LEGAL

# Acceptable Use Policy

Last updated: 13 October 2026

This policy governs use of the LotGrids EV charging marketplace — the map app, Grid portal and Partners portal — by drivers, fleets, charger owners and location partners.

## 01 Scope & Publication

This policy applies to every participant in the LotGrids marketplace: map app users (signed-in and anonymous), fleet owners and their fleet drivers, charger owners and their attendants, and location partners. It governs use of `map.lotgrids.com`, `grid.lotgrids.com`, `partners.lotgrids.com`, and the underlying API.

The policy is published at the following locations:

| Purpose | URL |
|---|---|
| Canonical web version | lotgrids.com/legal/acceptable-use |
| Direct PDF download | lotgrids.com/legal/lotgrids-aup-2026.pdf |
| Short redirect (collateral, decks, printed material) | lotgrids.com/aup |
| Convenience redirect | lotgrids.com/policy |

It is linked from each portal: the map app's navigation drawer/footer, the Grid portal's sidebar footer, and the Partners portal's API documentation tab and wallet-funding screen (the latter alongside the 5% invoicing fee and funding-verification terms in Section 7).

## 02 Definitions

**Platform**
The LotGrids marketplace, comprising the map app, Grid portal, Partners portal, and API.

**Charger Owner**
A partner who owns one or more physical chargers, which may span multiple locations.

**Location Partner**
A partner who owns or manages a physical site hosting one or more chargers.

**Attendant**
A delegate of a Charger Owner with session-handling access, capped at four per owner.

**Fleet Owner**
A partner who manages a roster of Fleet Drivers, funds a Fleet Wallet, and may integrate via the API.

**Fleet Driver**
An individual identified by email who charges against a Fleet Wallet rather than paying directly, with no account of their own.

**Driver**
Any individual using the map app to find, start, and pay for a charging Session, signed in or anonymous.

**Session**
One charging event from quote through completion and settlement.

**Sandbox / Test Mode**
A structurally separate environment and dataset used for integration testing; Sandbox funds and activity never affect live balances, revenue, or incentive programs.

**Payout**
The periodic settlement of a Charger Owner's or Location Partner's earnings, staged for review before transfer.

---

## 03 Account Eligibility & Provisioning

Map app accounts are self-serve (email/password or Google sign-in); anonymous use is permitted for charging and payment but is ineligible for referral rewards or loyalty points.

Every other account type — Fleet Owner, Charger Owner, Location Partner, Attendant, and LotGrids staff — is provisioned directly by LotGrids. There is no self-serve signup for these roles. A temporary password is issued once at creation, together with an automated welcome email and password-reset link. Partners are responsible for safeguarding their credentials and must notify LotGrids promptly of any suspected unauthorized access.

Fleet Drivers are added by their Fleet Owner by name and email; they do not hold an independent account and must be removed by the Fleet Owner when no longer entitled to charge against that fleet.

---

## 04 Charger Owner, Location Partner & Attendant Obligations

Charger Owners and Location Partners must:

- Keep charger and location listings (status, pricing, connector availability) accurate and current.
- Honor the posted price per kWh, which may not be set below LotGrids' published power-cost floor.
- For chargers without an automated completion signal, confirm Session completion and final kWh dispensed promptly and accurately through the Grid portal's manual charge request queue.
- Keep bank account and payout contact details current, and respond to a payout notice within a reasonable time.
- Not falsify, inflate, or otherwise misreport kWh dispensed or Session outcomes.

Attendants act under a Charger Owner's authority and are bound by the same Session-handling obligations above. A Charger Owner remains responsible for its attendants' conduct and may have at most four active at one time.

---

## 05 Fleet Obligations

Fleet Owners must:

- Ensure every Fleet Wallet funding request corresponds to a real, verifiable payment; submitting a funding request without a matching payment, or disputing a payment after a wallet credit has been confirmed, is a violation of this policy.
- Keep live and test API keys confidential, store them securely, and not share or publish them; a compromised key must be rotated immediately.
- Maintain any configured webhook endpoint in a state able to receive LotGrids' signed delivery (Section 9).
- Keep the Fleet Driver roster current, removing drivers no longer entitled to charge against the fleet promptly.
- Not use Distribute-to-Driver or any API capability to circumvent the wallet-funding verification process in Section 8.

---

## 06 Driver Conduct & Incentive Programs

A Driver may hold only one map app account. Referral and loyalty eligibility assumes one person per account; operating multiple accounts to claim additional rewards is prohibited.

**Drive the Future referral program:** a signed-in Driver's referral code earns a ₦3,000 reward once a referred signup spends at least ₦100,000 within 30 days of signing up.

Status badges (Wood, Bronze, Silver, Gold, Star Elite) are based solely on lifetime qualified referral count and carry no cash value of their own.

Loyalty points are credited per completed Session to signed-in, non-anonymous Drivers. Anonymous charging is permitted for payment but is not eligible for referral rewards or loyalty points, since both require an identified account.

**Prohibited:** self-referral, referring accounts you control, and any transaction structured to reach the ₦100,000 qualifying threshold without a genuine charging need (a "wash" transaction).

---

## 07 Fees & Financial Terms

LotGrids charges no per-Session platform fee. Charger Owners and Location Partners keep the full Session value minus only a power-cost deduction, unless that deduction has been waived for a given partner or payout.

| Fee | Rate | Applies to |
|---|---|---|
| Fleet wallet invoicing fee | 5% | Every live Fleet Wallet funding, deducted before the net amount is credited |
| Power-cost deduction | LotGrids' published ₦/kWh rate | Charger Owner / Location Partner Session earnings, unless waived |
| Per-Session platform fee | None | — |

Both deductions are automatic and are not billed as a separate line item; this section constitutes their disclosure. The power-cost rate and any partner-level waiver are set by LotGrids staff and may change from time to time.

---

## 08 Payments, Settlement & Payouts

Session payment is taken by whichever method applies to the Driver: a Fleet Driver's Fleet Wallet sub-balance, or a hosted card checkout for all other Drivers. LotGrids does not store card or bank credentials; card payments are processed by LotGrids' payment gateway provider.

Fleet Wallet funding follows a request-and-confirm process: a Fleet Owner requests a credit, and LotGrids staff confirm it with a payment-proof reference once the corresponding payment has actually landed. A Fleet Owner cannot credit a live Fleet

Wallet directly or instantly; Sandbox wallets may be funded instantly for testing, with no real value.

Charger Owner and Location Partner Payouts are staged periodically, not paid instantly, through a four-stage cycle:

1. **Staged** — earnings are compiled for review; staff may correct kWh or pricing errors.
2. **Notice sent** — the partner is emailed the payout amount and a breakdown of covered Sessions.
3. **Confirmed** — staff confirm the payout once the off-platform bank transfer is complete, attaching proof.
4. **Paid** — the cycle closes.

A partner who believes a Payout notice is incorrect should contact LotGrids before the transfer is confirmed; LotGrids maintains internal tooling to investigate and correct a payout at the staged or notice-sent stage.

---

## 09 API & Integration Terms

Fleet Owners may integrate programmatically using a live or test API key, issued and rotated from the Partners portal and shown in plaintext only once. Live and test keys operate on entirely separate data; test activity never affects live balances or revenue.

**Permitted via the API:** minting a driver session token, reading charger/connector availability, obtaining a charge quote, starting and confirming a Session, adding/updating/removing drivers, distributing funds from the Fleet Wallet to a driver's sub-wallet, reading the fleet's own wallet balance, and configuring a webhook to receive signed Session-completion events.

**Not permitted via the API, by design:** crediting or funding a live Fleet Wallet. That action is only available through the request-and-confirm process in Section 8.

A Fleet Owner must not attempt to reverse-engineer, probe, or circumvent API authentication or rate limits, or use the API in a manner inconsistent with the documented operations above.

---

## 10 Data Use & Privacy

LotGrids does not store card or bank credentials directly; live payments are handled by LotGrids' payment gateway provider, and partner bank details are used only to execute off-platform Payout transfers.

Access to platform data is scoped by role at the infrastructure level: a partner can read only their own account, location, and financial records; broader access is limited to

LotGrids staff acting in their administrative capacity. Financial records are never writable directly by a partner or Driver — all balance and ledger changes are made exclusively through LotGrids' own systems.

LotGrids collects only the data needed to operate the marketplace described in this policy: account and contact details, charging Session records, payment references, and API usage logs. A fuller description of data collection, retention, and third-party sharing belongs in a separate Privacy Policy, referenced here rather than restated.

## 11 Prohibited Conduct

In addition to the role-specific obligations above, no participant may:

- Create or control multiple Driver accounts to claim additional referral or loyalty rewards.
- Self-refer, or refer accounts under common control, for the Drive the Future program.
- Structure or stage transactions solely to reach the ₦100,000 referral qualifying threshold (wash transactions).
- Share, publish, or use another party's API key, or attempt to reverse-engineer or bypass API authentication.
- Falsify or misreport a manual Session's completion status or kWh dispensed.
- Submit a Fleet Wallet funding request not backed by a real, verifiable payment, or circumvent the request-and-confirm funding process by any means.
- Attempt to gain access to another participant's account, data, or financial records.
- Use the platform, API, or any LotGrids service for an unlawful purpose.

## 12 Enforcement, Suspension & Termination

LotGrids may, at its discretion and proportionate to the conduct involved, warn, suspend, or terminate any account found to violate this policy, and may withhold or reverse a Payout, wallet credit, or incentive reward obtained through a violation. Where conduct may be unlawful, LotGrids may also report it to the relevant authorities.

A partner or Fleet Owner whose account is suspended or terminated remains responsible for amounts already owed to LotGrids, and LotGrids remains responsible for settling any Payout already confirmed and in transit at the time of suspension.

## 13 Changes to This Policy

LotGrids may update this policy from time to time. A material change — particularly to fees, the referral/loyalty program, or API terms — will be communicated to affected

partners by email and/or an in-portal notice ahead of taking effect. The version at lotgrids.com/legal/acceptable-use is always the current one; continued use of the platform after a change takes effect constitutes acceptance of the updated policy.

---

## 14 Governing Law & Contact

This policy is governed by and construed in accordance with the laws of the Federal Republic of Nigeria. The Platform is operated by **LOTGRIDS LIMITED** ("LotGrids").

Questions about this policy, or to report a suspected violation, contact founders@lotgrids.com.