

At Bolt, we are focused on making cities for people. To do this, we offer a number of alternative transport solutions including shared cars, e-bikes and scooters (together, **‘Vehicles’**). These Vehicles generate and transmit data to Bolt’s servers when you book or use them. We may use this data to operate the Bolt services, ensure safety, improve performance, and develop new mobility solutions.

**Date when this Notice was last updated:** 12 September 2025

## 1. About this Information Notice

**Bolt Operations OÜ**, with its registered office at Vana-Lõuna tn 15, 10134 Tallinn, Estonia (‘Bolt’, ‘We’, or ‘Us’) and its group companies, as a **data holder**, is obliged under the **EU Data Act (Regulation (EU) 2023/2854)** to provide you (‘Customer’, ‘You’, or ‘Recipient’) with clear information about what data is generated when you use Bolt Vehicles during your rides (‘**Data**’), how you can access this data, and how it may be shared with you or your representative(s).

This Information Notice should be read in combination with all terms and conditions, guidelines, privacy notices and policies that apply to your use of the Bolt services as are made available for your market [here](#).

Please note that this notice relates primarily to **non-personal data** collected through your use of the Vehicles. For information on the processing of personal data, please refer to our Privacy Notice for Bolt Drive available [here](#) and for Micro-mobility available [here](#).

## 2. Types of Data Generated when you use Vehicles

When you create an account with Bolt, we collect both your **personal** and **non-personal data**:

- **Personal data** - is processed in accordance with applicable data protection regulations, including the EU General Data Protection Regulation (“GDPR”) and is set out in more detail in our Privacy Notices.
- **Non-personal data** - includes technical information related to the Vehicle usage and we have outlined in the table below what categories of Data are collected and when.

| Vehicle Type      | Data Category                | Data                                 | Collection Frequency |
|-------------------|------------------------------|--------------------------------------|----------------------|
| Scooters, e-bikes | Operational & Telemetry Data | Location & Movement:                 | During the ride      |
|                   |                              | GPS coordinates, speed, and altitude |                      |
|                   |                              | Scooter State                        | Continuous           |
|                   | Device Health & Diagnostics  | Battery & Power                      | Continuous           |
|                   |                              | Connectivity                         | Continuous           |
|                   |                              | Firmware                             | Continuous           |

|                        |                                             |                                                                                    |                            |
|------------------------|---------------------------------------------|------------------------------------------------------------------------------------|----------------------------|
|                        | <b>cs</b>                                   | & Hardware Info                                                                    | s                          |
|                        |                                             | Error & Restart Data                                                               | Continuous                 |
|                        | <b>Ride, Usage &amp; Environmental Data</b> | Ride Summary: Trip mileage                                                         | During the ride            |
|                        | <b>High-Frequency Diagnostic Ride Data</b>  | High-Frequency Sensor Data                                                         | Continuous                 |
|                        |                                             | User Input Telemetry                                                               | During the ride            |
|                        |                                             | Detailed Electrical Data                                                           | Continuous                 |
| <b>Bolt Drive cars</b> | <b>Location data</b>                        | Speed, Altitude, Location                                                          | During the ride            |
|                        | <b>Vehicle state</b>                        | Door locked/unlocked, Opened doors/windows, External voltage, Dashboard indicators | Continuous                 |
|                        | <b>Harsh driving events</b>                 | Acceleration, Braking, Cornering                                                   | During the ride            |
|                        | <b>Vehicle report</b>                       | Location, Issue categories, Issue description                                      | Continuous and event-based |

Please note, that while the Data listed in the table above is considered non-personal by nature, it may become personal data when it is linked to identifiable information within a Bolt account, such as your name, email, or phone number. Where Data may be considered as personal data, Bolt handles such data in accordance with applicable privacy laws and the EU Data Act.

## 2. Data Storage and Estimated Volume

Data may be stored on the Vehicles itself or transmitted securely to Bolt's backend systems,

which are hosted on cloud servers located within the **European Union**. Data is retained only for as long as necessary for service delivery and legal obligations.

The volume of Data generated depends on the Vehicle's type, trip length, frequency of use, and connectivity conditions. On average, a typical trip generates a small dataset (measured in kilobytes), though volumes may be higher for longer or frequent rides.

For information concerning the retention of personal data, please refer to our Privacy Notice for Bolt Drive available [here](#) and for Micro-mobility available [here](#).

### 3. Data Access Rights

Under the EU Data Act, you have the right to:

- **Access your data:** You can request the Data in a machine-readable format, which we oblige to provide without undue delay.
- **Third-party sharing:** You may instruct Bolt to share the Data with a third party of your choice.
- **Deletion:** You may request deletion of the Data, where possible. In some cases, we may anonymise the Data instead of deleting it where full erasure is not technically possible. We may still retain some of your personal data generated during your rides by Vehicles as set out in our Privacy Notice for Bolt Drive available [here](#) and for Micro-mobility available [here](#).
- **Complaint:** You may lodge a complaint with the competent authority in your country if you believe your rights under the EU Data Act have not been respected.

You can exercise your rights by contacting our Customer Support Team in the Bolt App when you go to the main menu and tap 'Support' or via email [privacy@bolt.eu](mailto:privacy@bolt.eu).

### 4. Permissible use and Sharing of Data

You may use the Data for any lawful purpose and/or share the Data freely subject to the following limitations:

- You should not undertake or engage in using the Data to develop a connected product that competes with the Vehicles, nor share the Data with a third party for that purpose.
- You should not undertake or engage in using the Data to derive insights about the economic situation, assets and production methods of Bolt.
- You should not undertake or engage in using coercive means or abuse gaps in the Bolt's technical infrastructure which is designed to protect the Data in order to obtain access to the Data.
- You should not undertake or engage in sharing the Data with a third-party considered as a gatekeeper under Article 3 of Regulation (EU) 2022/1925.

### 5. Additional Information

This Notice is part of Bolt's contractual framework with users. Further information on the duration of your rental agreement, termination conditions, and other terms of service can be found in [Bolt's Terms & Conditions for e-vehicles](#) and [Bolt's Terms & Conditions for Bolt Drive](#).

For details on how Bolt processes personal data under GDPR, please refer to our Privacy Notice for Bolt Drive available [here](#) and for Micro-mobility available at [here](#).