LeasePlan Connected Car

Privacy Statement January 2019

LeasePlan

What's next?



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A smart start

You have a LeasePlan Connected Car lease car. LeasePlan Connected Car uses personal data. That is the reason why you receive detailed information on the LeasePlan privacy policy in relation to LeasePlan Connected Car. It shows why and how we collect and use your personal data. It applies in addition to the general Global LeasePlan privacy statement, which also applies to you.

What may you expect from this information?

There is a lot to say about connected driving and privacy. Information that can be absorbed a lot easier when you know what to expect in advance.

Chapters 1 and 2 deal with privacy in relation to Connected Car in general. They are important to read for anyone who starts with connected driving. You can read it in the time it takes to have a cup of coffee.

Chapter 3 contains privacy information per module. Your employer can tell you which modules you have. In table 3.1, you will find the services that apply to you. For each service, we will answer three questions: *Why this service?*, *Which data do we process in this service? and Who can access the details of this service?*

Chapters 4 and 5 will show you what you can do with the LeasePlan Connected Car App and how you can keep up to date with changes in the use of your personal data.

How do we ensure that this information reaches you?

You employer will make sure this information reaches you before you start driving the car. We assume you read it before using the car. We will always ask you to confirm that you have read the privacy statement when you install the LeasePlan Connected Car App. This way, we do everything in our power to ensure you know how we deal with your personal data, before you start the car.

Finally, above all, we wish you will enjoy driving your LeasePlan Connected Car!





1 Introducing LeasePlan Connected Car

LeasePlan Connected Car uses wireless data traffic in order to be able to drive smarter and to manage a vehicle fleet efficiently. LeasePlan collects data to gain insight into, for instance, fuel consumption, driving behaviour, routes and technical condition of the car. Notifications for maintenance, a malfunction or better driving behaviour not only make driving the car a lot cheaper, but also safer. Connected Car constantly retrieves data from the car, sometimes nearly real-time. Moreover, a Connected Car can collect information on an accident and you can keep a log of your trips for tax purposes yourself.

1.1 How does Connected Car work?

In order to use the Connected Car modules, the device has been installed in your car.

The Blackbox consists of:

- an on-board computer, SIM card, GPS, GPRS antenna and wa modem;
- optionally: a PWZ switch (Privé/private, Woonwerk/commute, Zakelijk/business);
- optionally: an external buzzer.

The device collects various data on the car and sends it regularly to a database for storage. Subsequently, the data is translated into useful information in the LeasePlan Connected Car platform. If your employer has purchased our LeasePlan Connected Car App, you can see this information in the App yourself.

1.2 Who supplies Connected Car?

LeasePlan delivers the Connected Car platform with the agreed modules to your employer. The Connected Car platform is hosted and supported on behalf of LeasePlan by TomTom Telematics B.V

1.3 How do I use Connected Car?

At your employer's request, LeasePlan has installed and activated Connected Car device in your lease car. The device remains the property of LeasePlan, unless your employer has made other arrangements to this end. You are not allowed to make any alterations to the device, such as opening the on-board computer or removing the SIM card.

Did you agree that you may use your car for private purposes? Then, you can put your trip through the PWZ switch (private, commute, business) into the private, commute or business position. In the App, you can also choose between the private, commute and business positions.

1.4 Who can I contact if I have any questions?

If you have questions regarding the privacy and security measures of LeasePlan Connected Car, you may contact your vehicle fleet manager. For the functioning of LeasePlan Connected Car, we refer to your employer's car policy with details on the LeasePlan client service. You may also find them in MyLeasePlan.



2 LeasePlan Connected Car and privacy

LeasePlan processes personal data in accordance with the law, such as the General Data Protection Regulation (GDPR) and is committed to protecting the personal data available to it. That is why we only process the personal data that is necessary to provide Connected Car services. This privacy statement describes how we collect and use your personal data.

Important to know:

This privacy statement **does not apply** to the use of your personal data by your employer. Your employer has its own privacy policy and information obligation towards you.

2.1 Privacy Statement

The LeasePlan Connected Car privacy statement applies to all the information that is collected and processed by order of LeasePlan for the provision of Connected Car. The Dutch version of this Privacy statement prevails in case of deviations.

The parties responsible for the processing and use of your personal data are LeasePlan Nederland N.V. and your employer, both to the extent in which they have access to your personal data within the Connected Car platform.

Address: LeasePlan Nederland N.V. P.J. Oudweg 4 1314 CH in Almere

2.2 Personal Data

2.2.1 Who has access to my personal data?

First and foremost, you yourself have access to your personal data. In addition to you, only persons within your organization, LeasePlan, TomTom Telematics and external service providers have access to your personal data. Each of these persons only has access if that is necessary for the proper implementation of Connected Car.

These persons may have access to your personal data:

- Within your organization: the relevant vehicle fleet managers. Your employer can entitle the responsible vehicle fleet manager to allow access to other vehicle fleet managers;
- Within LeasePlan: the responsible vehicle fleet manager and the relevant IT and operational staff;
- Within TomTom Telematics: the relevant operational and IT staff by order of LeasePlan;
- Within external service providers: the relevant employees within the external service providers, for example in the event of a collision;
- Administrator Connected Car: both LeasePlan and your employer need at least one so-called administrator to manage the system. This administrator has access to the information in the Connected Car platform.

No more data than necessary

The access to data by the responsible persons is limited as much as possible to overall data at a car level (consider statistics for the number of journeys and average duration of trips) or at a vehicle fleet level (consider the overall number of trips of all the cars). Do you use a car from the pool? Please check the specific application of Connected Car and the associated conditions with your employer.

Please note: Furthermore, there may be legally competent authorities that may request personal data. You can read more about this in 2.2.4.

2.2.2 For which purposes does LeasePlan use my personal data?

LeasePlan uses personal data for the delivery of Connected Car and to ensure that the Connected Car platform and services are functioning properly and efficiently. We may also use the data for statutory reasons; you can read more in 2.2.4. We process personal data for various LeasePlan company purposes, for which we need them in order to deliver and improve our company activities and services. The law calls this a legitimate interest.

Consider for instance the following:

- Analyses;
- Audits;
- Product development;
- Website and App optimisation;
- Determining trends;
- Effectiveness tests of advertising campaigns.

2.2.3 How long does LeasePlan store my personal data?

LeasePlan stores personal data as long as necessary or allowed.

These are the criteria to determine the storage period of Connected Car:

- The period in which you use Connected Car;
- The statutory obligation to store data for a certain period of time;
- LeasePlan's legal position of LeasePlan which necessitates the storage of data (such as in case of statute of limitations, disputes or investigations by regulatory bodies).

Two examples:

Example A:

In case of the theft of a car, personal data may be stored as long as is necessary to identify and recover the vehicle and to process any claims. Even if the contract has been terminated.

Example B.

In case of a collision, personal data may be stored as long as is necessary to handle any claims. Even if the contract has been terminated.

In addition, the following deadlines apply to specific Connected Car services:

- 90 days when it concerns maps and location data for trip registration. If your employer wishes to keep these longer, he has to save it in a report himself.
- The current year up to 31 December plus the two previous years when it concerns trip details such as start and stop data and start and end locations.

Please note: These are the deadlines LeasePlan applies. These may differ from the deadlines your employer uses. You can ask your employer for this information.

2.2.4 When is LeasePlan obliged to disclose personal data?

LeasePlan may provide third parties such as supervisory bodies and tax authorities with personal data when this is required by law or when LeasePlan recognises a legitimate interest.

Consider these situations:

- Compliance with laws, also those outside the country in which you live.
- Cooperation with the government or a supervisor, when they request to share information with LeasePlan and we believe that this is important. These may be authorities established outside the country in which you live.
- Cooperation with the police and criminal investigation services, such as when LeasePlan has to comply with requests and orders by the police and judicial bodies to provide information.
- Other legal reasons, such as the application of our terms and conditions and the protection of our rights, privacy, safety or property. Not just in the interest of LeasePlan and its group companies, but also of you as driver of the lease car and any other parties.
- Cooperation with third parties for the provision of LeasePlan services. This will be done under LeasePlan's responsibility.
- In connection with a sale, reorganisation, merger or other corporate transactions.

2.2.5 Will my personal data be transmitted to another country?

LeasePlan manages Connected Car and implements this from the Netherlands. The hosting takes place on the TomTom Telematics servers in Germany. Your personal data is protected by (European) legislation in the field of privacy, including the General Data Protection Regulation.

Group companies of your employer may transfer your personal data to countries outside the EEA (European Economic Area), for instance when vehicle fleet managers who require access to certain data are established there. As certain countries outside the EEA (such as the US) do not offer an appropriate level of data protection, LeasePlan and your employer ensure adequate safeguards for confidential and secure data.

2.2.6 How is my personal data protected?

External service provider TomTom Telematics takes care of the hosting of the LeasePlan Connected Car platform. In order to protect your personal data, TomTom Telematics meets all the technically and organisationally required measures the law attaches to data protection. TomTom Telematics meets the ISO:27001:2005 requirements as well.

Your personal data is protected by the following measures, among others:

- Encryption of data;
- Secured servers, firewalls, antivirus and malware measures;
- Supervision by LeasePlan of TomTom Telematics for the collection, storage and processing of information;
- The access to data is limited to persons in specific positions within LeasePlan (and its service providers). For each of these persons goes that they get access to the information to the extent necessary to offer Connected Car services. They are bound by contractual confidentiality obligations. Non-compliance with these obligations may lead to appropriate disciplinary measures, including even termination of the employment contract;
- LeasePlan takes appropriate organisational, technical and administrative measures to protect personal data within our organisation. Unfortunately, there is no system that is 100% safe guaranteed. If you suspect the interaction with us is no longer secure, for instance in case of a hack, please contact us or your employer immediately.

If you want to know how your employer secures the LeasePlan Connected Car personal data, you may ask your employer.

2.2.7 Which rights do I have in relation to my personal data?

You have the following rights when it comes to your personal data that has been processed by LeasePlan:

- You may ask us to update, restrict or delete it;
- You may object to the processing of your personal data;
- You may receive an electronic copy of your personal data (portability of data).

Good to know:

- It may occur that LeasePlan must store certain data for archiving purposes and/or to complete transactions that were commenced prior to your application for a modification or deletion.
- Your employer has access to your data as well. If you have any questions, please contact your employer.

Who can I turn to and what is the procedure?

Do you wish to exercise your rights or do you have questions or complaints about this statement? Please go to the Personal Data Rights form on LeasePlan.nl, which you will find in the footer at the bottom of the homepage. For your safety, we may ask you to verify your identity before we may comply with your request. LeasePlan will comply with your request as soon as possible, but in any case within the statutory deadlines.

In addition to the above rights and procedure, you will always have the right to contact the following persons and bodies:

• LeasePlan Data Protection Officer (DPO).

LeasePlan Corporation N.V., attn. Data Protection Officer, Gustav Mahlerlaan 360, 1082 ME Amsterdam, the Netherlands. Please use the Personal Data Rights form at the bottom of the homepage on LeasePlan.nl and select 'contact DPO'.

• Dutch Data Protection Authority (Autoriteit Persoonsgegevens)..

You will find the contact information on the homepage of autoriteitpersoonsgegevens.nl.

2.3 Type of data and its origin

Which data is processed depends on the Connected Car modules your employer has purchased. Your employer can provide you with this information. Chapter 3 elaborately discusses which data Connect Car processes for each service.

Basically, LeasePlan collects the following data:

• Your lease car and personal data.

This data is provided to LeasePlan by you or your employer: your first name and surname and/or an identification number from your employer, the licence plate number, the vehicle identification number (VIN), make, model and colour of the car, odometer reading, car property records, maintenance data, fuel type and possibly your address, e-mail address and telephone number. Do you have a lease car which you use to visit clients and perform work on-site? More data may be collected than when you have a lease car for commute only.

• Data you provided.

You can provide certain data via the LeasePlan Connected Car App or in another way, for instance when you indicate for your log whether trips are business or private.

• Data collected by the device installed in the car.

- Technical data of the car, such as the odometer reading, date and time, start and end location of trips, driving time, longitude and latitude coordinates, that are converted into postal code and address and overall driving time.
- Data regarding current status of the vehicle such as ignition status (whether the engine is on or off), the status of the mobile network and the maintenance status.
- In case of a collision: specific information on the collision.

• Derived data.

The data collected from the device and mentioned above may be extended with generic data such as road type, fuel type, European CO2 emission standard, average fuel consumption and maintenance cycles (of spare parts) of your type of vehicle. LeasePlan may use this to analyse and advise.

2.4 Reporting from your employer

Your employer may use the recorded data to make reports for vehicle fleet management and analyses, consider an overview of fuel consumption, number of driven kilometres (in comparison to the contracted number of kilometres) or scheduled maintenance. Your employer can tell you which reports it uses.



3 Privacy information for each Connected Car service

In this chapter, we discuss all the Connected Car services LeasePlan has to offer. The processing of personal data takes place on the basis of a legitimate interest of LeasePlan, namely the execution of the Connected Car services from the contract we have agreed upon with your employer. Your employer determines which Connected Car modules your car has. The table below provides an overview of the modules and services. For each service, we will answer three questions: *Why this service?, Which data do we process in this service? And Who can access the details of this service?*

Which services does my Connected Car have?

Connected Car has three modules: Trips, Routes and Driving style. Your employer always has module 1; it can expand to module 3 and subsequently to module 3. If you do not know which modules you have, please ask your employer.

		Module 1 Trips	Module 2 Routes	Module 3 Driving
3.1.1	Trip Registration	\checkmark	\checkmark	\checkmark
3.1.2	Map details	\checkmark	\checkmark	\checkmark
3.1.3	Points of Interest & Geofence	\checkmark	\checkmark	\checkmark
3.1.5	Car Finder	\checkmark	\checkmark	\checkmark
3.1.6	Maintenance	\checkmark	\checkmark	\checkmark
3.1.7	Collision reconstruction	\checkmark	\checkmark	\checkmark
3.2	Track & Trace		\checkmark	
3.3	Eco & Safe Driving			\checkmark

Tabel 1 Overview of available modules and services

3.1 Module 1 - Trips

The module Trips includes the basic equipment of each LeasePlan Connected Car. The details below about the use of your personal data are important in this regard.

a. Why Trip Registration?

Trip Registration allows you to keep an electronic log of the number of kilometres driven by car per trip. Trip Registration also records the location and the time of the start and end of each trip. You may record additional information, such as destination, address and contact details. You may distinguish private and business trips by using the so-called PWZ (privé/private, woonwerk/commute, zakelijk/business) switch in the car. If you want to use the log for your annual tax return, you are obliged to differentiate between private and business use of your lease car. You employer can also view certain information in the Trip Registration for its administration and any horizontally supervision agreements with the Dutch Tax and Customs Administration.

Does your employer also purchase the LeasePlan Connected Car App? In that case, you can also use the App to record the Trip Registration.

b. Which data is processed for Trip Registration?

- Date and time;
- Licence plate number of the car;
- Start and end odometer reading of the trip;
- Trip distance;
- Trip duration;
- Odometer reading at start Connected Car (start odometer reading);
- Current odometer reading;
- Privacy status PWZ switch (business or private position);
- Location (GPS);
- Driven route;
- Reason for the trip;
- Other remarks entered by the driver.

Good to know:

Your Connected Car is set by default to business trips so your trip registration can be used for tax purposes. This means that your employer can also view your trips. If you do not want this, you can switch it yourself to the private position with the PWZ switch. The private position is switched off in the event of a collision to enable a collision reconstruction.

Changing a private trip into a business trip?

Certain data fields, such as private/business position and remarks, can be edited afterwards, while others, such as the odometer reading, are fixed. Changing data afterwards may be necessary, for instance when you need to change a private trip into a business trip. In 'business position', the log shows the start and end time, the locations and the route driven. In 'private position', Connected Car does not show details in the log regarding locations. The trip registration system does however record the distance driven, start and end times and the date. If you change a private trip into a business trip, you must enter the start and end location manually. This is necessary for a comprehensive trip registration for the tax and customs administration. You can do so up to 90 days after the trip. Your employer may have agreed upon a shorter term.

c. Who can access the data of the Trip Registration?

Authorised persons within LeasePlan and your employer may view or change this data. The vehicle fleet manager can view the trip registration data if your employer has agreed with the Tax and Customs Administration that it will supervise the kilometres driven for business purposes itself. You can see the data of your own trips.

3.1.1 Map details

a. Why Map details?

Connected Car registers map details of current and previous trips, for instance addresses and the route travelled. This way, your employer can view the route driven of business trips on a road map.

b. Which data is processed for Map details?

The location where the car has been, the time the car was there and the trip data.

c. Who can access the data of Map details?

You yourself, authorised persons within LeasePlan and your employer can view this data.

3.1.2 POI and Geofence

a. Why POI and Geofence?

Using the POI (= Points of Interest) feature, your employer is able to manage navigation points relevant to the performance of your work and/or the service. The POIs are visible through the navigation feature and can be used during navigation. Furthermore, Connected Car sends geofence notifications if you enter or exit certain specified areas or routes. Your employer receives a signal when the car reaches the specified address or when the car enters the specified area.

b. Which data is processed for POI and Geofence?

The location of your car and the route you travel with it are necessary to send real-time geofence notifications. Your vehicle fleet manager can install addresses and areas. You can also see the addresses and areas, but you cannot install or change them. If you switch your PWZ switch to the private position, the car is not visible on the map.

c. Who can access the POI and Geofence data?

You can view the data on the locations yourself. In addition, there are authorised persons within LeasePlan and your employer who can view or edit this data.

3.1.3 Car Finder

a. Why Car Finder?

In the App, the Car Finder ("Find my Car") shows a precise location of the car on the map. You can see where your car is and how far it is from your location. Please log on via the App if you want to use this service

b. Which data is processed for Car Finder?

The location details of the car and the GPS location of the smart phone.

c. Who can access the details of Car Finder?

You yourself see this data in the LeasePlan Connected Car App.

3.1.4 Maintenance

a. Why Maintenance?

Apart from the regular maintenance notifications of your car, you and your employer receive extra notifications about repairs and maintenance via LeasePlan Connected Car. The notifications arise from the odometer reading or error warnings from the car. This service may save you employer time and costs. Scheduling maintenance on time prevents the downtime of your car.

b. Which data is processed for Maintenance?

The odometer reading, the date on which maintenance is required, malfunctions of the car, maintenance history, the licence plate number, make and model of the car and your contact information.

c. Who can access the data of Maintenance?

You yourself see the data on Maintenance. Authorised persons within LeasePlan and your employer can also view or edit this data. If necessary, LeasePlan will share personal data with the third parties. Consider for instance repair shops and garages that carry out maintenance and repairs to your car. LeasePlan may also be obliged to disclose personal data to third parties.

3.1.5 Collision reconstruction

a. Why Collision reconstruction?

At the request of your employer, LeasePlan Connected can store information in the event of collisions. This may be used to make a reconstruction of the collision and may be important for the insurance. The device keeps records of 45 seconds prior to the crash until 15 seconds after the crash. The data used to this end is kept during all trips, but it is not stored. Only when sudden changes in velocity exceeding certain g-forces occur, it is assumed there has been a collision and the system stores the data. LeasePlan may use this information for determining liability and damage, damage management and restriction, in which we have a legitimate interest in the processing of this data.

Please note: as of 2019, each Connected Car will be provided with collision reconstruction. If you drive an older version of Connected Car, you can turn to your employer for more details on this feature.

b. Which data is processed for Collision reconstruction?

A collision report is made, containing among other things:

- The location of the car, based on GPS (latitude and longitude coordinates and speed);
- The g-force information such as collisions during the crash, the force and direction for each impact;
- The date and time of the collision and the velocity at the moment of the collision;
- The licence plate number, VIN (Vehicle Identification Number), the make and model of the car

c. Who can access the details of Collision reconstruction?

The persons responsible for the claims handling have access to the collision report in the Connected Car platform. Usually, this is someone within LeasePlan, or someone at your employer, if claims handling has not been outsourced.

The claims handler may also share the collision reconstruction report with for instance insurance companies, lawyers, medical consultants, researchers and judicial authorities in the framework of claims solutions and enforcement.

Good to know:

In case of a collision, LeasePlan may be obliged to disclose personal data to third parties. Also refer to paragraph 2.2.4.

3.2 Module 2 - Routes

The module Routes adds a sophisticated Track & Trace system to the existing services in module 1. The details below about the use of your personal data are important in this regard.

a. Why Track & Trace?

Track & Trace enables an efficient use of the vehicle fleet. Your employer can track the cars in the vehicle fleet and is therefore able to make real-time route plans. With Track & Trace, the distance travelled and the location of a car, past and real-time, are visible. The position of the car is visible live on a map. Track & Trace is interesting for instance for delivery services. The information will be stored for up to 90 days. If your employer uses Track & Trace, you will see that in the LeasePlan Connected Car App. Of course, this only applies if your employer has purchased the App from us.

Real-time Map data

Track & Trace records the location of the car a couple of times per minute. This information goes to Connected Car and subsequently an update on the map is made. This way, your employer can see the movement of the cars in the vehicle fleet in real-time.

Car trail (Track)

The vehicle fleet manager sees where the car has been during the last 90 days. A trail on the map shows where your car was at which time. Your employer also sees when the car was standing still and what the start and end times of a trip were. If you put the PWZ switch in the private position, the position of the car is not visible.

b. Which data is processed for Track & Trace?

Track & Trace processes the licence plate number, date, time and location of the car.

c. Who can access the data of Track & Trace?

Authorised persons within LeasePlan and your employer may view or change this data. In addition, LeasePlan may be obliged to disclose personal data to third parties. You can read more in paragraph 2.2.4.

3.3 Module 3 - Driving style

The module Driving style adds Eco & Safe Driving services to the existing services in modules 1 Trips and 2 Routes. The details below about the use of your personal data are important in this regard.

a. Why Eco & Safe Driving?

Eco & Safe Driving provides a detailed insight into driving behaviour and opportunities to improve for fuelefficient driving. This goes for the vehicle fleet manager and for you as well. Eco & Safe Driving also shows the fuel consumption history and the CO₂ emissions of the car. This service provides an insight into the driving style of the driver. Through hardware in the car, the driving style, such as accelerating, braking and idling, is measured. Drivers of the car may receive feedback and driving advice. If your employer has purchased the App, this will show a score. You may click on to get more information.

b. Which data is processed by Eco & Safe Driving?

For this purpose, we process the following data:

- Licence plate number;
- Emergency stop;
- Fast acceleration, idle time, changing direction or turning corners;
- Score;
- Date and time;
- Start odometer reading of a trip;
- Velocity;
- Speed limits;
- Road type;
- G-force in collisions;
- Fuel consumption;
- CO₂ emissions.

c. Who can access the data of Eco & Safe Driving?

You can view the data of Eco & Safe Driving yourself in the LeasePlan Connected Car App. Authorised persons within LeasePlan and your employer may also view this data. Your employer and you can see fuel consumption and CO_2 emissions in real-time. Reports on this data are also possible. This may be important information for the vehicle fleet manager to keep the vehicle fleet green, efficient and safe. The vehicle fleet manager can see the driving style of a driver by way of a score. This score compares the driving style of the driver in the past seven days with those of colleagues in the vehicle fleet.



4 LeasePlan Connected Car App

Has your employer purchased our LeasePlan Connected Car App? In that case, you can view the data of your car in the App. Which options you have in the App depends on the agreements your employer and we agreed upon.

These are the options:

Dashboard - Overall overview of car details, such as odometer reading and details on trips made.

<u>My Trips</u> - Here you can see your trips made last and possibly edit them from business to private and vice versa. You may also make remarks on the trip, for instance having to detour due to a closed road or to which appointment the trip pertained.

<u>My driving style</u> - Here you can see your score regarding CO2 emission and fuel consumption. You can also view a score which compares your overall performance to an anonymous reference group (of colleagues).

<u>My Car</u> - Here you can see current information on your car, for instance odometer reading, fuel level or burning dashboard lights.

<u>Find my car</u> - Find my car shows a precise location of the car on the map. You can see where your car is and how far it is from your location.

5 Stay connected

Naturally, developments in connected driving are not at a standstill. Therefore, we update the information on our services regularly. Any changes are incorporated in this privacy statement. The changes come into force on the day of release to users such as yourself.

Just as LeasePlan, your employer is responsible for keeping you informed of relevant changes within LeasePlan Connected Car.

6 In conclusion

Now you know everything about Connected Car in relation to your privacy and how we do anything in our power to let you drive safely, energy efficiently and as green as possible. You can always fall back on the information in this document. As far as we are concerned, you have everything to enjoy your Connected Car!

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