

Special terms and conditions of Europcar's business offer

1. PREAMBLE

EUROPCAR IB, S.A., a Spanish company with registered address at Avda. del Partenón 16-18, 28042 Madrid, registered in the Mercantile Registry of Madrid under number A-28364412 (hereinafter "**Europcar**") grants these special terms and conditions with regard to Europcar's business offer (hereinafter the "Special Conditions").

These Special Conditions are agreed between Europcar and any company wishing to take advantage of Europcar's business offer (hereinafter the "**Offer**") (hereinafter the "**Business Customer**"). These Special Conditions shall take effect from the date the Business Customer registers on-line for the Offer.

Europcar reserves the right to amend these Special Conditions at any time, provided that the provisions of national public order applicable to contracts in force are complied with. These Special Conditions can be consulted, in English/Spanish, at any time on the website <https://www.europcar.com/business/register-online>

2. PURPOSE

The purpose of these Special Conditions is to define the conditions and modalities of the Offer, its conditions and the conditions of application; the Offer allows the legally authorised representative of the Business Customer and any of its employees (hereinafter individually the "**Beneficiary**" and collectively the "**Beneficiaries**") to rent a vehicle at a reduced rate for professional and/or personal use, from the date on which the legally authorised representative of the Business Customer registers on-line for the Offer.

3. CONDITIONS

The following cumulative conditions must be met to enjoy the Offer:

3.1 Have authorisation to create an on-line account and create an on-line account

3.1.1. The following cumulative criteria are mandatory so as to be authorised to create an on-line account:

- to be the legally authorised representative of a company,
- to exercise a professional activity,
- to have a SIRET registration, VAT or Corporate Tax Id (CIF) number;
- to have a valid, working professional email address;

3.1.2. To create an on-line account:

The duly authorised legal representative of the Business Customer must register on-line and create an account via the Internet, at <https://www.europcar.com/business/register-online>, by completing the Europcar on-line registration form in full.

In this respect, the duly authorised legal representative of the Business Customer must answer a question relating to the calculation of their annual vehicle rentals. The reduced rate granted by Europcar (as set out in more detail in Clause 6.3 of these Special Conditions) shall be the result of this calculation and may be reviewed, if Europcar deems it appropriate, after a period of twelve (12) months, in addition to the car rentals actually booked by the Business Customer and its Beneficiaries during one year (as set out in more detail in Clause 6.3 of these Special Conditions).

Once the Business Customer has confirmed their on-line registration, Europcar shall send:

- an electronic acknowledgement of receipt to the Business Customer's business address, which shall result in the Business Customer's final acceptance of the Offer; and
- the special code for the Business Customer's company (hereinafter the "" **Special Code**").

3.2 Be the legal authorised representative of the Business Customer or employee of Business Customer who meets the following criteria:

- be authorised to drive a vehicle in accordance with Europcar's current general rental terms and conditions, which are available on the Internet site <https://www.europcar.com/terms-and-conditions> (hereinafter referred to as

"Europcar's General Rental Terms and Conditions") and with Europcar's current insurance and protection policy, available on the <https://www.europcar.com/terms-and-conditions/insurances-and-protection>, which may be obtained from the entire worldwide network of Europcar rental offices participating in the Offer (hereinafter individually the "Participating Europcar Rental Office" or collectively the "Participating Europcar Rental Offices" as defined in Clause 6.1 of these Special Conditions), and which determine in particular the conditions on how long they have held their driving licence and the means of payment accepted in addition to the category of the vehicle rented;

- have not enjoyed any other reduced Europcar rate by any other means, the benefits of the Offer cannot be used in conjunction with other offers or promotions, unless permitted by Europcar;
- have a valid "accepted" credit card, as indicated on the Europcar website <https://www.europcar.com/terms-and-conditions> hereinafter, the "Accepted Credit Card"), whose data must be encrypted using a secure platform;
- meet these Special Conditions.

3.3 Have read and accepted these Special Conditions, Europcar's General Rental Terms and Conditions, and Europcar's Insurance and Protection Policy.

3.4 Refusal of registration or reduced fee

Europcar reserves the right not to accept the on-line registration of the authorised legal representative of the Business Customer or to refuse permission for a Beneficiary to enjoy a reduced rate if a Beneficiary has a debt with Europcar or has previously breached Europcar's General Rental Terms and Conditions or Europcar's insurance and protection policy in force, or if a Beneficiary does not meet the conditions described in Clause 3 of these Special Conditions.

4. DATE OF ENTRY INTO FORCE AND VALIDITY OF THE SPECIAL CONDITIONS

The Beneficiaries shall be able to enjoy the Offer immediately from the date of on-line registration of the authorised legal representative of the Business Customer for a period of twelve (12) months, this period being renewable at the end of this period for additional periods of twelve (12) months, unless one of the Parties terminates it in accordance with the provisions of Clause 5 "Termination" of these Special Conditions

5. TERMINATION

5.1 Default termination

In the event that either party fails to comply with or observe any of the terms and conditions of these Special Conditions, the aggrieved Party, without waiving any other rights or remedies available to it under these Special Conditions or applicable law, may give notice of the failure to comply to the other party and, in the case of a non-compliance that can be remedied, if the other party fails to remedy the non-compliance within fifteen (15) business days of receipt of such notice, the aggrieved party may close the account with immediate effect.

5.2 Termination by the Business Client - cancellation of the subscription - closure of the account

5.2.1 The Business Customer may send Europcar a request to cancel the subscription at any time to the following address: adm-ventas.es@europcar.com

5.2.2 In the event that these Special Conditions are amended, Europcar shall inform the Business Customer by email to their business email address and the Business Customer may, by sending an email to Europcar at the following address: adm-ventas.es@europcar.com, cancel the subscription and close their account with seven (7) working days' notice. In this case, the account shall be eliminated within fifteen (15) working days.

If the Beneficiaries have enjoyed a reduced rate, Europcar may cancel the reduction of these acquired advantages by issuing a new invoice for any service already provided at the best public rate in force on the day of rental. The Business Customer and its Beneficiaries acknowledge and agree that this transaction shall be made with the Accepted Credit Card. If the Accepted Credit Card does not allow the above-mentioned operation, the Business Customer undertakes to pay the rectified invoice immediately upon receipt.

5.3 Cancellation or suspension of the offer by Europcar

Europcar may cancel or suspend the Offer in the event of a breach of Europcar's General Rental Terms and Conditions, Europcar's current insurance and protection policy or these Special Terms and Conditions of the Europcar Business Offer, in case the account is not used for a period of two (2) years, etc.

In the event of cancellation or suspension of the Offer by Europcar, Europcar shall notify the Business Customer by email within two (2) months prior to the cancellation or suspension of the Offer. Europcar shall make every effort to suggest a similar alternative offer. The Business Customer is not obliged to accept it.

5.3 Effects of Clauses 5.1 to 5.3 included

As a consequence of Clauses 5.1 to 5.3 of these Special Conditions, Europcar shall close the account of the Business Customer within fifteen (15) working days and the Beneficiaries shall not be able to enjoy a reduced rate.

6. SPECIAL OFFER CONDITIONS

These Special Conditions complement Europcar's General Rental Terms and Conditions which remain in force.

In the event of any conflict between these Special Conditions and Europcar's General Terms and Conditions, or any other provisions, the provisions of these Special Conditions shall prevail.

6.1 Europcar rental offices participating in the Offer (referred to above and hereinafter referred to as the "Participating Europcar Rental Offices")

To benefit from a reduced rate, rentals must be made at a Participating Europcar Rental Office. Europcar's offices around the world are participating in the Offer. This includes Europcar branches and franchise offices. Europcar International Partner Alliance offices do not participate in the Offer (this includes offices in the US territory served by Discount and the Canadian territory served by Advantage and any future Partner Alliance).

6.2 How the Offer works

The creation of an account does not guarantee the availability of the vehicles nor does it offer complements of insurance guarantee for the Beneficiaries.

For each vehicle rental, each Beneficiary agrees to comply with these Special Conditions and Europcar's General Terms and Conditions in conjunction with Europcar's insurance and protection policy in force. Each Beneficiary shall sign a rental contract for each vehicle rental. The rules for each vehicle category must be complied with

The number of current car rental agreements is limited to one (1) per Beneficiary.

6.3 Advantages of the Offer

6.3.1 Each Beneficiary, subject to the supply of the introduction of the special Code and, at any of the Participating Europcar Rental Offices, prior to any rental, upon presentation of proof that they are an employee of the Business Customer (e.g. a company business card, company document, etc.), shall enjoy, for each of their rentals during the period mentioned in Clause 4, a public rate reduced from the price of their rental as follows:

- for Business Customers with a volume of less than fifteen (15) vehicle rentals per year:
 - Discount of 5 % (five per cent) on all Europcar rentals;
- For Business Customers with a volume of fifteen (15) or more vehicle rentals per year:
 - 10 % discount % (ten per cent) on all Europcar rentals;
- - A fixed rate that shall apply to all Europcar rentals booked during the Initial Period.

This fixed rate shall be determined by the volume of rentals based on the Beneficiary's booking estimates during the Initial Period (see section 3.1.2) and shall be calculated on the basis of more or less than 15 rentals per year.

6.3.2 This reduced rate shall depend on the information provided by the Business Customer's legally authorised representative to Europcar regarding the calculation of their annual vehicle rentals in the on-line registration.

In the event that after the first period of twelve (12) months, in the event that the amount of vehicle rental is less than the calculation initially provided by the Business Customer's legally authorised representative on their on-line registration, Europcar reserves the right, if it deems appropriate, to review the reduced rate assigned to the Business Customer and its Beneficiaries. In the event of any changes, Europcar shall inform the Business Customer by e-mail.

These reduced rates shall be applied to the public tariff base (excluding taxes), excluding insurance, taxes, non-redeemable allowances, fuel and other optional services.

The advantage of these reduced rates is subject to the availability of vehicles in the Europcar fleet at the time of booking.

These reduced rates include:

- Partial exemption from liability for damage to the vehicle in the event of an accident (Collision Damage Waiver, CDW)
- partial theft exemption (TW),
- office fee (if applicable).

6.3.3. If the duration of the rental:

6.3.3.1. is up to 27 consecutive days, it shall have a mileage included of 350 km for each day of the first 2 days and from the third day of rental, the mileage is usually unlimited, except in certain countries where a mileage limit applies. Mileage inclusions shall be specified for each country at the time of booking.

6.3.3.2 if the vehicle is rented for more than 28 consecutive days, at any time, an allowance of 6000 km / month for passenger cars and 5000 km / month for vans shall apply to the entire rental period depending on the number of 28-day periods. This mileage allowance shall apply regardless of the number of vehicles supplied by Europcar as long as the continuity of the rental is maintained.

6.3.3.3. If, at the beginning of the rental, it is planned to be for a minimum period of 28 days, fixed rates may be available for certain groups of vehicles.

6.3.3.3.1. A mileage allowance of 3000 km / month for passenger cars and 2500 km / month for vans shall be applied to the entire rental depending on the number of 28-day periods making up the total rental.

and

6.3.3.3.2. CDW coverage shall be subject to an allowance as set forth in the fixed rate pricing guide instead of the amount specified in the public rate pricing guide. If the rental is cancelled before the expiry of the minimum period of 28 days, Europcar reserves the right to apply the rates as set out in sections 6.3.1.

6.3.3.3.3 Both products (cars and vans) shall have a discounted version of 5% for more than 10 units.

6.3.4 The Offer is available for bookings made through any of Europcar's booking channels (in particular, but not exclusively):

- the Europcar website or,
- in Europcar rental offices participating in the offer,
- through the Europcar call centre available at the following telephone number 911505000 or at the following email reservations.es@europcar.com

and subject to the supply or introduction of the special Code and, at any of the Participating Europcar Rental Offices, prior to each rental, subject to the presentation of proof that they are an employee of the Business Customer (e.g. a company business card, company document, etc.).

6.3.5 Reduced fees cannot be converted into cash or exchanged for other products or services.

6.3.6 The reduced rates cannot be combined with other promotions, discounts, bonuses, special promotional rates or corporate rates offered by Europcar in a timely manner unless permitted by Europcar.

6.3.7 Rentals made in connection with this Offer are subject to Europcar's General Terms and Conditions, Europcar's insurance and protection policy in force on the date of signing the rental agreement and available at the following address: <https://www.europcar.com/terms-and-conditions> and in each Participating Europcar Rental Office.

6.3.8. The benefit of a reduced rate does not include the provision of any insurance coverage other than Europcar's Basic Protection package. Any different protection package must be purchased separately

6.3.9 Europcar may change the reduced rates at any time. Europcar shall send an email to the Business Customer to inform them of these changes.

7. SUFFICIENT PROOF OF ON-LINE SIGNATURE

The purpose of this clause is to define the conditions under which the Business Customer and Europcar give any electronic document the same value as an original document and accept it as proof in the same way as a handwritten signature on a printed copy.

A "simple click" on the "Subscribe" button by the Business Customer for acceptance of these Special Conditions shall constitute an electronic signature, which shall have the same value between the Business Customer and Europcar as a handwritten signature.

Electronic documents shall be created and kept in conditions that guarantee their integrity and allow them to be considered as proof of the Business Customer's on-line registration.

Electronic documents should be archived on a reliable and durable backup medium that can be presented as evidence.

8. APPLICABLE LAW - RESOLUTION OF DISPUTES - ATTRIBUTION OF COMPETENCE

These Special Conditions shall be subject to Spanish law.

In the event of any difficulty in the fulfilment of the obligations contained in Europcar's General Rental Terms and Conditions and these Special Conditions, the parties agree to seek an amicable solution.

When it is not possible to resolve the conflicts that may arise with respect to the above conditions amicably, they shall be solved within the jurisdiction of the competent court of the city of Madrid.

9. DATA PROTECCION

1. Who processes your personal data?

EUROPCAR IB, S.A. whose registered office is located at Av. Partenón 14-16 Madrid hereinafter referred to as ("EUROPCAR IB") is the "Data Controller" of your Personal Data collected and processed via this website, our mobile applications, or our rental agencies in order to offer you mobility solutions. The terms "Europcar", "we", "us" or "our" that we use in this policy refer to Europcar [IB, S.A.]. In accordance with the applicable regulations on the protection of personal data, [Europcar [IB, S.A.]] is the "Data Controller". Europcar IB, S.A is a member of the Europcar Mobility Group. The term "our Group" refers to Europcar Mobility Group. When you communicate Personal Data to us or when we collect Personal Data about you, we undertake to use it in accordance with this Policy.

2. What Personal Data do we collect about you?

As a provider of mobility solutions, we collect and process various categories of Personal Data in connection with this website and our mobile applications and in order to provide you with our products and services.

By Personal Data, we mean not only data that identifies you directly, but also data that identifies you indirectly. The categories of Personal Data that we collect in the context of our services and the use of our website and our mobile applications include the following:

- Your identification data: surname, first name, email address, telephone number, postal address, account identifier,
 - If applicable, identification data of additional driver(s): surname, first name, email address, telephone number, postal address,
 - Your driver's licence and that of any additional driver(s),
 - Payment data: account numbers, card numbers, etc.
 - Financial data: your invoices,
 - As the case may be, data relating to traffic violations
 - Information about your flight in the event that the pickup location of your vehicle is an airport,
 - Information on your vehicle reservation, in particular to feed the loyalty programs of which you would be a member.
 - Data relating to your navigation on our website or our mobile applications;
 - Data relating to your satisfaction surveys or from your interactions on our dedicated social media pages;
 - Voice, audiovisual and electronic data: recordings of your communications by e-mail, chat or telephone with our customer service department;
 - Information collected through our Connected Vehicle (if the vehicle that you rent is a connected one) : vehicle status, damage or accident information, vehicle performance data, operational and diagnostic data, mileage information, acceleration and braking speeds, fuel consumption and fuel levels, tire pressure, odometer readings, vehicle location and other vehicle information. For any information regarding the data processing of Europcar's connected vehicles, please consult the dedicated Privacy Policy [link <https://www.europcar.com/files/live/sites/erc/files/connected-cars/privacy-policy.pdf>].
 - Data related to cookies and other similar technologies. For information on the use of cookies, please consult our policy.
- We collect most of your personal data directly from you, but we may receive data from third parties, including the competent authorities in charge of managing fines for traffic violations

3. For what purposes does we process your personal data?

We collect and process your Personal Data for various purposes and on the following legal bases:

Purposes of the processing	Legal basis of the processing
The creation and management of your customer account	This processing activity is based on the acceptance of the terms and conditions of use of our website or our mobile applications.
The management of your reservation and rental contract, in particular for : - Confirming, modifying or cancelling your reservation ; - To communicate with you regarding your reservation and rental (for example, to provide you with information about your reservation and rental, to send you reminder notifications before you return your vehicle, to answer your questions or suggestions);	These processing activities are necessary for the execution of the rental services contract that you enter into with us. You can choose to register your credit card for your subsequent payments.

<ul style="list-style-type: none"> - manage your rental; - manage your payment and invoices; - manage the collection of amounts due (including subsequent costs such as fines for traffic violations, or compensation for damage to the vehicle); - managing claims; - purchase and manage insurance for your Vehicle; xi. purchase and manage insurance for your Vehicle <p>the return of items or objects that you may have left behind in the vehicle and/or rental offices</p>	
<p>The checking of your driver's license</p> <p>This validation can be carried out (i) manually by our customer service department or (ii) using a facial recognition device.</p>	<p>(i) This processing is necessary for the performance of the rental services contract that you enter into with us.</p> <p>(ii) The use of the facial recognition solution is based on your consent.</p>
<p>Fight against credit card fraud</p>	<p>This processing is based on our legitimate interest in protecting ourselves against credit card fraud. This processing is based on our legitimate interest in protecting ourselves against credit card fraud.</p>
<p>Conducting satisfaction surveys to improve your experience with our products / services</p>	<p>This processing is based on our legitimate interest to have a better knowledge of its customers' needs and to improve its services and customer service.</p>
<p>Chatting in real time on our website.</p>	<p>This processing is based on our legitimate interest in answering users' questions about our products and services.</p>
<p>Conducting business development and marketing activities, including :</p> <ul style="list-style-type: none"> i- sending emails and SMS notifications about special offers and promotions; ii- Recording your rental history to suggest our products and services to you when you search for new bookings or to send you special offers and benefits; iii- managing your loyalty program and membership card; iv- organizing contests and prize draws; v - Sending emails about a booking we have not completed or about the status of your booking requests; vi - the management and updating of the prospect database. 	<p>Our commercial and marketing activities, i.e. the sending of commercial messages to promote our products and services (i to iv) are subject to your consent.</p> <p>In the event that you are already our customer, you may receive commercial messages for products and services similar to those we have already provided to you.</p> <p>The sending of these messages will be based on our legitimate interest in communicating about our products and services.</p> <p>Other processing activities include in this category (v to vi) are based on our legitimate interest to</p>
<p>The management of fines for traffic offences, in particular for :</p> <ul style="list-style-type: none"> - transfer to the National Agency for the Automated Processing of Infringements the identity of the main driver mentioned on the rental contract ; 	<p>This processing activity is based on our legal obligations, in particular Royal Decree 6/2015 approving Act Law on Traffic, Circulation of Motor Vehicles and Road Safety</p>
<p>The management and maintenance of a list of clients with certain contractual risks, with regard to :</p> <ul style="list-style-type: none"> - payment incidents resulting in legal proceedings; - traffic accidents or repeated damage or incivilities towards our employees; - the use of our vehicles in violation of the general rental conditions. 	<p>This processing activity is based on our legitimate interest, in particular our interest in asserting our rights, to prevent risks and fraud related to the execution of your lease contract, to prevent and manage incivilities towards our employees.</p> <p>In this respect, we seek to maintain a fair balance between the need to process your Personal Data and respect for your rights and freedoms, in particular the protection of privacy. If you appear on our system alerts of clients, your reservation request will be rejected. You may object this decision by sending an email to the following address: dpo@europcar.com</p>
<p>Video surveillance on our premises</p>	<p>This processing activity is based on our legitimate interest in ensuring the safety of property and persons in our stations,</p>

	by a deterrent effect or in such a way as to be able to identify the perpetrators of damage, theft or aggression.
--	-------------------------------------------------------------------------------------------------------------------

4. Who are the data recipients of your personal data?

If necessary, your personal data may be communicated:

- a. to our employees, our authorised representatives and our franchise network, our agents and intermediaries mandated to provide you with our products and services;
- b. to our subcontractors, in particular our IT service providers for hosting, maintenance or development purposes, who assist us in providing you with our products and services. These may be entities that are members of our Group or external service providers.
- c. advertising agencies, marketing agencies, social networking and digital agencies to help us carry out advertising, marketing and sales campaigns and to analyze the effectiveness of these campaigns;
- d. concerning the information necessary for the processing of fines, to Gesthispania or to its foreign counterparts in the case of fines committed abroad;
- e. to our partners or those of our Group, in particular to enable you to collect loyalty points when you are a member of their program;

Europcar Mobility Group partners:

- Accor Hotel
- Aeroflot
- Air Europa
- Emirates SkyWard
- Flying Blue
- Lufthansa
- Miles & More
- Qatar Privilege Club
- BIGLIFE SDN BHD (Air Asia)
- Delta Airlines
- ROYAL AIR MAROC
- Turkish Airlines
- TAP Miles & Go
- Asia Miles
- Singapore Krsiflyer
- Radisson Rewards
- Melia Rewards
- Gulf Air Falcon Flyer
- Oman Air Sindbad
- UIA Panorama Club
- American Express Rewards
- Fly SAS
- Finnair Plus
- AAdvantage

Europcar Spain's partners:

- Accor
- Melia
- Air Europa
- Renfe

- f. regarding the information processed for the payment of fines, to the competent traffic authorities accordingly with Royal Decree 6/2015, which approve Law on Traffic, Circulation of Motor Vehicles, and Driving Safety Regarding your personal information we may disclose your data to the competent authorities under the relevant request according to judges and law enforcement bodies. (police). EUROPCAR IB shall communicate this information under obligations set forth in article 25 of Spanish Organic Law on the Protection of Public Safety [
- g. Insurance companies to provide the road assistance and accident assistance to the drivers (Allianz, RACE, AXA)
- h. Public entities: Administrador de Infraestructuras Ferroviarias (ADIF), Aena SME, S.A., (AENA), to comply with the contractual obligations assumed by EUROPCAR in the agreements subscribed with said entities..
- i. SECURITIFLEET S.L. holder of the vehicles fleet of EUROPCAR IB with the only purpose to comply with the obligation to identify the driver before the competent authority in the event the you commit a traffic offence for the time of the rental agreement..
- j. Equity solvency files: in the event that, you have a certain, due and enforceable debt with EUROPCAR IB, whose payment would have been previously required without having been satisfied within the term established in the General Conditions of Contracting, this information may be transferred to an information file - data base - on asset and credit solvency.

We may also disclose your personal data to the extent required by law and/or by competent authorities.

4.2 Use of Facebook

All Facebook features and services available on our website or application are governed by the Facebook Privacy Policy, which you can read for more information about your rights and settings options.

By using one of our website/applications, you can:

Use Facebook social plug-ins, such as "like" or "share" our content of the Facebook Platform;

Accept cookies from our website or applications (also known as "Facebook Pixel"), which will help us understand your activities, including information about your device, how you use our services, the purchases you make, and the ads you view, whether or not you have a Facebook account or are logged in to Facebook.

When you use these Facebook features, we collect data that helps us to:

Display ads that may be of interest to you on Facebook (or Instagram, Messenger or any other Facebook service);

Measure and analyze the effectiveness of our website, applications and advertisements.

4.3 International transfers

In order to provide you with our products and services, we may use service providers located outside the European Union (in particular in the United States, Morocco and Israel). In the event that the vehicle is booked abroad, data transfers will be carried out in the country in question in order to provide you with our mobility solutions.

Depending on the assumptions, some recipients may be located in countries recognized by the European Commission as providing an adequate level of protection of personal data or in countries that have not been recognized by the European Commission as providing such a level of protection. In any case, we have implemented appropriate protection measures to protect your personal data in accordance with data protection regulations.

For more information about the countries to which your personal data may be transferred, their level of data protection and the potential protective measures implemented by EC, [click here](#).

5. How long do we keep your Personal Data?

Your personal data are kept for different periods of time, depending on the purposes of the processing concerned

Purposes of the processing	Data retention periods
The creation and management of your customer account	For the duration of the business relationship and 5 years after the end of the business relationship.
The processing of your reservation and rental contract, in particular for : <ul style="list-style-type: none"> - Confirming, modifying or cancelling your reservation; - Communicate with you regarding your reservation and rental (for example, to provide you with information about your reservation and rental, to send you reminder notifications before you return your vehicle, to answer your questions or suggestions); - manage your rental; - manage your payment and invoices; - manage the collection of sums due (including subsequent costs such as fines for traffic violations, or compensation for damage to the vehicle); - managing claims; - taking out and managing your vehicle insurance 	For 5 years after the end of the reservation
Monitoring of connected vehicles	The data are kept for a period of 12 months. In the event of damage or offences against property, investigation of damage and accidents caused to the vehicle, personal data may be retained until the cases are resolved (including until the closure of any legal or judicial proceedings).
Prevention of credit card fraud	
The improvement of our products and services according to your preferences by carrying out satisfaction surveys.	3 years from our last contact
Chatting in real time on our website.	3 years from our last commercial contact
Conducting business development and marketing activities, including : Sending emails and SMS notifications about special offers and promotions;	- if you are a Europcar customer, 3 years from the end of the business relationship with EC.

<p>Recording your rental history to suggest products/services to you when searching for new bookings or to send you special offers and benefits;</p> <p>sending emails relating to a booking that we have not completed or reporting the status of your booking requests;</p> <p>managing your loyalty program and membership card;</p> <p>organizing contests and prize draws;</p> <p>the management and updating of the prospect database.</p>	<p>- If you are not a Europcar customer, 3 years from the collection of your personal data OR from the last time you requested information from us.</p>
<p>The management of fines, in particular for :</p> <p>- transfer to the National Agency for the Automated Processing of Infractions the identity of the main driver mentioned on the rental contract;</p>	<p>For the time necessary to identify the driver responsible for committing the offence giving rise to the contravention, However, relevant information may be retained for a longer period of time from receipt of the ticket, as part of an interim record keeping policy.</p>
<p>Management and updating of a list of clients with certain contractual risks, with regard to :</p> <p>- payment incidents resulting in legal proceedings;</p> <p>- traffic accidents or repeated damage or incivilities towards our employees;</p> <p>- the use of our vehicles in violation of the general rental conditions.</p>	<p>3 or 5 years from the date of creation or modification of the last rental and depending on the nature of the event</p>
<p>Video surveillance on our premises</p>	<p>30 days from recording. If there are indications of a crime or alterations in our goods or property or of the persons present in the facilities, they can be kept the necessary time for the resolution of the corresponding claims or legal actions.</p>

6. What rights can you exercise with respect to the processing of your personal data?

Within the limits and conditions allowed by the regulations in force, you can:

access to your Personal Data and obtain further information on the characteristics of the processing we carry out;

- have your Personal Data corrected, updated and deleted, it being specified that deletion can only be carried out when (i) the data is no longer necessary in relation to the purposes for which it was processed, (ii) you withdraw your consent and there is no other legal basis for the processing, (iii) you object to the processing of your personal data and there is no compelling legitimate reason for the processing (iv) it has been established that your personal data has been processed unlawfully, (v) the personal data must be deleted in order to comply with one of our legal obligations

- you object to the processing of your Personal Data for your own reasons

- you object to the processing of your Personal Data for commercial prospecting purposes

- receive the personal data you have provided us with or request us to pass them on to a third party when the processing of your personal data (i) has been carried out by automated means and (ii) is based on your consent or on the execution of a contract binding us

- request the limitation of the processing of your Personal Data, which means that we will not be able to use your Personal Data for a defined period of time. You can exercise this right when:

a) you dispute the accuracy of your personal data for a period of time that allows us to verify the accuracy of your personal data;

b) the processing of personal data is unlawful and you object to the deletion of your personal data and instead demand that its use be restricted;

c) we no longer need your Personal Data but they are still required for the establishment, exercise or defence of legal claims;

d) you object to the processing for reasons relating to your particular situation, while we are checking whether the legitimate reasons pursued by Europcar IB, S.A take precedence over your own.

withdrawing your consent to treatment based on your consent

- submit a complaint to a Supervisory Authority. In Spain, the Supervisory Authority is Madrid, Jorge Juan Street , 30 or on the website: www.agpd.es.

7. How do you exercise your rights?

If you would like to know more about the provisions of this privacy policy or to contact our Data Protection Officer, you can also write to us at the following address

Avda. Del Partenón 16-18, en Madrid 28042



or by e-mail to: DPO@europcar.com

To exercise your rights, you must prove your identity by clearly indicating your surname, first names, driver ID and any useful information enabling us to identify you (such as the place and date of your last vehicle rental). You must also give us the e-mail address or the physical address to which you would like the reply to be sent to you.