

# General Terms and Conditions

## Europcar New Loyalty Program

The New Loyalty Program aims to reward customers who regularly use Europcar's vehicle rental services. This free program allows you to benefit from price reductions and various advantages.

This program is proposed and managed by Europcar International S.A.S.U., with its headquarters at 13 Ter, Boulevard Berthier 75017 Paris, France, entered in the Paris Trade and Companies Register (RCS PARIS) as No. 542 065 30.

These General Terms and Conditions supplement the Europcar General Conditions (General Conditions of Hire and Insurance and Waiver Terms and Conditions) governing each of the rentals made by one of the Members.

The program applies only to the Europcar brand and to rentals booked directly with Europcar.

Specific additional conditions apply for business customers renting for and on behalf of their company (see Part II).

### 1. Definitions

**Member:** Customer who has accepted the Program's General Conditions of Membership.

**Member's rate:** a Member will benefit from a discount on all rentals on the daily rental price (more details in section 4.1.1.).

**Benefit:** always-on advantage for Members depending on their tier level.

**Reward:** A one-time benefit awarded upon reaching a specific threshold within a tier level, available for redemption within 3 months before it expires.

**Partner:** A company not operated by an Europcar Mobility Group brand that participates in the New Loyalty Program by providing special discounts or offers to its Members.

**Point:** A unit earned by a Member based on a defined scale, either through an eligible rental within the Program or by performing certain actions.

**Tier level:** A level assigned based on the number of points accumulated by Members within a specific period, determining the Benefits available to them.

### 2. Who can register for the New Loyalty Program? How is this registration conducted?

To participate in the New Loyalty Program, Members must register.

Registration is exclusively available through the Europcar website or Mobile website .

The New Loyalty Program's Membership is free of charge and requires completing a

registration form and accepting Program's Terms and Conditions. The registration form can be found in the "the New Loyalty Program" section of the Europcar website or Mobile Site. Website addresses are available at [www.europcar.com](http://www.europcar.com).

Eligibility for registration:

- Customers must meet the minimum age requirement for renting a vehicle, which varies by country (refer to specific country conditions)

The enrolment process involves:

1. Filling out a registration form with personal information, including first name, surname, email address, postal address, phone number, date and place of birth.
2. Creating a Member Account.
3. Providing a personal and unique email address.

By enrolling in the Program, Members agree to receive the automatic commercial emails related to the program lifecycle such as welcome emails, presentation of advantages, available benefits...

The customer ID assigned or updated during account creation, referred to as the "Driver ID" or "Europcar ID", becomes the Member's New Loyalty Program number.

After registration, Members will receive:

- A confirmation email with a link to validate their email address.
- A welcome email confirming their membership status.

### 3. How does the New Loyalty Program work?

#### 3.1. Presentation of the Tier levels

The New Loyalty Program has **4 different tiers levels** allowing access to different types of Benefits.

The tiers depend on the amount of points Members have.

These points entitle Members to Loyalty status as follow:

**Discoverer** : From 0 to 999 points;

**Traveller** : From 1 000 to 2 999 points;

**Adventurer** : From 3 000 to 9 999 points;

**Navigator** : From 10 000 points;

#### 3.2. Validity of Tier levels

Tier levels are valid for 12 months from the date of registration, or the upgrade to a higher Tier level.

Without any rental for 12 consecutive months after the last invoice related to earning Points, Members go back at the minimum of points of their current Tier level. Points

above this minimum will be forfeited. If there is no rental since the last invoice related to earning Points for 24 consecutive months, Members are downgraded to the minimum of Points of the Tier below. Points in excess of this minimum will be forfeited.

After a period of 35 months of inactivity, Members will receive an automatic email explaining that if they do not do any action, they will be considered as inactive, and their data will be deleted the month + 1 day after.

Once purged, if Members want to rent again, they will have to create a new account, and can subscribe once again to the New Loyalty Program.

### **3.3. Earning points**

#### **3.3.1. Earning points through expenses**

The New Loyalty Program allows Members to earn loyalty Points for each expense directly made with Europcar through the New Loyalty Program Membership.

Points are credited to the Members the day after the final invoice is emitted.

Members cannot earn points for MyEuropcar invoices.

Some charges are not eligible to Points and are detailed below:

Fuel charge, Fines fees, Surcharge damage, Damage administration fees, Cleaning fees, Damage repairs, Administration fees damage, and No show fees.

For all Members, 1€ = 1 point (see conversion rules 3.3.3)

This conversion is based on the amount spent by Members (all taxes included).

Points are rounded to the lower whole number if the digit is strictly less than 5.

For instance :

1,49€ → 1 point

1,50€ → 2 points

#### **3.3.2. Earning points through behaviors**

Members will have the opportunity to win some extra points with the following behaviors. Behaviors are displayed on the account of the Member.

##### **3.3.2.1. Welcome points**

Welcome points is a one-off action that will give Members 100 points once, without any repetition possible when they enroll to the New Loyalty Program.

##### **3.3.2.2. Online check-in**

Online check-in is a recurring action, where Members perform their check-in online, that gives 50 points every time Members repeat it, without any limitation.

#### 3.3.2.3. Birthday

Birthday is a recurring action that gives Members 50 points yearly based on their birth date registered on the profile.

#### 3.3.2.4. Renting an EV

Renting an EV is a recurring action that gives Members 150 points every time they rent an Electrical Vehicle, without any limitation.

Hybrid vehicles are not considered.

This behavior relies on the invoice (if the vehicle was not available no points will be given)

#### 3.3.2.5. Booking an ancillary

Booking an ancillary from Europcar's website or Mobile App is a recurring action that gives 50 points to Members (if customers take 3 ancillaries, they get 150 points).

If Members book an ancillary that has been offered (-0€), they do not have points for it.

Ancillaries concerned : basic rental extra days, One-Way charge, Collection, Delivery, Basic Rental Upgrade, Additional drivers, Roadside Assistance Plus, Refueling Service, Damage Protection, Theft Protection, Navigation System, Winter Equipment, Glass & Tyres Protection, Medium Protection Package, Full Damage Protection, Child seats, Special Equipment Rental, Full Tank option, Premium Discount, Full Theft Protection, Basic Protection Package, Family Pack, Go Zen Coverage, Super Personal Accident Protection, Protection Plus, Personal Accident Protection, Emergency Travel Services, Total Premium package, Late check in, Super damage Protection, Europdrive cover, Super Theft Protection, Selection Protection Package, Mobile Wi-Fi, Roof & Chassis Protection, Super Loss Damage Protection, Obd off penalty, Mobile phone Kit.

#### 3.3.2.6. Refer-a-friend program

Referring the program to a friend is a recurring action that gives 50 points to the referrer (the person who has been referred by a friend) and 50 points to the referral (Members who send the reference).

Limitation of 10 invitations per year, per referrer.

The referrer and the referral unlock the points only when the referral has enrolled to the program.

#### 3.3.2.7. Booking a Comfort or Comfort+ Bundle

Booking a Comfort Bundle from Europcar's website or Mobile App is a recurring action that gives 50 points.

Booking a Comfort+ Bundle from Europcar's website or Mobile App is a recurring action that gives 100 points.

### **3.3.3. Conversion from local currency into Euros**

To credit Points, the amount paid in local currency outside the eurozone will be converted to euros before applying the earned points upon receipt of invoicing in the Europcar systems.

Loyalty program points do not constitute currency, have no monetary value, and cannot be exchanged for bonuses or financial benefits.

#### **3.3.4. Non-transferability of points**

Points cannot be transferred to another Member, they are strictly personal.

### **3.4. Rentals eligible for Loyalty Points**

Rentals made before registration will not be considered.

For each eligible rental, Members accumulate Loyalty Points for the rental value.

It should be noted that a rental can only be recorded within the New Loyalty Program if:

- It has been booked directly with Europcar (online, in station or via the Call center)
- It has been paid in full
- If it has been made by the Member concerned (or if the invoice contains at least the Member's name or Driver ID)

A customer, who is not a New Loyalty Program Member yet, earns points for his rental under the condition that he registered to the New Loyalty Program before the end of his rental.

Loyalty Points can be viewed online in the 'My Account' section of the Europcar website, one day after an eligible rental has been invoiced in Australia, Austria, Belgium, France, Germany, Italy, Luxembourg, New Zealand, Portugal, Spain, Switzerland or the United Kingdom. If the rental took place in another country of the Europcar network, timing between invoicing and collecting points may vary.

By agreeing to the Program Terms & Conditions, Members acknowledge and accept that Points do not constitute a means of payment and have no monetary value, no matter how they were obtained. No money shall be provided for Points, including lost or unused Points.

No point will be earned on the following rentals:

- rentals reserved with a third party, broker, travel agency, or carried out as part of a vehicle replacement service and/or at specific rates
- rentals with specific rates for automobile clubs
- rentals made as part of a chauffeur-driven car service
- rentals that have been canceled
- rentals that were not canceled but were not honored (no-show)

Members' Points can be updated if a correction is made on Members' invoice (positive or negative)

To enable the New Loyalty Program Member to qualify for any Loyalty Points, Benefits, or Rewards, the invoice corresponding to the claim must be in the name of the New Loyalty Program Member or must mention the New Loyalty Program Member's name.

#### **3.5. Unenrollment**

At any time, Members can unenroll from the Program. Members will not have the possibility to get their Points, Benefits, Rewards and tier levels back.

#### **3.6. Marketing consent**

After giving their consent, Members will receive marketing emails promoting Europcar's services.

## 4. What are the Benefits provided to a New Loyalty Program Member ?

With the New Loyalty Program, Members have access to a selection of Benefits related to their Tier level displayed in the Loyalty Account. During the booking journey, Members will be able to see their Benefits (if they are connected to their Loyalty Account).

Summary of all benefits provided to Members depending on their Tier level:

	Discoverer	Traveller	Adventurer	Navigator
10% discount on public rates	V	V	V	V
Special discount & offers	V	V	V	V
Partners rewards	V	V	V	V
Member score accelerator		10%	20%	30%
Free vehicle upgrade			V	*V Double upgrade
Free additional driver			V	V
Priority service in station			V	V

### 4.1. Benefits common to all Members, regardless of their Tier level:

#### 4.1.1. 10% discount on public rental rates

In station, on the website or through Customer Service, Members can benefit from a -10% discount on all rentals on the daily rental price (ancillaries and options are not considered). The Benefit is applied on public rates. It excludes extra discounts and special offers from the New Loyalty Program. The -10% does not apply when a rental is made by a Member with negotiated prices. There is no day minimum. There is no car category limit. If the Member has selected a bundle, the 10% membership rate will apply on its price. It applies to prepaid rates and POA.

#### 4.1.2. Special discounts and offers

New Loyalty Program Members can benefit from dedicated and punctual rate offers communicated by email or directly on Europcar's website or mobile application. Details and conditions of these offers will always be specified on the communicating channel.

Members can unsubscribe from these promotional communications at any time via the link provided in each Loyalty promotional email.

#### 4.1.3. Partners rewards

Thanks to the New Loyalty Program, Members can receive up to 15% discount at participating Accor hotels. This discount can only be used via the personal account. Members have to log in to their Europcar account and click on the banner provided at the bottom left.

### 4.2. Specific Benefits granted to Members, depending on their Tier level:

#### 4.2.1. Point score accelerator

##### **For Traveller, Adventurer and Navigator Members only**

After each Member's rental, the Points accumulated for their New Loyalty Program customer account will be boosted on all rentals with the following score accelerator:

- Traveller +10%
- Adventurer: +20%
- Navigator: +30%

The percentage of extra Points will be applied on the invoice (see excluded charges) and perceived after the rental is finished. The extra Points, as the revenue Points, will be awarded the day after the final invoice is delivered.

Eg : Traveller Member has booked a vehicle for an amount invoiced 300 euros. Europcar will grant 330 points (300 points + 300x1.1) thanks to the tier 2 status according to the personalized accelerator score.

360 points (300 +300x1,2) if Member is Adventurer and 390 points (300 + 300x1,3) if Member is Navigator.

#### 4.2.2. Free vehicle upgrade

This benefit will be proposed by stations following the fleet availability in countries and will be blocked during the local public holidays (dates can be found in FAQ).

**For Adventurer Members only:** upgrade by one (1) vehicle category (based on ACRISS code first letter), subject to availability. This upgrade is not applicable to rentals of more than 14 days, or to Van & Truck rentals and Premium and Luxury car categories.

**For Navigator Members only:** upgrade by two (2) vehicle categories (based on ACRISS code first letter), subject to availability. This upgrade is not applicable to rentals of more than 14 days, or to Van & Truck rentals and Premium and Luxury car categories.

#### 4.2.3. Free additional driver

**For level Adventurer and Navigator Members only**

The "Additional Driver" option is free of charge. One (1) additional driver per rental.

#### 4.2.4. Station: priority service

##### For level Adventurer and Navigator Members only

Thanks to their Membership, Members of level Adventurer and Navigator who make a reservation in advance will be entitled to priority status upon arrival at the rental agency. They will be able to access the Priority line to pick up their vehicle if available in the rental agency.

At some Europcar locations, the rental contract may be prepared in advance using the information contained in the customer's profile, which saves time at the counter. The automatic check-in service is available on the condition that Members have completed their profile and kept it up to date (in terms of driver's license and payment card data).

In order to qualify for the Service, New Loyalty Program Members must make their reservation at least the day before the date and time of the vehicle pick-up.

If the Member's online profile does not include payment details, the online check-in must be carried out online by the New Loyalty Program Member at their convenience during or after the reservation.

### 4.3. Ad-hoc rewards depending on thresholds

Members will receive ad-hoc rewards, called "Reward" when passing certain thresholds. Those rewards are available on the Member loyalty account.

#### 4.3.1. Rewards thresholds

Discoverer	Traveller	Adventurer	Navigator
Reward 1 - 300 points = 15€* coupons (*15 UAD, 15 NZD and £15)	Reward 4: 1000 points	Reward 7: 3000 points	Reward 10: 10 000 points
Reward 2: 500 points	Reward 5: 1500 points	Reward 8: 5000 points	Reward 11: 14 000 points
Reward 3: 800 points	Reward 6: F2500 points	Reward 9: 7000 points	Reward 12: 18 000 points



### **4.3.2. Validity and conditions of usage**

- At some points thresholds, Members unlock either a specific Reward (tier 1) or a pool of Rewards (tier 2, 3 & 4) from which Members can choose only one reward.
- Unlocked rewards will be communicated by email to Members.
- Rewards can only be booked online.
- If Members unlock a Reward after their booking, they will have access to their reward for a next booking.
- A Reward can be used together with Benefits in a booking.
- When Members pass more than one threshold at the same time, only the highest Reward is unlocked.
- Rewards are not cumulative.
- Rewards are valid 90 days after the invoice date of the related passage of threshold.
- The Reward has to be pre-booked online before the end of the 90 days validity but the concerned booking can happen after the 90 days period.
- If Members cancel a booking which had a used Reward, Reward will be lost, the validity of the Reward is not extended.
- If Members downgrade from a tier, they can win a Reward they already unlocked again.
- If Members downgrade to tier Discoverer, Traveller or Adventurer they unlock the Reward linked to the threshold again.
- Rewards proposition might evolve with the program updates.

### **4.3.3. List of possible Rewards**

#### **4.3.3.1. Value-off coupons**

Value-off coupons are applicable to future rentals and are single-use. Members will have to select the coupon in the booking funnel before the confirmation of the payment.

Amounts can vary depending on the points thresholds overpassed by Members.

#### **4.3.3.2. Free additional driver on next booking**

The "Additional Driver" option is free of charge. One (1) additional driver per rental.

#### **4.3.3.3. Free Roadside Assistance Plus**

The Free Roadside Assistance Plus ancillary is free of charge. The Reward needs to be pre-booked. There is no limit in terms of number of days (minimum or maximum).

#### **4.3.3.4. 25% discount on child seat on next rental**

The New Loyalty Program Members benefit from a 25% discount on one (1) child seat on next rental. The Reward needs to be pre booked. There is no limit to the number of days.

The Reward can apply on Child Booster seat (-135 cm) ; Child seat 1-3 years / 9-18 KG) ; Child seat 0-12M / 0-13 KG) ; Child seat (4-7 years / 15-30 KG)

**On request equipment :** stations can accept or refuse a booking due to the stock they have. If a station refuses a rental, the Member can choose to conserve the booking or to cancel the reservation. If the customer does not cancel the booking, the Reward will be lost as the rental will be considered as a "No Show" if not honored.

## **5. Accessibility of the New Loyalty Program**

The New Loyalty Program will be first accessible in the following countries: Australia, Austria, Belgium, France, Germany, Italy, Luxembourg, New Zealand, Portugal, Spain, Switzerland and the United Kingdom.

French Franchisees stations will not be able to propose Benefits & Rewards.

If New Loyalty Program Members make a rental in one of these countries, they will be able to use their Benefits and Rewards. They will also earn Points based on the rental invoice after the return of the vehicle. The vehicle rental **MUST** happen in one of the eligible countries, as the invoice edition, to be applicable to the New Loyalty Program rewarding process.

Other countries might adapt their process to enable New Loyalty Program Members to earn Points after a rental in the country, but Rewards and Benefits are not currently available.

The New Loyalty Program will soon be deployed at worldwide level in order to enable Members to enjoy it in most countries with Europcar activities.

Rentals reserved with partners in Canada, China, Cuba, the United States and Japan are not eligible for Points, Benefits and Rewards.

## **6. What are your obligations as a New Loyalty Program Member?**

By registering for the New Loyalty Program, Members acknowledge that they have read and agreed to these Terms and Conditions of the Program.

As such, Members agree to abide by the terms of these Terms and Conditions.

Members declare that the information provided on the New Loyalty Program registration form is true, complete and accurate.

Members agree to inform Europcar of any changes to the personal data they have entered, including email address, billing address, driver's license or payment method by updating the Europcar profile.

If Members fail to do so, they may not hold Europcar liable for the consequences (losses, expenses, etc.) resulting from this absence of notification.

All the rewards granted to Members are notified to them at the email address linked to the Driver profile.

## **7. What are Europcar's obligations under the New Loyalty Program ?**

Europcar undertakes to comply with all the laws applicable to it. As a result, it may not be held liable in the event that local legislation prohibits the awarding of any of the benefits provided for under the Program.

## **8. How is your personal data processed under the New Loyalty Program?**

Registering for our Program requires the processing of member's personal information for the purposes of Membership of the Program, for calculating benefits, and for sending information about Member's Program (e.g., emails about your tier level in the Program or your benefits).

This data is collected from members when they register for our Program, either directly or indirectly (if you are already a Europcar customer). In this second case, the data in Member's Europcar profile is automatically transferred to Member's Loyalty account.

The data processed under the Program is in **Annex 1. Privacy Policy** of these Terms and Conditions.

## **9. Can the New Loyalty Program registration be terminated?**

### **9.1. Termination at the initiative of the Member**

At any time, Members may cancel their Membership of the New Loyalty Program by contacting the Europcar Customer Service.

This termination involves the total withdrawal from the New Loyalty Program, and ceasing the cumulation of all Loyalty points, Benefits & Rewards, at the date of termination, after the 48 hours grace period.

Members will not be able to use the Rewards that have already been awarded to them.

The termination includes the deletion of all loyalty data and activities in our systems.

## **9.2. Termination at the initiative of Europcar**

Europcar shall have the right to terminate the registration of a New Loyalty Program Member in the Program in the event of any breach by the Member of these General Terms and Conditions, or more generally in the event of any breach of Europcar's General Terms and Conditions of Rental, and in particular in the event of fraud or attempted fraud.

The Member will be informed via an email sent to the email address linked to the Driver profile.

In the event of the inactivity of a Member's account after a period of three years, Europcar International will terminate Membership of the Program and to delete the associated data.

## **10. Can the New Loyalty Program be changed?**

Europcar may decide to amend the New Loyalty Program; in particular the Benefits and ad-hoc rewards depending on thresholds that are proposed under this Program and the conditions of the program (geographic scope, mechanisms...). Members will be informed of this with a minimum of one (1) month advance notice, through information messages that will be sent to them by email.

Europcar may also decide to terminate the Program, on condition that it informs Members in advance, by email, with a minimum notice of three (3) months. Should Europcar fail to propose a program, old Members will continue to enjoy the Benefits of their current tier level until the end of its ongoing two-year period of validity.

Should Europcar offer a new program, Members will automatically benefit from it unless they decide to terminate their Membership.

## **11. Who should you contact if you have any questions or complaints about the New Loyalty Program?**

Any dispute concerning the New Loyalty Program must be addressed through our "Contact Us" section.

If you have any questions regarding the Program, please check the "Help/FAQ" section in the menu at the top of the home page of Europcar websites.

**Europcar** the New Loyalty Program

## Special Conditions for Business Customers

These Special Conditions supplement the New Loyalty Program Terms and Conditions and are intended to clarify the specific provisions applicable to business customers with Negotiated prices. The other provisions of the General Terms and Conditions of the Program shall remain fully applicable.

The Program is open to companies that contract vehicle rentals with Europcar on the basis of negotiated rates. The New Loyalty Program Member's rate cannot be added with the business negotiated rate.

- Business Members earn 1 point for 1 euro spent through all their rentals  
Business Members can enroll via direct channels
- Business Members cannot enroll via:
  - Europcar.business
  - Indirect channels (except GDS and XRS)
- Business Members earn Points through their business or personal rentals and get Points, Benefits and Rewards, via eligible channels.

Employees of Europcar

The employees who are Members of the New Loyalty Program will collect Loyalty Points like any other Member for all rentals contracted with Europcar, provided that their Member ID number (or Driver ID) is used for reservations and rentals.

The employees concerned, as Members of the New Loyalty Program, may retain the Benefit of their Loyalty Account and continue to benefit from the tier level that they had attained at the date of their departure from the company.

### **Annex 1. Privacy Policy of the New Loyalty Program.**

#### **1. Who processes your personal data?**

Europcar International S.A.S.U., entered in the Paris Trade and Companies Register (RCS PARIS) as No. 542 065 30. 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 International S.A.S.U. In accordance with the applicable regulations on the protection of personal data, Europcar International S.A.S.U is the "Data Controller".

Europcar International S.A.S.U. 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?**

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 loyalty program* and the use of our website and our mobile applications include the following:

- Your identification data: surname, first name, email address, birth date, telephone number, postal address, Driver ID, and partner membership member identifier.
- Driver's license number and date, place and country of issue of driver's license and

expiry date, if applicable

- Preferences in terms of insurance
- The payment method may also be retained with your consent.[CM1]
- Program Information: registration date, tier level and expiry date (from Executive Tier onward), Loyalty credits earned (eligible rental day volume and number of eligible rentals), contract number and name (for Loyalty tier level or company name), and, if applicable, the name of the Frequent Traveller program, Frequent Traveller card number and expiry date.
- Information on your reservation: pick up date vehicle
- Data relating to your navigation on our website or our mobile applications;
- Data relating to your satisfaction surveys

We collect most of your personal data directly from you, but we may receive data from third parties.

### 3. For what purposes do we process your Personal Data?

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

<b>Purposes of the processing</b>	<b>Legal basis of the processing</b>
Creating your loyalty program account;	This processing activity is based on the acceptance of the terms and conditions of use of the loyalty program
Awarding points for specific action (welcome points, birthday, online check-in, renting an Electric Vehicle, booking an ancillary, refer-a-friend, bundles)	This processing activity is based on the acceptance of the terms and conditions of use of the loyalty program
Manage your loyalty account and allocate you the right "tier level".	This processing activity is based on the acceptance of the terms and conditions of use of the loyalty program

<p>Conducting business development and marketing activities to manage your loyalty program including :</p> <p>i- sending emails and SMS notifications about special offers and promotions;</p> <p>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;</p> <p>iii- organizing contests and prize draws;</p> <p>iv - the management and updating of the prospect database.</p>	<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 (EC account).</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>Processing activities included in category (v) are based on our legitimate interest to simplify and speed up the reservation process for our customers.</p> <p>Processing activities included in category (vi) are based on our legitimate interest to manage our prospect database.</p>
<p>Analysis of navigation data on our website and mobile applications</p>	<p>This processing is based on our legitimate interest in improving our products and services.</p>

**4. Who are the recipients of your Personal Data?**

If necessary, your personal data may be communicated:

- a. to our employees, our authorized representatives, other companies of our Group and our franchise network, our agents and intermediaries mandated to provide you *this Program*. 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 or collection agencies which help us recover unpaid orders. These may be entities that are members of our Group or external service providers;
- b. to our insurance services companies to purchase and manage insurance for your vehicle;
- 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. 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:

List of country partners:

Spain : Más Renfe, El Club Carrefour

France : BNP Paribas, Generali

Australia and New Zealand: Velocity Frequent Flyer

List of Europcar Mobility Group partners:

Accor Hotel  
Asia Miles (Cathy Pacific)  
Croatia Airlines  
Condor  
Destinia  
DH Hospitality  
Dublin Airport Authority  
Emirates SkyWard  
Ethiopian - Shebah Miles  
Finnair Plus  
Flexter  
Flying Blue  
FreeNow  
Gulf Air Falcon Flyer  
ID 90  
LATAM  
Lufthansa  
Melia Rewards  
Meillia Hotels  
Miles & More  
Qatar Privilege Club  
Radisson Rewards  
Renfe  
Rotana  
Royal Air Maroc  
SAS  
Singapore Krsiflyer  
TAP Miles & Go  
Times Mobility Co LTD  
Turkish Airlines  
TravelStart  
Vipper  
VW Bank

We may also disclose your personal data in accordance with applicable laws and regulations to the relevant authorities.

#### **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:

<b>Purposes of the processing</b>	<b>Data retention periods</b>
The creation and management of your	For the duration of the business relationship and 5 years after the end of



Loyalty Program account.	the business relationship.
<p>The processing of your reservation and rental contract, in particular for:</p> <ul style="list-style-type: none"> <li>- Confirming, modifying or cancelling your reservation;</li> <li>- 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);</li> <li>- manage your rental;</li> <li>- manage your payment and invoices;</li> <li>- managing claims;</li> </ul>	For 5 years after the end of the reservation
Chatting in real time on our website.	3 years from our last commercial contact
<p>Conducting business development and marketing activities, including :</p> <p>Sending emails and SMS notifications about special offers and promotions;</p> <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>	<ul style="list-style-type: none"> <li>- if you are a Europcar customer, 3 years from the end of the business relationship with EC.</li> <li>- 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.</li> </ul>
Analysis of navigation data on our website and mobile applications	See cookies policy (add link)

## 6. What rights can you exercise regarding 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 based on legitimate interest, which you can check by taking a look at the table shown in the part "For what purposes do we process your Personal Data" and in particular the column "Legal basis of the processing"

- 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 International take precedence over your own.

- **withdrawing your consent** to treatment based on your consent

- **submit a complaint** to a Supervisory Authority. In France, the Supervisory Authority is the CNIL - 3 Place de Fontenoy - TSA 80715 - 75334 PARIS CEDEX 07 or on the website: [cnil.fr](http://cnil.fr).

## 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

Europcar International S.A.S.U. Service Relation Client : 13ter boulevard Berthier 75017, France

or by e-mail to: [dpo@europcar.com](mailto: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.