

The logo graphic consists of several overlapping, rounded, wavy shapes in shades of orange and red, creating a sense of movement and depth. The text 'LeasePlan' is overlaid on the left side of these shapes.

LeasePlan

Privacy Statement

Private Lease

25-08-2017

Preamble

Read this Privacy Statement carefully to understand how we collect and use your personal information.

Scope of this Privacy Statement

This Privacy Statement ("**Statement**") applies when you visit our website or when you enter into the lease contract on our website.

By '**you**' we mean persons who have, through the website, shown an interest in or currently make use of LeasePlan's Operational Private Lease services.

Who is the controller of your personal data?

LeasePlan Partnerships & Alliances N.V. is the company responsible for the processing of your personal data:

Address: Excelsiorlaan 8, 1930 Zaventem, Belgium.

In some cases, LeasePlan Corporation N.V., the parent company of LeasePlan Partnerships & Alliances N.V., will be a co-responsible party:

Address: Gustav Mahlerlaan 360, 1082 ME Amsterdam, The Netherlands

LeasePlan Partnerships & Alliances N.V. and LeasePlan Corporation N.V. are collectively referred to as "**LeasePlan**" and "**we**".

1 For what purposes do we process your personal data?

1.1 ONLINE

1.1.1 To be able to accept you as a customer.

What does this mean?

We collect information when you register as a customer on our website.

What personal data do we process for this?

We collect your first and last name, date of birth, address, telephone number, e-mail address, your valid driving licence (country of issue, number, expiry date), delivery address or pick-up location, transaction data (such as order, amount(s) payable, date of the payment), your bank account number and the authorisation you give to LeasePlan.

With whom do we share your personal data?

We share your personal data with a third party with whom we have concluded an agreement for making online payments, such as the verification fee of €1, and for analysing your credit data. We only share information that is necessary for carrying out the payment and the analysis.

1.1.2 For various portals and apps.

What does this mean?

We (will soon) offer online portals or apps. Via these portals or apps, you can, for example, find practical information about your lease car, change your name, contact information and other personal details, report damage to your vehicle, record appointments for repairs, maintenance or tyre changes, and contact our customer service.

What personal data do we process for this?

We use your name and e-mail address to send you a username and temporary password that you will need in order to be able to use the online portals and apps.

With whom do we share your personal data?

See Chapter 2 (page 8).

1.1.3 To support sharing on social media.

What does this mean?

Our website may have various options for sharing via social media such as Facebook, Twitter or LinkedIn. You can use these options to share information from our websites on your favourite social media platforms. Our websites may also display links to our own pages on social media, such as our LeasePlan Facebook or LinkedIn pages or our Twitter feed.

We are not responsible for the policy and method of collecting, using and disclosing data by other organisations such as Facebook, Apple, Twitter, Google, Microsoft, RIM or other app developers, app providers, providers of social media platforms, operating system providers, providers of

wireless services or hardware manufacturers, including personal data you provide to other organisations through or in the context of our social media functions.

What personal data do we process for this?

We process your name, e-mail address, photograph, list of contacts on social media and other information that is accessible to us when social media functions are used.

With whom do we share your personal data?

See Chapter 2 (page 8).

1.2 COOKIES AND SIMILAR TECHNOLOGIES.

The processing of personal data via cookies always takes place in accordance with our [cookie statement](https://www.leaseplan.com/cookies) (<https://www.leaseplan.com/cookies>)

1.3 CONTACT

1.3.1 To communicate with you.

What does this mean?

You can contact us in various ways. For example, by e-mail, by telephone or via our website. We will use your personal data to respond to your question or request. We can also contact you about the private lease contract or the vehicle.

What personal data do we process for this?

We may process your name and contact details, correspondence with LeasePlan which is related to your question or request, and all other personal data that you provide us with or that we need to be able to provide you with an appropriate answer (including the registration number of your vehicle), the agreed term of the private lease contract and your financial obligations towards us.

With whom do we share your personal data?

See Chapter 2 (page 8).

1.3.2 For surveys or other forms of (marketing) communication.

What does this mean?

We process your personal data for sending surveys in which we ask for feedback about our services and other services related to the vehicle. Alternatively, for sending information to keep you informed of events, special offers and current and new products and services from LeasePlan. We may contact you with regards to surveys or marketing communications, for example by e-mail, telephone or by post. We may also send you newsletters, brochures or magazines. We will only send these to you if you have given your permission in advance. If you no longer wish to receive surveys or marketing communications from us, please contact us using the contact details in this Statement or use the unsubscribe function at the bottom of these emails. You will (shortly) also be able set your preferences via portals and apps / My LeasePlan.

What personal data do we process for this?

We process your name, address, telephone number, e-mail address, the registration number of your vehicle and any relevant interests (as indicated by you).

With whom do we share your personal data?

See Chapter 2 (page 8).

1.4 SERVICES FOR THE LEASE CAR

1.4.1 Administration of the vehicle.

What does this mean?

We process information that is necessary to manage your use of the vehicle and to handle the day-to-day administration of the vehicle.

What personal data do we process for this?

We process your name, address, e-mail address, telephone number, the registration number, make, model and maintenance history of the lease car and other contact details. Moreover, you can provide us with certain information about the administration of the vehicle, for example when you call LeasePlan or give us information in a different way.

With whom do we share your personal data?

See Chapter 2 (page 8).

1.4.2 Repairs, maintenance and tyres.

What does this mean?

We process information relating to the repair, maintenance and tyre services for the lease car and any associated planning that may be involved.

What personal data do we process for this?

We collect your name, contact details, e-mail address, telephone number, and the registration number, make, model and maintenance history of the lease car. Moreover, you can provide us with certain information about the administration of the vehicle, for example when you call LeasePlan or give us information in a different way.

For example, your telephone number in order to make an appointment for the maintenance of the car.

With whom do we share your personal data?

We share information with third parties that are involved in the maintenance or repair of the vehicle, or the switching or replacement of tyres, such as dealers, garages and car mechanics. See also Chapter 2 (page 8).

1.4.3 Accidents

What does this mean?

We process information for the registration and processing of accidents in which you or your vehicle were involved, to restore your mobility and fix the damage. We will do this (i) by giving you the opportunity to report accidents

immediately to our customer service, (ii) providing roadside assistance or a replacement vehicle, and (iii) arranging repairs and other follow-up that may be required. We can also use this information for evaluating the processing of claims and our policy on this.

What personal data do we process for this?

We collect the following personal data:

from ourselves: registration number, make, model and maintenance history of the vehicle and contact information
from you: your name, contact details, vehicle details, accident data, damage data, photos of the incident, date of birth, number of occupants in the vehicle, information about witnesses if applicable, and all other information you provide us with about the accident, including information about possible injuries

from third parties: from persons involved in the accident or insurance companies. Information about third parties involved in the accident or incident, for example the identity of your passengers, the driver and passengers of other vehicles, and any other third parties that may have been involved. This includes information about other third parties such as witnesses, police officers and others, insurance information, incident information and damage claims from third parties

from authorities such as the police: your name, address, the registration number of your vehicle, information about the accident, official reports and witness statements

With whom do we share your personal data?

We may share certain information with dealers and garages, body shops, car mechanics, insurance companies, which may be either our own insurance company or those of third parties, as well as professional experts working for us or third parties, such as lawyers, medical experts, researchers, for settling damages or claims. See also part 0

1.4.4 Administration of traffic and parking fines.

What does this mean?

Since we are the registered owner of the vehicle, traffic or parking fines of the lease car can be directed to LeasePlan by the authority that imposed the traffic or parking fine, such as the police or the municipality. We process your personal data to answer questions from these authorities or to forward the fines to you.

What personal data do we process for this?

We process information that we receive from you, such as your name, address, date of birth, the registration number, make and model of the vehicle, the nature, place and time of the violation or incident, and the fines imposed.

With whom do we share your personal data?

Upon concluding the lease agreement and then for every additional vehicle that is leased, we provide the police with the registration number, make and model of the vehicle and the name, date of birth and address of the (primary) driver. See Chapter 2 (page 8).

1.5 MOBILITY SERVICES

1.5.1 Roadside assistance

What does this mean?

In the event of a breakdown, such as a flat tyre or a mechanical problem, LeasePlan can arrange roadside assistance. We have concluded contracts with third parties for this.

What personal data do we process for this?

We collect the following information: your name, e-mail address, mobile phone number, the registration number of your vehicle, and the place where help was requested and provided.

With whom do we share your personal data?

We share your information with third parties that provide roadside assistance, towing services or a replacement car. See also Chapter 2 (page 8).

1.6 BUSINESS PURPOSES FOR LEASE PLAN

1.6.1 Management report

What does this mean?

We will process your personal data for various business purposes such as analysis, audits, surveys, the development of new products, the delivery and improvement of or changes to our services, the determination of usage trends, the evaluation of our promotional campaigns and the operation and expansion of our business activities.

What personal data do we process for this?

We can process all kinds of data that we collect in the context of our services such as your name, contact details, vehicle data, damage information, as and when this is necessary for one of the purposes described above.

With whom do we share your personal data?

See Chapter 2 (page 8).

1.6.2 Compliance with legal obligations and protection of the assets and interests of LeasePlan.

What does this mean?

We process your personal data where required or necessary (a) under applicable laws or regulations, including laws outside the country in which you live (e.g. due diligence counterparty, money laundering, terrorist financing and other crimes); (b) in the context of legal proceedings; (c) to respond to requests from authorities or government agencies, including authorities and government agencies outside the country in which you live; (d) to enforce our terms and other applicable policy options; (e) to protect our activities; (f) to protect our rights, privacy, security or property and / or yours and those of others; and (g) to allow us to use available remedies or to limit our damage.

What personal data do we process for this?

We process your name, a copy of your driving licence, your correspondence with LeasePlan, your use of services, information from third parties with whom LeasePlan has entered into an agreement, and any other information mentioned in this Statement, to the extent that such may be necessary for one of the purposes mentioned in the previous point.

With whom do we share your personal data?

As far as the objectives in the above section are concerned, we only share the required information with a third party with whom we have concluded an agreement. Your personal data will be provided to supervisory institutions, tax authorities and research services, only to the extent that we are obliged to do so under applicable laws or regulations that govern LeasePlan's business activities. See also Chapter 2 (page 8).

1.7 BUILDINGS OF LEASEPLAN

1.7.1 Access control and security of LeasePlan buildings

What does this mean?

When you visit us in one of our buildings, we may use your personal data to ensure adequate access controls and effective security.

What personal data do we process for this?

For this we can process your name, your contact details and the name of the person you visit.

With whom do we share your personal data?

See Chapter 2 (page 8).

2 With which other persons do we share personal data?

Apart from the rules for sharing personal data for the purposes described above, we can also call on external suppliers to carry out certain processing activities for us, such as services related to IT and the associated infrastructure, security including identity and access control and legal, financial, accounting and other similar services.

Since these third parties have access to personal data in the context of these processing activities, we have taken technical, organisational and contractual measures to ensure that your personal data is processed for the aforementioned purposes only.

Only if we are legally obliged to do so, will your personal details be provided to supervisory institutions, tax authorities and research services.

3 Do we transfer personal data to other countries?

Given the global nature of our organisation and services, your personal data may be stored and / or processed in a country other than that in which you live. LeasePlan will ensure that your data is still adequately protected in another country, for example through LeasePlan's own Binding Corporate Rules or through contractual agreements with third parties.

4 How long do we keep personal data?

Unless the law imposes or permits a longer period of retention, we will retain your personal data for as long as necessary to achieve the objectives described in this Statement.

5 How long do we protect personal data?

Your personal data will be treated as strictly confidential, and LeasePlan has taken the necessary technical and organisational measures to protect them against loss or unlawful processing. LeasePlan uses various security techniques for this purpose, including secure servers, firewalls and encryption, as well as the physical protection of the locations where personal data is stored.

Unfortunately, no data transport or storage system can ever be 100% safe. If you have reason to believe that your communication with us is no longer secure, notify us immediately using the Contact Details provided in this Statement.

6 Can minors use our services?

Our services are not for persons under the age of 18.

7 What about updates to this Statement?

We reserve the right to make changes to this Statement as required. See also the date on the front page of this Statement. Changes to this Statement take effect when we publish the amended Statement on the website.

8 How can you request, change or delete your personal data?

If you wish to revise, correct, update, delete or remove your personal data as processed by us, you can contact us via <https://www.leaseplan.nl/contact>.

In your request, please state as clearly as possible which personal data you are referring to. For your protection, we only respond to requests for personal data that are linked to the e-mail address you used to send your request. We can also ask you to prove your identity before we begin to deal with your request. We will try to process your request as quickly as possible, and always within the legally permitted period.

Please note that sometimes we must keep certain data for administrative purposes or to complete actions that were already in progress before you requested the change or removal. It is also possible that residual information remains in our databases and on other carriers without being removed.

9 Any further questions?

If you have any questions about this Statement, please contact us by e-mail . You can always contact LeasePlan Driver Services with any questions you may have about this privacy policy or the way in which LeasePlan processes your personal data.

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