

GET ENERGY

COOKIE POLICY

Effective date: 07 July 2026

ŞARJAL TİCARET ŞİRKETİ LİMİTED

Registration No.: MŞ28752

e-Company No.: 102944933544

Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, TRNC

This Cookie Policy governs the use of cookies and similar technical tools on the website, rental web pages, payment pages, mobile and other digital interfaces of the Get Energy service. The document applies together with the Privacy Policy, Terms of Service, Rental Policy, Pricing Rules, Refund Policy, Payment and Automatic Charges Policy, and other Get Energy documents published for users.

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1. General provisions

This Cookie Policy explains which technical tools may be used in Get Energy digital services, for what purposes they are used, how a user can manage such tools and how the related information is connected with the processing of personal data.

This Policy forms part of the general package of user and legal documents of Get Energy. Where information obtained through cookies or similar technical tools can directly or indirectly identify a user, such information is processed in accordance with the Get Energy Privacy Policy.

Use of the website, rental web page, payment page, page opened after scanning a QR code, mobile application or any other Get Energy digital interface means that the user has had the opportunity to review this Policy. For non-essential categories of cookies, the user's consent is requested separately where such consent is required by applicable rules or by the service configuration.

2. Company details

The operator of the Get Energy service is ŞARJAL TİCARET ŞİRKETİ LİMİTED, a company registered in the Turkish Republic of Northern Cyprus.

Company registration number: MŞ28752. e-Company No.: 102944933544. Registered address: Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, TRNC.

Questions concerning the use of cookies, data processing and the exercise of user rights may be sent by e-mail to: info@getenergy.energy.

3. Scope of application

This Policy applies to all digital points of interaction between the user and Get Energy, including the Get Energy website, rental web pages, payment pages, support pages, pages opened after scanning a QR code on a station, the mobile application, and other pages or interfaces through which the user accesses the portable charger rental service.

This Policy applies both to registered users and to users who use the service in guest mode without mandatory account registration.

This Policy does not govern the use of cookies on third-party websites, applications or interfaces that are not owned by Get Energy, even where such websites or interfaces are opened through a link from the Get Energy service. The documents of the relevant third parties apply to such third-party resources.

4. What cookies are

Cookies are small text files or similar technical records stored on a user's device when the user visits a website, uses a rental web page, proceeds to a payment page or interacts with other digital services.

Such files help distinguish one device or session from another, ensure the correct operation of the website, save user-selected settings, improve security, process payments, prevent technical errors and improve the quality of the service.

For the purposes of this Policy, the term "cookies" also includes similar technical tools where they are used for comparable purposes: session identifiers, browser local storage, security technical tags, visit measurement pixels, technical event logs and other tools necessary for the operation of the digital service.

5. Why Get Energy uses cookies

Get Energy uses cookies not as a purpose in themselves, but as a technical tool to ensure reliable and secure operation of the rental service. Without certain strictly necessary cookies it may be impossible to correctly open a rental page, process station selection, confirm the start of rental, proceed to payment, protect against repeated actions or complete a payment operation.

Cookies may be used for the following purposes:

- ensuring the operation of the website, rental web pages and payment pages;
- maintaining a single technical rental session after scanning a QR code;
- saving the selected language, region, currency or other settings, where available to the user;
- ensuring payment security and protection against fraud;
- preventing repeated actions, duplicate payments or incorrect rental starts;
- analysing technical errors, page availability and service quality;
- obtaining anonymised or aggregated statistics on the use of digital interfaces;
- complying with the requirements of payment organisations, the acquiring bank and payment systems.

6. Categories of cookies

Get Energy may use several categories of cookies. Some of them are strictly necessary for the operation of the service, while others may be used only with the user's consent or where the relevant settings are enabled.

The main categories include strictly necessary technical cookies, security cookies, payment-related cookies, user preference cookies, analytics cookies and third-party cookies, where they are used for payments, service protection, analytics or user support.

If the user disables non-essential categories of cookies, the core rental function may remain available, but certain website elements, analytics, saving of settings, personalised notifications or auxiliary functions may operate with limitations.

7. Strictly necessary technical cookies

Strictly necessary technical cookies are required for the website and rental web pages to open, display and operate correctly. They support navigation, the transmission of technical commands, preservation of page state and protection against accidental loss of data when moving between rental steps.

Such files may include technical session identifiers, data about the selected station, temporary information about the selected tariff, information that the user accessed the rental page through a specific QR code and other data necessary to perform the user's current action.

These files are not used for independent advertising profiling. Disabling them may make it impossible to correctly start a rental, open a payment page or complete a technical operation.

8. Security and fraud prevention cookies

Get Energy may use technical files and event logs to protect users, payments, equipment, rental stations and the digital infrastructure.

Such tools may help detect suspicious actions, repeated payment attempts, inconsistencies between the selected station and the payment operation, technical errors, attempts to bypass rental rules, and actions that may indicate fraud or unauthorised use of the service.

Security cookies may contain technical information such as the IP address, time of access to the page, browser and device information, payment redirect status, station marker, result

of payment operation verification and information about unsuccessful attempts to perform an action.

9. Payment-related cookies

When paying for a rental, placing a temporary hold, making automatic charges, refunding a payment, releasing a temporary hold or handling a bank dispute, technical files and identifiers may be used to properly connect the Get Energy page, the acquiring bank, payment provider, payment system and the user's bank.

Get Energy does not store the full bank card number or card security code in cookies. Card data is processed by payment organisations and banks in accordance with their own security rules.

Payment pages may use files necessary for payment confirmation, 3D Secure verification, prevention of repeated charging, linking a payment to a particular rental and returning the user to the Get Energy page after the payment operation is completed.

10. Preference and convenience cookies

Preference cookies help save parameters selected by the user so that, on the next visit to the website or rental page, the user does not need to select the same settings again.

Such settings may include interface language, region, preferred currency, consent or refusal of non-essential cookies, selected display options for certain website elements and other settings where they are available in the Get Energy interface.

Disabling such files usually does not block the core ability to rent equipment, but may result in the settings being requested again.

11. Analytics cookies

Analytics cookies help Get Energy understand how users interact with the website, which pages are opened more frequently, at which steps technical difficulties occur, how quickly pages load and which interface elements require improvement.

Get Energy aims to use analytics data primarily in aggregated or anonymised form. Such data helps improve service quality, reduce the number of rental errors, simplify the payment process and increase user convenience.

Where analytics cookies are not strictly necessary for the operation of the service, they are used in accordance with the settings selected by the user and the requirements of applicable rules.

12. Advertising and marketing cookies

Get Energy may use advertising or marketing cookies only to the extent necessary to inform users about the service, promotions, partner offers or to improve advertising campaigns, and only in compliance with applicable requirements concerning user consent.

Such cookies are not required for equipment rental. The user may refuse their use through cookie settings, browser settings or other available management tools.

Get Energy does not use marketing cookies to prevent a user from accessing the core rental service. Refusal of marketing cookies does not affect the user's right to use the service, provided the rental and payment rules are complied with.

13. Third-party cookies

In certain cases, cookies or similar tools of third parties may be used in Get Energy digital services. This may occur when payment providers, the acquiring bank, payment systems, fraud prevention services, analytics systems, cloud infrastructure, support services or other technical contractors are connected.

Third parties may independently determine the rules for the use of their own cookies as part of the services they provide. If the user goes to a third-party page, for example a bank or payment page, data processing on that page is governed by the rules of the relevant third party.

Get Energy seeks to select providers that apply reasonable information protection measures and use data only for purposes related to the provision of the corresponding service.

14. Retention period

The retention period for cookies depends on their category and purpose of use. Some files operate only during the current session and are deleted after the browser is closed or the operation is completed. Others may remain longer in order to remember user settings, confirm previously selected parameters or provide fraud protection.

Get Energy does not retain cookies longer than necessary for the relevant purpose. If the technical architecture of the service changes, retention periods for individual files may change, but such changes must be consistent with this Policy and the Privacy Policy.

The user may independently delete stored cookies through browser or device settings. Deletion may reset settings and require repeated confirmation of certain actions.

15. User consent

Strictly necessary technical cookies may be used without separate user consent because they are required for the operation of the website, rental web pages, payment page, service security and execution of the user's request.

Non-essential categories of cookies, including analytics and marketing cookies, may be used on the basis of the user's consent where such consent is required by applicable rules or by the selected configuration of the service.

If the Get Energy interface provides a cookie management window, the user may accept all categories, reject non-essential categories or change the settings. Consent may be withdrawn by changing cookie settings or deleting the relevant files in the browser.

16. Cookie management

The user may manage cookies in several ways: through settings displayed in the Get Energy interface, through browser settings, through mobile device settings and by deleting previously saved files.

Browser settings usually allow the user to block new cookies, delete existing cookies, receive a notification before cookies are stored, or block third-party cookies.

If the user uses several devices or browsers, the settings must be changed separately on each device and in each browser.

17. Blocking or deleting cookies

The user has the right to block or delete cookies. However, full blocking of all cookies may affect the operation of the Get Energy website and service.

If strictly necessary technical files are blocked, the following may become unavailable: opening the rental page after scanning a QR code, saving the selected station, proceeding to payment, confirming the payment result, returning the user after 3D Secure verification, processing cancellation of an operation or technically completing a rental.

Get Energy is not responsible for the inability to perform certain functions where such inability is caused by the user independently blocking technically necessary cookies or similar tools.

18. Web rental without mandatory registration

The Get Energy service may be provided in a web format without mandatory prior account registration. The user may start a rental by scanning a QR code, opening a rental web page, selecting an available payment method and confirming the rental terms.

In such guest mode, cookies and similar technical tools may be used to maintain the current rental session, connect the payment operation with the selected station, display the status of the operation and prevent duplicate actions.

The absence of an account does not mean that no technical data is processed. Even without registration, Get Energy may process data necessary for page operation, security, payment, refunds, dispute handling and confirmation of the fact of rental.

19. QR codes and station pages

A QR code on a station or on equipment may contain a technical link, station identifier, rental location identifier or another technical parameter required to open the correct rental page.

After a QR code is scanned, the Get Energy website or web page may store temporary technical information necessary for the user to complete the rental process at the selected station.

Such information is used for the technical connection between the station, payment operation and equipment release. It is not intended for independent advertising profiling of the user.

20. Payment pages and 3D Secure

To pay for a rental, the user may be redirected to a payment page of an acquiring bank, payment provider, payment system or other payment service provider. Such pages may use their own cookies and technical tools.

During 3D Secure verification, technical identifiers may be used to confirm the payer's identity, protect the card, verify the transaction and return the user to the Get Energy page after verification is completed.

Get Energy does not control all cookies used by a bank, payment provider or payment system on their own pages. The user should review the relevant documents of such organisations if the payment page belongs to a third party.

21. Mobile devices

When using the Get Energy service from a mobile device, cookies and similar tools may be stored in the mobile browser or in secure storage available to the relevant application or web interface.

If the user pays for a rental using Apple Pay or Google Pay, the relevant payment services may apply their own technical tools necessary for payment confirmation and security. Get Energy does not receive the full bank card number when such payment services are used.

The user may manage some settings through the mobile browser, device settings, payment service settings or settings of the relevant application, where such functionality is available.

22. Browser local storage and similar tools

In addition to cookies, Get Energy digital services may use browser local storage or similar technical tools. They help temporarily store information necessary for correct page operation, such as the status of the current action, selected settings or technical page parameters.

Such tools are used for purposes comparable to cookies and are governed by this Policy to the extent they are used in the Get Energy service.

The user may clear such data through browser settings. The consequences of clearing it may be similar to deleting cookies: settings may be reset, the current session may end, and it may become necessary to reopen the page or reconfirm certain actions.

23. Technical event logs

Regardless of cookies, Get Energy may maintain technical event logs necessary for security, error diagnostics, accounting for payment operations, prevention of fraud and investigation of disputed situations.

Such logs may include the date and time of an event, IP address, device type, browser information, technical page status, station identifier, payment operation status and information about technical errors.

Technical event logs are stored for the period necessary for the relevant purpose, including performance of the contract, handling of requests, payment refunds, bank disputes, fraud protection and compliance with legal requirements.

24. Transfer of data to third parties

Data obtained through cookies and similar technical tools may be transferred to third parties only to the extent necessary for the operation of the Get Energy service, payment processing, security, technical support, analytics or compliance with legal requirements.

Such third parties may include banks, payment providers, payment systems, cloud infrastructure providers, technical support providers, analytics solution providers, information security specialists, accounting and legal advisers, and public authorities where there are legal grounds.

Get Energy does not transfer data to third parties for purposes incompatible with this Policy, the Privacy Policy and the user documents of the service.

25. International processing

Due to the use of cloud infrastructure, payment services, analytics tools or technical contractors, data related to cookies may be processed outside the Turkish Republic of Northern Cyprus.

Such processing is carried out to the extent necessary for the functioning of the service, payment processing, system protection, technical support and improvement of service quality.

Get Energy takes reasonable measures to ensure that such processing is carried out with due regard to applicable security and confidentiality requirements.

26. Data protection

Get Energy applies organisational and technical measures aimed at protecting information obtained through cookies and similar technical tools.

Such measures may include a secure connection, access restrictions, technical logging, access rights control, backup, monitoring of technical errors, protection of payment redirects and use of fraud prevention tools.

Despite the measures taken, the user should take into account that security also depends on the user's device, browser, payment instrument, communication network and compliance with basic digital security rules.

27. User rights

If information related to cookies directly or indirectly allows the user to be identified, the user may exercise the rights provided by the Get Energy Privacy Policy and applicable law.

The user may request information about data processing, correction of inaccurate data, deletion of data, restriction of processing, withdrawal of consent to non-essential categories of cookies or an explanation of the data processing procedure.

Requests are accepted at the e-mail address specified in the contact details section. Get Energy may request additional information necessary to identify the request, verify its validity and prevent unauthorised access to data.

28. Changes to this Policy

Get Energy may periodically update this Policy if the functionality of the website, rental procedure, payment infrastructure, technical tools used, requirements of payment organisations, legislation or the company's business practice changes.

The new version of the Policy takes effect from the moment it is published on the Get Energy website, unless another effective date is stated in that version.

The user should periodically review the current version of the Policy. Continued use of the service after publication of an updated version means that the user has been informed of the current terms governing the use of cookies.

29. Contact details

Company: ŞARJAL TİCARET ŞİRKETİ LİMİTED.

Registration No.: MŞ28752. e-Company No.: 102944933544.

Registered address: Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, TRNC.

Website: getenergy.energy. E-mail: info@getenergy.energy.

Questions concerning the use of cookies, data processing and the exercise of user rights are accepted in writing at the e-mail address indicated above.

Appendix 1. Categories of cookies and similar technical tools

The table below describes the main categories of cookies and similar technical tools that may be used in Get Energy digital services. The specific list of technical files may vary depending on the website version, payment page, region, selected payment method, user device and connected technical providers.

Category	Main purpose	Consequences of disabling
Strictly necessary technical	Opening the website, operation of the rental page, maintaining the current session, moving between rental steps.	The service may be unavailable or substantially limited.
Security	Protection against fraud, prevention of repeated actions, verification of technical events, payment protection.	Protection may work incorrectly and it may be impossible to complete certain operations.
Payment	Connecting the rental with the payment operation, proceeding to payment, return after 3D Secure verification, prevention of duplicate charges.	Payment, pre-authorisation, refund or payment confirmation may work incorrectly.
Preferences	Saving language, region, currency, selected user settings and consents.	User settings may not be saved.
Analytics	Assessing visits, identifying errors, improving website speed and convenience.	The core rental process usually remains available, but the quality of improvements and diagnostics may decrease.
Marketing	Displaying information offers and evaluating the effectiveness of advertising actions, if this function is enabled.	The core rental process remains available; the user may not receive personalised offers.

Appendix 2. Indicative retention periods

Indicative retention periods depend on the purpose of the file or technical record. Where required by payment organisations, security requirements, accounting or legal grounds, certain technical records may be retained longer if this is necessary to protect the rights and legitimate interests of Get Energy, the user or third parties.

Type of data	Indicative period	Purpose
Session technical files	Usually until the session ends, the browser is closed or the operation is completed.	Maintaining the user's current action.
Preference files	Until settings are changed, deleted by the user or the technical period expires.	Saving selected parameters.
Consent files	Until the user changes the choice or until the setting expires.	Confirming the user's choice regarding categories of files.

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Type of data	Indicative period	Purpose
Payment technical identifiers	For the period necessary to process the payment, refund, dispute or reconciliation.	Matching the payment with the rental.
Security logs	For the period necessary for security, investigation of errors, fraud and disputed situations.	Protecting users, the company, stations and payments.
Analytics data	In aggregated or anonymised form, for the period necessary to analyse service quality.	Improving website operation and correcting errors.

This Cookie Policy is a standalone Get Energy document and applies together with the Privacy Policy and other user documents of the service.