



## CONSUMER PRIVACY NOTICE

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Pursuant to Article 13(1) and 13(2) of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (OJ L 119, p. 1, hereinafter "GDPR"), please be advised that:

### I. PERSONAL DATA CONTROLLER

LeasePlan Fleet Management (Polska) sp. z o.o. with its registered office in Warsaw (02-676), ul. Postępu 14B ("LeasePlan", "we", "us") is the data controller for your personal data. If you have any questions or concerns regarding personal data protection, please use the "Right to Personal Data Protection" form available on LeasePlan's website [www.leaseplan.com](http://www.leaseplan.com).

### II. HOW WE COLLECT YOUR PERSONAL DATA

Your personal data processed by us are collected directly from you when you enter into a contract with us and when we provide services under the contract.

### III. CATEGORIES OF DATA, PURPOSES AND GROUNDS FOR DATA PROCESSING:

Your personal data including: first name, family name, phone number, email address, driving license number and ID card number, as well as data recorded by telematics devices installed in vehicles (including: vehicle location, immobilization of the vehicle, monitoring of vehicle mileage, recording of hazardous events) may be processed by LeasePlan for the following purposes:

- a) to perform the contract with you (legal basis: Article 6 1. b. of the GDPR), including: for direct contact with you;
- b) to obtain credit approval in order to perform the contract (legal basis: Article 6 1. b. of the GDPR);
- c) to establish, pursue or defend a legal claim, if any, for which we have a legitimate interest (legal basis: Article 6 1. f. of the GDPR);
- d) to meet the obligations in relation to the review and monitoring of financial transactions for money laundering, as required under the Anti-Money Laundering Act (legal basis: Article 6 1. c. of the GDPR);
- e) to settle the services and meet the accounting obligations, as required under Article 74 2. 4. of the Accounting Act (legal basis: Article 6 1. c. of the GDPR);
- f) for statistical purposes (to better tailor the services to the needs of our customers, to optimize our products and service processes, to build a customer knowledge base, to perform financial analysis of our company, etc.), where we have a legitimate interest to do so (legal basis: Article 6 1. f. of the GDPR). In this respect, we may also send you periodic surveys or other marketing materials - with your consent (based on Article 6 1. a. of the GDPR) - in certain situations - or if we have a legitimate interest in doing so;
- g) offer you products and services (direct marketing) and to send you commercial information based on your consent expressed for receiving such information (legal basis: Article 6 1. a. of the GDPR). This allows us to keep you informed about LeasePlan events, special offers, opportunities and current and future products and services. When contacting you about surveys or marketing communications, we will use email or bulletins/brochures/magazines (sent to you by post). If you no longer want to receive surveys or marketing information from us, please contact us via the contact form and withdraw your consent;
- h) to recover debts, process insurance policies and settle insurance claims in order to perform the contract with you (legal basis: Article 6 1. b. of the GDPR);
- i) to offer access to websites and applications - we offer access to websites or applications. You can use these websites or applications to find practical information about your car, contact details and other personal data, report changes or vehicle damage, schedule repairs, maintenance or tire replacement, contact our customer

service, or consult and pay your fines. This processing is carried out in order to perform the contract with you (legal basis: Article 6 1. b. of the GDPR) or with your consent. LeasePlan may also ask you for consent to the processing of your data if such consent is required under the;

- j) vehicle management - we process your data in connection with the management of your use of the vehicle and the day-to-day management of the vehicle, i.e. in order to perform the contract with you (legal basis: Article 6 1. b. of the GDPR);
- k) performance of services in the field of repair, maintenance and replacement of the tire – we process your data in connection with the provision of (planned) repair and inspection services and services related to the tires of your vehicle, i.e. in order to perform the contract with you (legal basis: Article 6 1. b. of the GDPR);
- l) recording and managing accidents which you and/or the vehicle may have been involved in to restore mobility and handle damage. For this purpose, we (i) enable you to report accidents at our Customer Service Call Centre, (ii) provide roadside assistance and/or a replacement vehicle, as appropriate, and (iii) arrange for repairs and other necessary follow up activities. This processing is carried out in order to perform the contract with you (legal basis: Article 6 1. b. of the GDPR). We may also use this information for damage repair assessment as part of our Damage and Risky Behavior Policy where we have a legitimate interest in processing such data;
- m) settlement of fuel card, e-Mobility card and tolls – our services include a fuel management program that allows you to pay for fuel at petrol stations using LeasePlan’s payment mechanism. If you have an electric car, you may receive e-Mobility card to charge your vehicle at charging stations. This processing is carried out in order to perform the contract with you (legal basis: Article 6 1. b. of the GDPR). We may continue collecting certain information in connection with fleet toll management activities;
- n) rental – we collect your personal data to provide services under the rental program so that you can, for instance, contact LeasePlan’s specialists through our Customer Contact Center, rent a car from the most convenient rental place or make a car available for you to rent. This processing is carried out in order to perform the contract with you (legal basis: Article 6 1. b. of the GDPR);
- o) enabling roadside assistance – if your car breaks down, for instance if you have a tire puncture or mechanical problems while driving, LeasePlan is able to arrange for roadside assistance through close collaboration with external partners. This processing is carried out in order to perform the contract with you (legal basis: Article 6 1. b. of the GDPR);
- p) management reporting - we may process personal data for various business purposes for which we have a legitimate interest to process these data, such as data analysis, audits, developing new products, enhancing, improving or modifying our services, identifying usage trends, determining the effectiveness of our promotional campaigns and operating and expanding our business activities;
- q) compliance with laws and legal obligations and protection of LeasePlan’s assets and interests – to comply with a legal obligation or where we have a legitimate interest we will process your personal data as appropriate or necessary (a) under applicable law, including laws outside your country of residence and including sectoral recommendations (e.g. counterparty due diligence, money laundering, financing of terrorism and other crimes); (b) to comply with legal process; (c) to respond to requests from public and government authorities including public and government authorities outside your country of residence; (d) to enforce our terms and conditions and other applicable policies; (e) to protect our operations; (f) to protect our rights, privacy, safety or property, and/or that of yours or others; and (g) to allow us to pursue available remedies or limit the damages that we may sustain. If you have given consent to this, LeasePlan may also analyze information on your vehicles if you have already leased a car through LeasePlan, for instance to determine the price of a new car rental.

Data collected by telematics devices installed in vehicles are not verified and monitored on an ongoing basis by LeasePlan. The above data are actively processed only if it is necessary to use them for a specific recovery, insurance or claims management process.

#### **IV. RIGHT TO OBJECT**

Where your personal data are processed on the basis of our legitimate interest, as described above, you have the right to object to the processing of your data described above at any time. We shall cease the processing of your data for those purposes unless we can demonstrate that important legitimate grounds exist in relation to your data which take precedence over your interests, rights and freedoms, or where we may need your data to establish, pursue or defend a legal claim.

## V. DATA RETENTION PERIOD

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Your personal data:

- a) resulting from the contract are retained throughout the duration of the contract and until expiration of the statute of limitations for the claims, pursuant to Article 118 of the Civil Code,
- b) kept as accounting data and necessary to document financial security measures used pursuant to the law on counteracting money laundering and the financing of terrorism are retained for a period of 5 years starting from the first day of the year following the financial year in which the operations and transactions were finally completed, settled or paid,
- c) necessary to obtain credit approval are processed for 5 years starting from the first day of the year following the year in which the business relationship with the client is terminated or in which occasional transactions are performed,
- d) collected for statistical purposes are retained for a period of 3 years but no longer than until the statistics have been analyzed,
- e) obtained for the purpose of sending you commercial information and direct marketing are retained for as long as the legitimate interest in performing the contract exists, whereas after the expiry of the contract and until your withdrawal of the consent, only data processed on the basis of the consent are retained.

## VI. DATA RECIPIENTS

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Your personal data may be shared with entities and authorities authorized to process such data under applicable laws, as well as with entities performing debt recovery activities and entities within our Group.

Your personal data may be transferred to processors processing personal data on behalf of the controller, including IT service providers, accounting firms, car dealerships and maintenance service providers provided that such processing is done under a contract with the controller and solely in compliance with the controller's instructions.

Data from telematics devices installed in vehicles are provided by Keratronik Sp. z o.o. (company supplying and servicing telematics devices to LeasePlan) subject to appropriate safeguards. The processing of personal data collected in the manner described above does not lead to automated decision-making in relation to you.

## VII. RIGHTS OF DATA SUBJECTS

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Under the GDPR, you have the following rights:

- a) right to access and receive a copy of your data;
- b) right to rectification (correction) of your data;
- c) right to erasure and restriction of processing;
- d) right to object to the processing of your data;
- e) right to data portability;
- f) right to lodge a complaint with a regulatory authority.

## VIII. RIGHT TO WITHDRAW CONSENT FOR PROCESSING OF YOUR PERSONAL DATA

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In some cases, we may ask you to give consent to the processing of your data (e.g. for marketing purposes). If you have given us consent to the processing of your personal data, you have the right to withdraw your consent at any time. Withdrawal of your consent does not affect the lawfulness of processing based on your consent before its withdrawal.

## IX. IS IT MANDATORY TO PROVIDE US WITH YOUR PERSONAL DATA?

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The provision of your personal data is voluntary but LeasePlan needs these data to execute the contract.

Where your data are collected on the basis of your consent provision of your personal data is voluntary too.

## X. AUTOMATED DECISION-MAKING

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LeasePlan Clients are given the so called scoring that allows to verify their creditworthiness. Sometimes, in the event of a negative credit decision, the decision may be taken automatically.

When entering into the lease/ rental agreement to assess your creditworthiness and/or to analyze the credit risk the above assessment is carried out based on data and documents provided by you to LeasePlan, information obtained from Credit Information Agency and business information offices, other external information, as well as from LeasePlan's internal databases (e.g. information about products held or transaction history). On such basis, we determine your ability to contract liabilities at our company.

You have the right to express your position, contest the decision and request that the decision based on the algorithm be subject to human verification.

## **XI. TRANSFER OF PERSONAL DATA TO A THIRD COUNTRY OR INTERNATIONAL ORGANIZATIONS**

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Due to the global nature of our organization and services, your personal data may be stored and/or processed in a country other than your country of residence.

Some of the non-EEA countries are recognized by the European Commission as providing an adequate level of data protection according to EEA standards. For transfers from the EEA to third countries not considered by the European Commission as providing adequate protection, we have put appropriate security measures in place, such as for example the LeasePlan Binding Corporate Rules or the European Commission's Model Clauses. Copies of these security measures may be obtained by contacting us via the contact form referred to in section 1 of this privacy notice.