understand comments may be visible to other users and the public—exercise caution about shared information.

## 11. ERRORS, INACCURACIES, AND OMISSIONS

Occasionally there may be information on our Platform containing typographical errors, inaccuracies, or omissions relating to service descriptions, charging station specifications, pricing, availability, and other information. We reserve the right to correct errors, inaccuracies, or omissions, and to change or update information or cancel bookings if information is inaccurate at any time without prior notice, including after you have submitted a booking or initiated a charging session.

This right extends to charging rates, platform fees, station locations, charger specifications, estimated charging times, and any other information. If you were charged an incorrect amount due to pricing error, we will correct the charge and either refund overpayment or request additional payment for underpayment. For significant underpayment due to our error, we may work with you to arrange fair resolution.

We undertake no obligation to update, amend, or clarify information except as required by law. No specified update or refresh date should be taken to indicate all information has been modified or updated. Information displayed is subject to change at any time without notice.

## 12. PROHIBITED USES

In addition to other prohibitions, you are prohibited from using the Platform or Services:

- a) For any unlawful purpose or to solicit others to perform or participate in unlawful acts (fraud, money laundering, theft)
- b) To violate any international, federal, state, or local laws, regulations, rules, or ordinances (consumer protection, privacy, data protection, payment processing, intellectual property)
- c) To infringe upon or violate our intellectual property rights or others' (no copying, modifying, distributing, selling, leasing any part of Services or software without express written permission; no reverse engineering or source code extraction attempts)
- d) To harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate (zero tolerance for discrimination, hate speech, or harassment)
- e) To submit false or misleading information or impersonate another person or entity (all information must be accurate and truthful)
- f) To upload or transmit viruses, malware, or malicious code that will affect functionality or operation of Services, other websites, or the internet
- g) To collect or track others' personal information without consent (no scraping, mining, or harvesting data for commercial purposes or to build competing services; no automated systems or software to extract data without express written permission)
- h) To spam, phish, pretext, spider, crawl, or scrape our Platform or use automated systems (robots, spiders, offline readers) that send more requests than a human could reasonably produce
- i) To interfere with, disrupt, or create undue burden on Services or connected networks (no overwhelming systems with requests, denial-of-service attacks, or degrading performance for other users)
- j) For any unauthorized commercial purpose (reselling charging services, operating competing platform, using our data for business intelligence without permission)
- k) To create multiple accounts for abusing promotions, circumventing booking limits, or engaging in manipulation or fraud (each user permitted one account for personal use only)

## 13. LIMITATION OF LIABILITY

To the fullest extent permitted by law, in no case shall Trevia EV, our directors, officers, employees, affiliates, agents, contractors, suppliers, service providers, or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability, or otherwise, arising from your use of Services or any products or services procured using our Services, or for any other claim

related to your use of Services, including errors or omissions in content, or any loss or damage from use of Services or content posted, transmitted, or made available via Services.

This limitation applies even if we have been advised of the possibility of such damages. Some jurisdictions do not allow limitation or exclusion of liability for incidental or consequential damages, and in such jurisdictions, our liability shall be limited to the maximum extent permitted by law.

**In particular, we are not liable for:**

- Damages caused by charging station malfunctions, electrical issues, or equipment failures (owned and operated by third-party operators)
- Losses from payment processing errors, bank declined transactions, insufficient funds, or payment-related issues outside our control
- Data loss, security breaches, or unauthorized account access resulting from your failure to secure password or device, sharing credentials, or responding to phishing attempts

The maximum total liability of Trevia EV for any claims shall not exceed the greater of ₹100 or the amount you paid us for services in the three months preceding the event giving rise to the claim.

#### 14. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless Trevia EV and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, suppliers, and charging station partners from any claim or demand, including reasonable attorneys' fees and legal costs, made by any third party due to or arising out of:

- Your breach of these Terms or incorporated documents
- Your violation of any law or third-party rights
- Your use or misuse of our Services
- Any content you submit or transmit through our Services
- Any damage you cause to charging equipment or property
- Your violation of charging station operators' or other users' rights
- Your fraud or willful misconduct

This includes but is not limited to claims from:

- Negligent use of charging equipment resulting in damage
- Provision of false information during registration or use
- Fraudulent activities or payment disputes
- Violation of intellectual property or privacy rights
- Posting defamatory, abusive, or illegal content
- Harassment or discrimination
- Unauthorized use or access to systems or networks

We reserve the right to assume exclusive defense and control of any matter subject to indemnification by you, and you will cooperate with us in asserting available defenses. You will not settle any claim affecting us without our prior written consent.

This indemnification obligation will survive termination of these Terms and your use of Services.

## 15. SEVERABILITY

In the event that any provision of these Terms is determined to be unlawful, void, or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by law. The unenforceable portion shall be severed from these Terms, and such determination shall not affect the validity and enforceability of remaining provisions.

If any provision is found invalid or unenforceable, we and you agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and other provisions shall remain in full force and effect. The severed provision will be replaced by a valid and enforceable provision closest to expressing the intent of the original provision.

No waiver of any term shall be deemed a further or continuing waiver of such term or any other term, and our failure to assert any right or provision shall not constitute a waiver of such right or provision.

## 16. TERMINATION

The obligations and liabilities of the parties incurred prior to termination shall survive termination for all purposes. These Terms are effective unless and until terminated by either you or us.

### **(a) Termination by You:**

You may terminate these Terms at any time by discontinuing use of Services and deleting your account through account settings or by contacting us at [admin@treviaev.in](mailto:admin@treviaev.in). Upon termination, you will immediately cease all use of Services. Any fees or charges incurred up to termination date remain payable, and you are responsible for settling outstanding balances.

### **(b) Termination by Us:**

If in our sole judgment you fail, or we suspect you have failed, to comply with any term or provision of these Terms, we may terminate this agreement at any time without notice. Upon such termination, you remain liable for all amounts due up to and including the date of termination. We may also suspend or restrict your access temporarily or permanently if we suspect fraudulent activity, abuse of platform, or repeated policy violations.

### **Specific circumstances that may lead to immediate termination:**

- Providing false information during registration or use
- Engaging in fraudulent transactions or payment chargebacks
- Abusing promotions or circumventing our systems
- Harassing other users, staff, or charging station personnel
- Causing intentional damage to charging equipment
- Repeated Terms violations despite warnings
- Using Services for illegal purposes
- Posing a security risk to platform or other users

Upon termination, we will deactivate your account and you will lose access to account data, charging history, and any unused credits or promotional balances unless otherwise required by law. Provisions that by their nature should survive termination shall survive, including ownership provisions, warranty disclaimers, indemnity obligations, limitations of liability, dispute resolution provisions, and obligations related to outstanding payments.

We reserve the right to refuse service, terminate accounts, or cancel bookings in our sole discretion without notice or liability. If we terminate your account for cause, we may prohibit you from creating new accounts in the future.

#### 17. ENTIRE AGREEMENT

These Terms, together with our Privacy Policy and any other policies, guidelines, or rules posted on our Platform or referenced herein, constitute the entire agreement and understanding between you and Trevia EV regarding your use of Services. They supersede all prior or contemporaneous communications, agreements, understandings, and arrangements, whether electronic, oral, or written. If there is any ambiguity in interpretation of these Terms, it will not be interpreted against the drafting party.

#### 18. GOVERNING LAW

These Terms and any agreements related to the provision of services shall be governed by and construed in accordance with the laws of India, with jurisdiction in Hyderabad, Telangana.

#### 19. CHANGES TO TERMS OF SERVICE

We reserve the right to update or modify these Terms at any time without prior notice. It is your responsibility to review the Terms regularly for any changes. Your continued use of the service following any changes to these Terms will be considered acceptance of those changes.

For material changes that substantially affect your rights or obligations, we will provide prominent notice through one or more of the following methods:

- Email to the address associated with your account
- In-app notification requiring acknowledgment
- Website announcement
- Required review and acceptance before continued use

We will generally provide at least 30 days' advance notice for material changes. If you do not agree with changes, you should stop using Services and may delete your account. Continued use after changes become effective constitutes acceptance of the revised Terms.

#### 20. CONTACT INFORMATION

For any questions or inquiries about these Terms of Service, please contact us at:

**Email:** [admin@treviaev.in](mailto:admin@treviaev.in)

**Grievance Officer:**

Name: John Kiran Garapati  
Designation: Director & CEO  
Email: [admin@treviaev.in](mailto:admin@treviaev.in)