

Privacy statement – bp Mobility Hub

We welcome your interest in the bp Mobility Hub (the “**hub**”). The company responsible for it is BP International Limited (“**bp**”). bp is registered in England with company number 00542515, having its registered office at Chertsey Road, Sunbury on Thames, Middlesex, TW16 7BP.

We take your privacy seriously and want you to understand our practices with respect to the handling of your personal data while you’re at the hub. This privacy statement explains how we do this.

When, how, what, and why we collect your personal data

Through your interaction with the hub, we collect some limited personal data. We use some of the security cameras to collect, store, and process images of visitors to the hub. These images are immediately and automatically blurred so that they cannot identify you or any individual, and these non-identifiable images are then processed in real time and then deleted straight away.

We use these anonymized images to undertake statistical analysis of how customers interact with the hub (for example analysing how customers typically journey through sections of the site including how long they spend at certain sections all of which is done on an aggregated, anonymized basis. This will provide us with information which will help us to improve the service offering of the hub and improve the customer experience.

As the legal basis, we rely on a legitimate business interest to collect and use your personal data in order to process these images for the service improvement purposes described above. We want to reassure you that we do not use facial recognition technology nor do we track, profile, or make automated decision about individuals. The collected personal data is anonymized swiftly and automatically to ensure your privacy.

If you decide to contact us, then you will be asked to submit the limited personal data which is necessary for us to handle your query. This is completely voluntary.

Who do we share your personal data with and where does it go?

Your personal data is stored on site at the hub for a brief period before being anonymized and deleted. Your personal data is stored in accordance with our group-wide [Binding Corporate Rules](#), which guarantee an adequate level of data protection wherever your data is physically kept.

We also use the services of third-party service providers to implement the camera infrastructure and process images. Such third-party providers we appoint must act in accordance with our written instructions when processing your personal data and must protect your personal data in line with the contractually required security measures. Where we store or transfer your personal data to a third-party provider based outside the European Economic Area, we take steps to ensure your personal data is adequately protected.

We have the right to disclose your personal data as required by law, or when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court

order, request from a regulator or any other legal process served on bp. If there is a takeover, sale or purchase of our business, we may disclose your personal data to the new (or prospective) owner of the business.

How long do we keep your information?

We will only hold your information for as long as necessary to fulfil the purposes for which it was collected, before making it non-identifiable or deleting it (as described in this Privacy Statement). The images captured by the cameras are automatically and immediately blurred so that you are not identifiable, and these non-identifiable images are then processed in real time and immediately deleted.

If you send us any 'contact us' messages, we will delete or de-identify these messages once we have finally satisfied your query.

Your rights, complaints and how to contact us

You have the right to object to the processing, access your personal data and ask for it to be rectified or deleted at any later time.

If you have questions relating to the handling of your personal data or wish to exercise your privacy rights, please get in touch with us at MHPrivacyStatement@bp.com .

You also have the right to raise a privacy concern with the Data Protection Authority established in the UK. However, please consider using bp's EU-approved complaint resolution mechanism under our BCRs using the contact address set out above.

Changes to the privacy statement

We may update this privacy statement from time to time and recommend that you revisit it on occasion to see the latest version.

This statement was last updated in October 2020.