

General Data Protection Regulation (RGPD)¹

Privacy Policy

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Next, we want to inform you about the personal data that ILLYRICUM SL hereinafter (RENTAL CARS MARBELLA) processes and what is the purpose of said treatment. We also inform you about other important terms relating to data protection, eg about your rights. You are not contractually or legally obligated to provide us with your personal data. However, keep in mind that you cannot sign any vehicle rental contract with us, nor can you use our services, if we cannot collect or process your necessary data for the following purposes. This information also applies to third parties to whom the customer provides this information.

To: Responsible for the treatment

The entity responsible for the processing of your data is ILLYRICUM SL, Calle Marques de Muñoz 9, Bloque. 4, 29679 Benahavis (hereinafter also called RENTAL CARS MARBELLA.) For all questions related to data protection, you can contact the following address at any time: support@rcmarbella.com

B: Categories of personal data

The following categories of personal data may be processed by our company in connection with our services:

- Master data: they belong to, eg. eg, name, surname, gender, date of birth, address (private and/or work), password, credit or debit card number.
- Contact details: this includes, eg. For example, the telephone number, the e-mail address (private and/or work), if necessary the fax number, telephone number of third parties, the content of the communications (such as e-mails, letters).
- Contractual data: driver's license data, identity document, passport, photo (selfie) taken by you with your smartphone or tablet, rental information (vehicle category, date of collection and delivery, station of collection and delivery, extras / contracted services, reservation number and rental agreement number, license plate number of the vehicle you have rented), auto-generated PIN, credit check results, driver's license photograph and information on customer loyalty programs and partners.
- Financial information: credit card details, account number and bank details.
- Information of a voluntary nature: this includes data that you provide us voluntarily without our expressly asking for it, such as wishes about vehicle equipment or the indication of the preferred vehicle category, nature of the complaint or responses to surveys.
- Third party data: Personal data, eg. eg of relatives, a second driver, passengers under your rental agreement
- Location data (when using the web: www.rcmarbella.com of RENTAL CARS MARBELLA. or mobile web applications): Data that indicates the location of your smartphone.
- Telematics data (for connected vehicles): eg Bluetooth Authenticator, GSM tracker, mileage, fuel tank level, vehicle location, vehicle incidents.
- Special categories of data: in the event of an accident, damage to the vehicle or a similar incident, we process the information related to what happened and the damage caused. These data can be provided by clients, passengers or affected people. In these cases, health-related data such as e.g. eg, indications about injuries, alcohol concentration in the blood, driving under the influence of drugs or the like. Biometric data is also processed when validating your account at RENTAL CARS MARBELLA..

C: Legal basis of data processing in RENTAL CARS MARBELLA.

Article 6, paragraph. 1, first sentence, letter a) of the General Data Protection Regulation (RGPD): According to this provision, the processing of personal data is permitted when you have given your consent for it.

Article 6, paragraph 1, first sentence, letter b) of the GDPR: according to this provision, the processing of personal data is lawful if it is necessary for the performance of a contract to which you are a party, or in order to give the necessary steps in response to your rental request prior to the conclusion of a contract (eg when reserving a vehicle).

Article 6, section 1, first sentence, letter c) of the GDPR: in accordance with this provision, the processing of data is lawful when it is necessary to comply with a legal obligation of RENTAL CARS MARBELLA.

Article 6, section 1, first sentence, letter f) of the GDPR: in accordance with this provision, the processing of personal data is lawful when it is necessary to satisfy the legitimate interests pursued by the person in charge, that is, RENTAL CARS MARBELLA., or of a third party, provided that the interests or fundamental rights and fundamental freedoms of the interested parties, that is, their own, do not prevail over said interests. Article 9, paragraph 2, letter f) of the GDPR: in accordance with this provision, special categories of personal data may be processed when such processing is necessary for the formulation, exercise or defense of claims. The special categories of personal data also include data on the health of the data subjects.

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D: Purposes of the treatment in RENTAL CARS MARBELLA.

Generation and validation of an account in RENTAL CARS MARBELLA. Web: www.rcmarbella.com

Purposes of the treatment: You can create an account in RENTAL CARS MARBELLA. through the web: www.rcmarbella.com of RENTAL CARS MARBELLA. or from the website to avoid re-providing the data when making successive reservations/rentals and to enjoy other benefits. However, in order to use some of our digital products (eg RENTAL CARS MARBELLA. Share or RENTAL CARS MARBELLA.), it is mandatory to create a RENTAL CARS MARBELLA account. To create an account in RENTAL CARS MARBELLA., we need your master and contact details. You can create an account only on our platforms or use existing data from social media services to create an account ("social media account login"). If you choose social network login for account creation, you will be asked to confirm that we can receive personal data (email address, first and last name). The password you use with the social networking service will not be transmitted to RENTAL CARS MARBELLA. If you want to disable the social network account login for RENTAL CARS MARBELLA, you can remove access for RENTAL CARS MARBELLA. in the settings of the respective social network service. web: www.rcmarbella.com. To ensure that you use only one RENTAL CARS MARBELLA account. validated, we periodically review our customer database. If you have created several RENTAL CARS MARBELLA accounts. will join in a single account RENTAL CARS MARBELLA..

Legal basis of the treatment: *- Art. 6 (1), paragraph 1, point a), b), c), f) GDPR in accordance with the corresponding specific regulations.

Our legitimate interest in merging your personal data in the event of generating several RENTAL CARS MARBELLA accounts. is to optimize our customer database by avoiding multiple unnecessary storages. Recipients of your data: With the aforementioned purposes, it is possible that we transfer your data to service providers to validate your RENTAL CARS MARBELLA account.

Identity validation and driving license.: *-Purposes of the treatment: Your identity and your driving license are verified within the RENTAL CARS MARBELLA application. through a photo identification process or by one of our employees at the RENTAL CARS MARBELLA branches. To do this, we process your master data, contract data (driver's license data and photo/selfie), as well as categories of special data (biometric data) in the case of the web identification procedure: www.rcmarbella.com, which is carried out by comparing photos/selfies with the person. We use a multi-stage process that involves verifying the person and verifying the documents. Verifying the person in the app includes creating a photo/selfie. For the so-called liveness check, a short video is created in which you move your head back and forth, for example, to show that you are actually in front of the end device. In both cases, document verification includes checking security features (for example, holograms) to rule out the use of forged documents. At branches or through authorized agents of RENTAL CARS MARBELLA. We use camera systems or special card readers and in the case of the web identification procedure: www.rcmarbella.com, the camera of the final device. To ensure that the person being verified has a valid driving license and corresponds to the person on the identification documents, for the identification procedure on the website: www.rcmarbella.com a comparison is made with the help of biometric characteristics. . Person and document verification requires us to gain access to your device's microphone and camera. You can deactivate these authorizations at any time (for more information, consult our Privacy Policy on the web in detail: www.rcmarbella.com). Once it has been validated, we will delete the copy of your ID card and your selfie no later than 30 days after that. The copy of your driving license will be deleted after a successful rental and return of the vehicle, at the latest after 12 months. The information that you have a driving license will be stored in your RENTAL CARS MARBELLA account. for a maximum of six years and will be reviewed periodically.

Legal basis of the treatment: *- Art. 6 (1), paragraph 1, point a), c) GDPR in accordance with article 384 of the Penal Code.

Recipients of your data -For the aforementioned purposes, we transmit your data to service providers to validate your identity and driver's license.

Vehicle reservation

Purposes of the treatment -*If you want to rent a vehicle you can make a reservation in advance using the website: www.rcmarbella.com of RENTAL CARS MARBELLA., the website or by phone. In this context we process your master, contact and contractual data to the extent that it proceeds with said reservation purpose or changes in the reservation that you have requested from us. We process your location data to show you the RENTAL CARS MARBELLA office. nearest through the web: www.rcmarbella.com of RENTAL CARS MARBELLA. or from the website, provided that you have previously consented to the use of your location data. You have the option of

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deactivating access to your location at any time (for more information consult our Privacy Policy on the web in detail: www.rcmarbella.com). If you reserve your vehicle through travel agencies or other agents, your master data, contact information, rental information and, if necessary, financial information, will be transferred to us by said collaborators. If you book your vehicle through a travel agency, an online travel agency or other intermediaries, our partners will transfer your master data, contact data, rental information and, where appropriate, financial data to us.

The vehicles of RENTAL CARS MARBELLA. They can only be reserved through the web: www.rcmarbella.com of RENTAL CARS MARBELLA or through its authorized agent. In this context we process your master, contact, financial, contractual and location data. We process your location data to be able to show you the RENTAL CARS MARBELLA vehicles. closest to your location, provided that you have enabled such functionality. Here you have the option to disable access to your location at any time. Choosing not to activate location may cause certain features to not work. We use financial service providers to process payment transactions (including the provision of guarantees regarding bank cards). When making transactions, in addition to the data mentioned above, data to determine the device used by the user could be processed in order to guarantee payment operations and comply with legal requirements (eg related to strong identity authentication when making payments).

Legal basis of the treatment: *-Art. 6 (1), paragraph 1, point a) GDPR if the basis is consent. Art. 6 (1) para. 1, point b) GDPR for data processing for booking vehicles including payment processing and providing customer service. Art. 6 (1) para. 1, point c) GDPR for data processing for the purpose of complying with legal regulations regarding payments and retention periods according to commercial and tax regulations.

Recipients of your data *-With the purposes indicated above, we provide your data to the following recipients: Information technology providers, customer service centers, credit agencies, Illyricum sl companies (RENTAL CARS MARBELLA).

As part of our measures to prevent fraud, we also transfer – in situations where third parties have suffered or are at risk of fraud – personal data to those third parties who have suffered or are at risk of fraud.

Rent a car

Purposes of the treatment *- We treat your master, contact, contractual, financial data and any other data that you have voluntarily provided to us to facilitate the perfection and execution of the lease contract. In addition, we use master, contact and contractual data for customer relationship purposes, eg to manage complaints or changes to the reservation that you have requested from us.

We also use your master and contract data for the purpose of reconciling accounting entries (commissions and processing sales) with e.g. e.g. travel agencies, agents, franchisees and other cooperation partners. In order to be able to materialize your reservation request, we transfer your data to associated companies in the event that we do not have the requested vehicle or type of vehicle.

In addition, we are required by law to provide your data to authorities and law enforcement when requested to do so, such as when we process master data, contact data and contractual data within the framework of the reporting obligations to the authorities (based on article 25 of the Organic Law on Citizen Security).

We use financial service providers to process payment transactions (including the provision of guarantees in respect of bank cards). When carrying out transactions, in addition to the data mentioned above, data to determine the device used by the user could be processed in order to guarantee payment operations and comply with legal requirements (for example, related to identity authentication when making payments).

If you wish to pay the rental amount by direct debit, use the services RENTAL CARS MARBELLA.+, RENTAL CARS MARBELLA. or book a rental of a certain duration, in which case we will process your master and financial data to analyze your financial solvency by requesting information from credit agencies (cf. → Credit check). We also process your data to preserve our security and yours, eg to prevent non-payment and property crimes (in particular fraud, theft and misappropriation, embezzlement, misappropriation: See → Fraud prevention).

RENTAL CARS MARBELLA reserves the right to deny the rental with respect to people who present non-payments, contractual or legal breaches or uncivil or antisocial behavior towards other clients and employees. For this purpose, we process personal data to exercise our right of admission and freedom of contract. For this purpose we process your master and contact data.

At some rental locations we use technology that verifies the authenticity of identity documents (especially driver's licenses) and data is recorded electronically instead of manually. Once the rights and obligations derived from the vehicle rental contract have been fulfilled by both parties, your master, payment and contractual data will be

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stored during the periods stipulated by the corresponding applicable regulations (corporate, tax, money laundering prevention of capital, etc. -usually between four and ten years-).

Legal basis of the treatment

Art. 6 (1), paragraph 1, point b) GDPR regarding the processing of data required to perfect and fulfill lease contracts and for the purpose of customer relations. Art. 6 (1), para. 1, point c) GDPR regarding the processing of data required to detect, prevent and investigate crimes and misdemeanors, to examine and save the data of the driving license and to comply with the retention periods in accordance with corporate and tax regulations. Art. 6 (1), paragraph 1, point f) GDPR regarding the processing of data required to reconcile accounting accounts with third parties, determine the amounts owed to us, mitigate risks and prevent fraud. Our legitimate interest in processing your personal data to improve our services and customer service lies in the fact that we want to offer you the best possible services and continuously improve customer satisfaction.

Insofar as the data processing is required to carry out analyzes with the aim of preventing damage to our company and our vehicles, our legitimate interest lies in maintaining cost security and preventing economic disadvantages resulting from, for example, non-payment or loss of our vehicles.

Recipients of your data -*With the purposes indicated above, we provide your data to the following: information technology providers, customer service centers, collection companies, financial service providers, credit agencies, companies of the RENTAL CARS MARBELLA Group ., associated agencies, franchisees RENTAL CARS MARBELLA. and other cooperation partners of RENTAL CARS MARBELLA. As part of our measures to prevent fraud, we also transmit -in situations in which third parties have suffered fraud or are at risk of suffering it- personal data to those third parties who have suffered fraud or are at risk of suffering it.

Formalization of the lease contract when renting through the web: www.rcmarbella.com of RENTAL CARS MARBELLA.

5.1. Car rental via RENTAL CARS MARBELLA. xpress

Purposes of the treatment -*In certain locations, you can reserve your vehicle independently through the web: www.rcmarbella.com of RENTAL CARS MARBELLA. or mobile web applications. To do this, you will previously receive the corresponding information via email and/or "push". A RENTAL CARS MARBELLA account is required. with a validated identity and a driving license to use RENTAL CARS MARBELLA. xpress. Before the pick-up time indicated on the booking confirmation, you will be given the opportunity to select a vehicle from the offer list and, if necessary, add other extras to your rental agreement. With the beginning of the rental through the web: www.rcmarbella.com of RENTAL CARS MARBELLA. (by confirming the corresponding buttons), we process your master data and contract data for the creation of the contract documents as well as for correct billing. Once the rental contract is formalized, you will receive more information about the delivery of the vehicle keys. You will need your website: www.rcmarbella.com of RENTAL CARS MARBELLA. or your reservation number to collect the vehicle key.

Legal basis of the treatment -*Art. 6 (1) paragraph 1 paragraph b) GDPR

5.2 Opening of vehicles through the web: www.rcmarbella.com of RENTAL CARS MARBELLA.

Purposes of the treatment -*It is necessary to access our services using the web: www.rcmarbella.com of RENTAL CARS MARBELLA. to formalize the lease contract when using digital products (eg Additional Driver, remote vehicle opening, etc. or similar). This is done by entering the PIN that you have generated yourself and activating the Bluetooth function of your smartphone or through the Global System for Mobile communications (GSM) together with your location data, provided that you have enabled this function. You have the option to disable access to your location or the Bluetooth feature at any time. Choosing not to turn on your location or Bluetooth may result in certain functionality not working. We request your master, contractual and telematic data to process said functionalities. Legal basis of treatment: Art. 6 (1) paragraph 1 sections a) and b) GDPR.

5.3 Notification through the web: www.rcmarbella.com of RENTAL CARS MARBELLA. of errors in locking and unlocking.:

*-Purposes of the treatment -*When using the web: www.rcmarbella.com of RENTAL CARS MARBELLA. to open and close vehicles, any errors in this process, eg a window being left open before returning the vehicle, are displayed and must be fixed. In this context, we need your contractual and telematic data. Legal basis of the treatment -*Art. 6 (1) paragraph 1 sections b) and f) GDPR.

Our legitimate interest in using your personal data in this type of treatment is the prevention of crimes against property with respect to our fleet of vehicles, as well as protecting our contractual and non-contractual rights.

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5.4 Digital parking with RENTAL CARS MARBELLA.

Purposes of the treatment -*When you use RENTAL CARS MARBELLA we take charge of the parking costs in the business area in accordance with the general conditions of RENTAL CARS MARBELLA. In this context, we process your contractual and telematic data. Legal basis of treatment -Art. 6 (1) paragraph 1 sections b) and f) GDPR. Our legitimate interest in using your personal data for this type of treatment resides in ensuring that our vehicles are parked in accordance with traffic and vehicle circulation regulations and within the contracted area.

5.5 Digital payment at affiliated service stations and charging points

Purposes of the treatment -*With RENTAL CARS MARBELLA., you can refuel or recharge the vehicle at affiliated service stations or charging points and approve the refueling or electricity costs through the web: www.rcmarbella.com of RENTAL CARS MARBELLA. To refuel, select the corresponding dispenser at the affiliated service station on the web: www.rcmarbella.com of RENTAL CARS MARBELLA. web: www.rcmarbella.com and start the refueling process. You can only select a supplier if you have activated your location data on the web: www.rcmarbella.com of RENTAL CARS MARBELLA., In this way it can be established that you are within a radius of 300 meters from an affiliated service station. You have the option to disable access to your location at any time. Choosing not to enable your location may cause certain features to not work. Once the refueling process is complete, the amount refueled and the cost are remitted to you for billing purposes. In this context, your contractual, telematic and location data are processed.

With RENTAL CARS MARBELLA. You can charge vehicles at affiliated charging points. On the web: www.rcmarbella.com of RENTAL CARS MARBELLA. you will get a summary about these points. We process your location data to display the closest charging points. For the activation of the charging points, there is a charging card in the vehicle. The loading process described on the web must be followed: www.rcmarbella.com of RENTAL CARS MARBELLA.. Legal basis of the treatment -*Art. 6 (1) paragraph 1 paragraph b) GDPR.

5.6. Closing of the vehicle through the web: www.rcmarbella.com of RENTAL CARS MARBELLA.

Purposes of the treatment -*With some products (eg RENTAL CARS MARBELLA. or similar) it is necessary to close the vehicle again using the website: www.rcmarbella.com of RENTAL CARS MARBELLA. to end the rental when using the services of these products. Vehicles are locked using the Bluetooth function of your smartphone or via GSM in connection with your location data, and provided you have activated this function. You have the option to turn off access to your location or to the Bluetooth feature at any time. Choosing not to turn on your location or Bluetooth may cause some functionality to not work. We treat your contractual and telematic data when the vehicles are closed using the web: www.rcmarbella.com of RENTAL CARS MARBELLA.. Legal basis of the treatment -*Art. 6 (1) paragraph 1 section b) GDPR.

5.7 Return of the vehicle through the web: www.rcmarbella.com of RENTAL CARS MARBELLA.

Purposes of the treatment -*To ensure an orderly return and the correct billing of certain services (eg RENTAL CARS MARBELLA. or similar) when a vehicle return request is made, we verify if the vehicle is within the contracted area or in an appropriate location and if it can be returned. We process the time you have used the vehicle, the mileage and the amount of fuel left in the tank for the purposes of correct billing, and, as indicated, we verify the location of the vehicle to establish whether a trip has been completed in accordance with the stipulated In this context, we process your master, contractual, contact, financial and telematic data.

Legal basis of the treatment: Art. 6 (1) paragraph 1 section b) GDPR.

Connected vehicles: *-Purposes of the treatment -*The vehicles of RENTAL CARS MARBELLA. may be equipped with the so-called “connected vehicle” functionalities. These functionalities allow us to receive information from the vehicle such as fuel level, mileage, speed, status of vehicle sensors, tire pressure, expiration date for the next service, geolocation or activation of security systems (eg. airbags), as well as send certain commands to the vehicle. Vehicle data is collected by RENTAL CARS MARBELLA. or by the respective manufacturer of the vehicle, allowing us to properly maintain, care for and organize our fleet of vehicles. In this context, we process your contractual and telematic data.

The processing processes for other data related to connected vehicles are described in the corresponding section of this Privacy Policy when referring to telematic data.

Legal basis of the treatment. :*-The relevant legal basis applicable to the processing of telematic data in accordance with this Privacy Policy (→ Formalization of the lease contract when it is rented through or not

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through the web: www.rcmarbella.com of RENTAL CARS MARBELLA. → Breach of the contract or the law). it is determined by how the telematic data is specifically processed. It is generally as follows: Art. 6(1) para. 1 section f) GDPR (maintenance, care and organization of our fleet of vehicles). Our legitimate interest in processing your personal data for the purpose of maintaining, caring for and organizing our fleet of vehicles lies in providing you with vehicles fit for circulation at all times. It also allows us to quickly identify and perform any necessary repairs. Categories of recipients of your data- Information technology service providers. For certain markets and vehicle categories, we may work with third-party geolocation service providers to prevent property crime. For the prevention and/or investigation of crimes against property, your data may be transferred to the Authorities (investigative bodies; regulatory bodies; police bodies). License plate recognition -Purposes of treatment -*In some cases, RENTAL CARS MARBELLA. uses automated license plate recognition systems. On the one hand, we process the scanned license plate number to allow RENTAL CARS MARBELLA vehicles. enter and exit parking lots or garages without using a ticket. On the other hand, we process the date and time when a license plate was scanned by the license plate recognition to take into account the correct time to return the vehicle when issuing the invoice and to be able to comply, consequently, with our contractual obligations. -*The license plate recognition system can also scan the license plates of vehicles that do not belong to RENTAL CARS MARBELLA, for example, if RENTAL CARS MARBELLA. You are not the only user of the car park or garage. In this case, we take technical and organizational measures so that the processing of these registrations is carried out with the least intensity possible. For example, the data is deleted shortly after collection, or even not collected at all.

Legal basis of the treatment Art. 6(1) paragraph 1 section b) GDPR -Art. 6(1) paragraph 1 section f) GDPR

Our legitimate interest in processing your personal data in the context of license plate recognition is to increase efficiency and customer satisfaction by enabling customer-convenient vehicle return and correct recording of return time, thus avoiding billing errors due to incorrect return times. Thus, claims and additional expenses due to incorrect return times are avoided. In addition, license plate recognition allows us to prove the return time at any time in the event of a dispute.

Credit verification -Purposes of the treatment

To reduce the risk of non-payment, the credit rating of individuals is verified in order to enter into rental contracts of a certain duration and to access the RENTAL CARS MARBELLA.+ and RENTAL CARS MARBELLA services. When using RENTAL CARS MARBELLA., the credit analysis is carried out before using the service as long as the amount expected to be invoiced exceeds the limit of your credit card. *-CAR RENTAL MARBELLA. transmits personal data collected within the framework of these contractual relationships with regard to the application, fulfillment and termination of the contractual relationship, as well as data related to non-contractual or fraudulent behavior to rcmarbella *-The legal basis for such transmissions is Art. 6 (1) paragraph 1 point b) and Art. 6 (1) paragraph 1 point f) GDPR. Transmissions on the basis of Art. 6 (1) paragraph 1 section f) GDPR only proceed to the extent that such processing of personal data is necessary to protect the legitimate interests of RENTAL CARS MARBELLA. or third parties and does not prevail over the interests and rights and freedoms of the person concerned that require the protection of personal data. The exchange of data with rcmarbella also allows compliance with legal obligations regarding the verification of credit conduct. -*rcmarbella processes the data received and also uses it for the purpose of generating profiles (credit score) in order to provide its business partners within the European Economic Area and Switzerland, as well as, if applicable, to third countries (always that an adequate decision of the European Commission exists with respect to them) with information, apart from other aspects, for the assessment of the solvency of natural persons. More detailed information on rcmarbella's activities can be found at https://www.rcmarbella.es/legal/politica_privacidad.

Legal basis of the treatment -*Art. 6 (1) paragraph 1 section b) and f) GDPR.

Our legitimate interest in processing your personal data to verify credit lies in the fact that we want to ensure the payment of our services against risks of non-payment. Recipients of your data -*With the aforementioned purposes we transmit your data to rcmarbella *,

Marketing and direct mail

Purposes of the treatment -*We develop different measures for advertising purposes, to encourage customer loyalty, optimize offers to customers and for the purposes of market research and surveys. We may use data collected over the past three years to provide you with rental services and other appropriate additional mobility solutions, services or products, such as mileage packages, recommended coverage packages and other additional

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services such as the diesel option. These data also allow us to have your preferred vehicle or model available. Additional services or products may be offered to customers based on the preferences shown by similar customers. In this context, we process your master data, contract data and, if enabled, your location. CAR RENTAL MARBELLA carries out the aforementioned marketing and direct advertising activities for itself and for the companies of the RENTAL CARS MARBELLA Group, mentioned in the Annex, as well as for franchisees and national cooperators. Our marketing initiatives include sweepstakes which are normally subject to their own terms and conditions. If you enter one of our sweepstakes, we will process the data you submit to us (usually by filling in a form on our website or at one of our offices) for the purpose of entering the sweepstakes or competition and to the extent necessary to develop and finalize the sweepstakes, raffle or competition. We process your email address, which you have sent us in connection with the sale of a product or service, for the purpose of direct advertising regarding our own services or similar products, as well as to offer other services derived from the rental of your vehicle. .

You can object to the processing or use of your data for direct marketing purposes at any time without incurring additional costs over what is a usual transmission (eg, internet connection, mail). Please send any objections to: RENTAL CARS MARBELLA, or by email to: support@rcmarbella.com indicating the reference: Privacy Objection.

In the event of an objection, your email address will be included in our advertising block list. In this way, we ensure that your data is not processed for advertising purposes. If you do not wish to be included in our advertising block list, you can also ask us to delete your email address (see → J: Rights of those affected). However, it is possible that you will receive advertising messages again, if the legal requirement is met.

Commercial collaboration programs -*If you participate in commercial collaboration programs between several companies (programs for accumulating points in hotels, department stores, miles on plane flights, etc.) both RENTAL CARS MARBELLA, as well as the specific collaborating company, they are considered Data Controllers with respect to certain types of processing. Each company will make available to its clients its corresponding Data Protection Policy and other details on the treatment it carries out regarding participation in the program.

Legal basis for treatment -*Art. 6 (1) paragraph 1 point a) GDPR regarding data processing for the purpose of applying direct marketing measures that require express prior consent. Art. 6 (1) para. 1 point b) GDPR regarding data processing for the purpose of performing a contract (e.g. the contract to participate in a raffle) or for the purpose of taking the necessary steps to conclude a contract. Art. 6 (1) para. 1 point f) GDPR in respect of data processing for the purpose of applying direct marketing measures that do not require express prior consent and for applying such marketing measures (→ Purposes of Processing); Art. 6 (1) paragraph 1 point f) GDPR in relation to Art. 21 (3), Art.17 (3) point b) GDPR for processing related to the advertising block list.

Our legitimate interest in using your personal data for the purpose of applying the aforementioned direct marketing and marketing measures lies in our desire to demonstrate the quality of our Services to you and to foster a long-term customer relationship with you. *-Recipients of your data -*With the purposes described above, we provide your data to providers of information technology services, customer service centers, advertising partners and providers of customer loyalty and point accumulation programs.

Corporate Clients / Payments through third parties

Processing purposes -*You can reserve and rent our vehicles through your employer. In this case, your personal data is processed in accordance with this Privacy Policy. This also applies, as applicable, if the person responsible for paying your invoice is a third party. We forward the personal data collected during the rental (in particular through invoices and rental agreements or through monthly reports, as well as possible charges for traffic fines or accident reports) to your employer or the third party that will pay your bill. -*You have the option to sign a framework agreement with us electronically. In this context, we process your master and telecommunications data. Our provider will send you a personal link so that you can sign the contract electronically.

We also work closely with service providers to ensure that our business customer records are up to date. In this context, we pass on company data, which may contain personal data, e.g. about management and contact details of contact persons, to our service provider and receive updated data where appropriate.

Legal basis of treatment -* The relevant and applicable legal basis for data processing in accordance with this Privacy Policy is determined by how the data is specifically processed.

Art. 6 (1) paragraph 1 section b) GDPR applies to data processing to the extent necessary to execute reservations, formalize and execute framework contracts and rental contracts and for the purpose of maintaining customer relations, in all other cases Art. 6 (1) paragraph 1 section f) GDPR.

Regarding the processing of data for the purpose of reconciling accounting accounts with your employer or with third parties or for the purpose of clarifying facts (particularly in the case of accidents or traffic penalties), our

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legitimate interest lies in being able to determine amounts to be billed and other claims or to determine the party from whom to claim damages. Recipients of your data: *-For the purposes described above, we disclose your data to your employer or to the third party that will settle your invoice.

Damages, accidents and infractions: *-Purposes of treatment regarding damages or accidents

In cases where damage to our vehicles is detected or our vehicles are involved in an accident, we process your personal data for the following purposes:

- providing customer service in case of damage
- managing claims,
- processing damages that are the result of accidents (processing based on information provided by you and information from third parties, such as the police, the next tenant, witnesses, etc.).
- resolving claims.
- receiving and managing complaints,
- providing help and assistance
- insuring and raising our own claims.

In this context, we process your master data, contact data, contractual data, financial data, third-party data and, where applicable, special categories of personal data (health data). Legal basis for the treatment regarding damages or accidents Art. 6 (1) paragraph 1 sections b), c), f) GDPR and Art. 9 (2) point f) GDPR.

Our legitimate interest in using your personal data is to properly manage files for damages or accidents, as well as to protect our company against damages. This also includes our legitimate interest in bringing legal claims or defending ourselves against such claims by dealing with such damages or accidents. We also have a legitimate interest in providing you with undamaged vehicles at all times. Furthermore, we are obliged, in accordance with our contractual relationships with third parties (eg insurance companies), to process your data for the purpose of settling damage claims. Our legitimate interest in this regard lies in ensuring compliance with contracts.

Purposes of the treatment regarding sanctioning traffic and circulation files

In those cases in which disciplinary proceedings are notified for traffic and circulation violations committed during your rental period, we process your personal data in order to comply with the legal obligations of identifying the offending driver. In this sense, we provide the external provider that manages the identification of drivers before the issuing bodies of the sanctioning files (GESTORÍAS ASOCIADAS * their master, contact and contractual data).

In relation to the specific disciplinary file, we offer our clients, through AGENCIES * to be able to pay the fine safely using their payment gateway, if the specific disciplinary file allows it. If you voluntarily wish to use this payment gateway service, you can contract directly with AGENCIES *. Legal basis for the treatment regarding sanctioning traffic and circulation files -*Art. 6 (1) paragraph 1 sections c) and f) GDPR.

Our legitimate interest in using your personal data resides in fulfilling our legal identification obligations in relation to traffic and circulation offences, as well as preventing possible traffic offense commissions by our clients from causing us harm. This also includes our legitimate interest in filing legal claims or defending ourselves against said disciplinary proceedings. Additionally, in relation to the voluntary payment platform service, our legitimate interest lies in providing our clients with a quick and easy way to pay their fines.

Fraud prevention -*Purposes of the treatment -*We use cookies and other tracking technologies to process data (→ see Cookies and web: www.rcmarbella.com *) to determine the final device used by the user and the behavior of the user. The data is stored in databases for the purpose of fraud prevention, so that we can determine, for example, whether access procedures have already been used with your end device in the past and whether the end device is reliable. If you connect to unknown end devices, we may inform you that this may represent a security risk. The databases also store data about end devices that have already been used to perpetrate (or attempt to perpetrate) fraud, as well as associated master, communication, or contractual data. During a reservation process we retrieve a risk analysis on the final device used by the user from a database of a specialized provider. The risk analysis on the probability of a fraud attempt takes into consideration, among other things, whether the end device has been connected via different service providers, whether the end device shows that the location reference changes frequently, the number of transactions that have been made through the end device and if a proxy connection is used. Additionally, for the purpose of risk assessment, we check whether your email address has been reported in the past in the databases of providers specialized in fraud prevention for conspicuous use or fraud patterns and we take this into consideration. when formalizing contracts or facilitating the vehicle.

Legal basis of the treatment -*Art. 6 par. 1 first sentence letter f) of the GDPR.

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Our legitimate interest for the treatment of your data in this type of processing to try to avoid the commission of crimes against property lies in protecting our fleet of vehicles, as well as our contractual and extra-contractual rights. Recipients of your data -*For the purpose mentioned above, we transmit data to providers specialized in fraud prevention. Such providers may be located in countries that do not have an adequate level of data protection (in such a case, however, data transfers take place on the basis of adequate safeguards, see → E: Transfer to third countries).

Breach of the contract or the law -*Purposes of the treatment

In case of signs of criminal activity, e.g. eg theft, embezzlement, reckless driving, unauthorized use of vehicles or use of the vehicle in breach of contract, e.g. eg exceeding the maximum rental period or subletting it, we will take the following measures in order to prevent damage and protect ownership of our vehicles, vehicle parts and fuel:

- Geofence: Our vehicles can be equipped with an alarm system that notifies you in case you leave the contractual territory defined by us. An automatic notification is sent through this alert. At the same time that this automatic notification is sent, master, communication, contractual and telematic data are attributed to you, so that you can be contacted and your attention is drawn to the breach of contract.
- Unauthorized tire change / fuel tank emptying: Our vehicles may be equipped with an alarm system to detect any unauthorized tire change or fuel tank emptying. An automatic notification is sent through this alert. Your master data, contractual data, communication data and telematics data are only attributed to you if such unauthorized conduct is detected.
- Abuse with bonuses: We compare your old data (if your RENTAL CARS MARBELLA account was deleted) with the new data (when a new RENTAL CARS MARBELLA account is created) to detect any unauthorized use of bonuses when using our digital products (CAR RENTAL MARBELLA.). For this purpose, your old data is stored for six months. In this context, we process your master, communication, contractual data and special categories of personal data (biometric data).
- Forwarding of your data to the authorities: We can forward your master, communication, contractual, financial data and telematic data to the authorities (investigation of illegal acts) in cases of illegal conduct or risk to public safety. Please also note that we are required by law to keep a Register of leases.

Legal basis of the treatment -*Art. 6 par. 1 first sentence letter c) and f) of the GDPR, together with the corresponding legal provision. Our legitimate interest in using your personal data lies in the protection of our property through the aforementioned measures to protect our company against harm. We also have a legitimate interest in protecting our fleet of vehicles, as well as our contractual and non-contractual rights. -*Improvement of our processes and offer //Purposes of the treatment -*To improve the quality of our processes and offer, as well as to optimize the relationship with our clients, we carry out potential analysis, with the help of probability values regarding futures rents and acceptance rates of our offers, which take the form of evaluations and reports, as well as customer satisfaction surveys, in order to meet the expectations of our customers in terms of offering high quality products and services. This also allows us to define sales billing targets for our company, optimize capacity planning to improve vehicle usage, as well as identify and fix the source of errors. These criteria include, in particular, order history, sales revenue and complaint statistics.

We also process your master, communication and contractual data in connection with our collaboration with franchise, cooperation and agency partners, and for the purpose of optimizing the related processes and offers (cf. → Reservation and rental vehicles).

In this context, we process your master and contract data. The aforementioned processing is carried out with the help of an operational data store. Our data warehouse contains all the data collected in the company. In addition, we use the data store for internal purposes, e.g. eg business evaluations, marketing strategies, price calculation of our products and cost control.

Processing steps within the scope of the data store are performed anonymously or pseudonymised. -*We also process address data from third-party service providers to update our address database and ensure that the master data we use for contract management is correct.

Legal basis of the treatment -*Art. 6 section. 1, paragraph 1, point a) of the GDPR applies when consent is required to implement measures aimed at optimizing processes and the offer.

Art. 6 par. 1, paragraph 1, point f) of the GDPR.

Our legitimate interest in using your personal data is to improve our Services and the continuous development of our products. We also have a legitimate interest in improving the level of satisfaction of our customers.

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"Recommend a friend" campaign: *-12.1. Personal data of the Referrer

Purposes of the treatment - *Under the "Recommend a friend" program, registered clients of RENTAL CARS MARBELLA. ("Recommender") can easily recommend the services of RENTAL CARS MARBELLA. to your friends and relatives ("Friend"). For this purpose, the Referrer is provided with a link to make the referral that they can forward to their friends and family using their preferred channel (eg, by SMS, email, Whatsapp: www.rcmarbella.com.) . Both the Referrer and the Friend will each receive a prize for each friend who registers through the forwarded referral link and then uses the services of RENTAL CARS MARBELLA. To the extent that you as a Referrer participate in our Refer-a-Friend Program, part of your master data and communication data (first name, last name, email address and your IP address) will be processed for the purpose of implement the program, as well as for prize management and fraud prevention. In addition, each referral link contains a unique ID (containing your first and last name) that allows us to determine if the friend you have contacted is signing up for our offer. Participation in our "Refer a Friend" program is voluntary. Please note that if you do not provide your details you will not be able to participate in the "Refer a Friend" program. //Legal basis of treatment -*Art. 6 (1) par. 1 point b) GDPR for data processing for the purpose of implementing the "Refer a friend" program and fulfilling the respective contractual obligations, including your right of participation, technical processing of the program, awarding of the prize.

Recipients of your data //For the purposes described above, we use information technology service providers, as well as providers of customer loyalty or bonus programs when necessary for the technical processing of the "Refer a friend" Program . They will have access to the following data: Name, surname, email address and IP address of the Referrer.

12.2. Friend's personal data -*Purposes of processing // Recommendations sent by the Referrer to friends, relatives or acquaintances contain a referral link that allows the respective recipient ("Friend") to register for our offer. We only receive your personal data as a Friend when you, as a recipient of a referral, click on the referral link. As part of the "Refer a Friend" program, we only provide the Referrer with a referral link which, from a technical point of view, allows us to process the registration of a Friend and assign it to the Referrer in order to provide both the Referrer and the Friend with the prize. corresponding to a successful referral. It is the responsibility of the Referrer to whom you send the referral link to refer a person. In case you ignore the recommendation by not clicking on the reference link, nor RENTAL CARS MARBELLA. nor will any potential service provider involved as part of the "Refer a Friend" program receive and process your personal data.

Each referral link contains a unique identification of the Referrer (including first and last name) that allows us to assign the Referrer's record as a Friend to the Referrer. In the event that you, as a recipient of a referral, click on the referral link, we collect and process this information to determine whether your registration corresponds to a referral, as well as to manage the prize. We can only explicitly assign this information to your person if you register as a customer in our offer and provide your master data in this context. The processing of the data collected as part of the "Refer a friend" program will be carried out exclusively for the purpose of guaranteeing the prize for you and for the Referrer and to allow the corresponding registration in the RENTAL CARS MARBELLA offer. Legal basis of the treatment //Art. 6 (1) par. 1 point b) GDPR for data processing for the purpose of providing the prize as part of the registration and configuration of your account.

Art. 6 (1) par. 1 point f) GDPR for data processing for the purpose of implementing the "Refer a friend" program, in particular the assignment of the referral to the Referrer to provide him with the prize. Our legitimate interest in using your personal data for the purpose of implementing the "Refer a Friend" program lies in our desire to ensure the effective and user-friendly management of the Program, in particular the proper notation of the Friend registration for provide both the Friend and the Referrer with the prize, as well as to comply with the respective contractual obligations towards the Referrer.-*Recipients of your data

For the purposes described above, we use information technology service providers, as well as providers of customer loyalty or bonus programs when required for the technical processing of the "Refer a Friend" program. They obtain access to the following data: first name, last name and email address of the Friend.

Customer Service

Purposes of the treatment -*You can contact our Customer Service by phone, email, chat and postal mail. Depending on the reason for your request, we may process master data, communication data or contractual data in this context. For our chat service, we store message histories for up to 90 days. You can decide at any time what personal data you would like to provide during the chat. To provide the Service, we use a voice and chat solution provided by Watsapp, Inc. and its affiliates. To solve a technical problem with a connected vehicle, you can also contact our customer service. Customer service can remotely unlock or lock a vehicle after verifying a number of

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security parameters. Therefore, certain parameters may be requested to identify you (eg, driver's license number, date of birth, auto-generated PIN, and location provided by you). The location can be compared with the vehicle's GPS location data. In this context, we process your master data, contractual data, communication data, telematics data and location data. Legal basis of treatment -* Art. 6 (1) par. 1 point b) GDPR. -*Events and donations -*Purposes of the treatment

We organize a variety of different events to promote customer relations and loyalty. We also organize a series of solidarity events, such as requests for donations. We process your master data and communication data for the aforementioned purposes.

Legal basis of the treatment -*Article 6 section 1 letter f) of the GDPR.

Our legitimate interest in using your personal data for customer service, customer loyalty and charitable purposes lies in our desire to, on the one hand, offer the best possible services and sustainably increase customer satisfaction, and, on the other, fulfilling our social responsibilities as a large company to which we are obliged.

Access logs -*Purposes of the treatment //When you access our websites, we process the data that your browser transmits to allow you to visit our websites. This is a technically necessary process in which data (such as IP address, date and time of the request, operating system, browser type including language and version) is transmitted. The data is used to ensure stability and security, that is, to monitor server capacity, to find and eliminate errors, and to defend against and analyze attacks or security incidents. For this purpose, the data is processed for a limited period of time in so-called protocols or log files and is deleted or anonymized after analysis. In the case of anonymization, the data is modified in such a way that the information relating to identified or identifiable persons can no longer be attributed to a person or can only be attributed to a person with a disproportionate investment in terms of time, costs and manpower. construction site.

Legal basis of the treatment -*Art. 6 (1), paragraph, 1 letter f) GDPR //Our legitimate interest in processing your personal information or information that would allow you to be personally identified, as just mentioned, is to guarantee the stability and security of our websites.

Cookies and web: www.rcmarbella.com Tracking: -*Purposes of the treatment -*Our website uses cookies and our website: www.rcmarbella.com uses equivalent analysis tools. Cookies are small text files that are placed on your hard drive from a web server. Cookies contain information that can later be read by a web server within the domain that assigned the cookie. Cookies cannot run any programs or place viruses on your computer. The cookies we use do not contain personal data and are not linked to personal data. The monitoring tools store data on the use of the website: www.rcmarbella.com both on the website itself: www.rcmarbella.com or transmit (anonymously) usage evaluations to the website operator: www.rcmarbella.com. You can find more information about cookies and how to disable them in the cookie policy of the corresponding website (accessible through the link of the corresponding "cookie banner" and in the "Cookies" menu option in our Privacy Policy). Tracking tools can be deactivated on the web: www.rcmarbella.com (Account → Options → web: www.rcmarbella.com *). Legal basis of treatment -*The legal basis for these processing operations is found in Article 6, paragraph 1, paragraph 1, letter a) (regarding cookies that are not necessary for the technical operation of the web page/web: www.rcmarbella.com) and letter f) of the GDPR (regarding cookies that are necessary for the technical operation of the web page/web: www.rcmarbella.com), if personal processing operations are carried out. -*Our legitimate interest in the processing of your personal data through our websites and our website: www.rcmarbella.com lies in our desire to optimize our Internet offer and, as such, offer our clients the best possible services and sustainably increase customer satisfaction.

E: Transfers to third countries (if operational)

If you use our services to reserve vehicles to be rented in a third country, we pass on your personal data and the data of any additional drivers to our business partners in that third country. This also applies if you use loyalty / bonus programs from third countries. In case of damages and/or accidents suffered in a third country, we may send your personal data and the data of any additional drivers to the competent authorities and insurance companies in said third country. The transfer to a third country is made based on an adequacy decision of the European Commission. In the absence of an adequacy decision from the European Commission in the corresponding third country, the transfer to a third country will be made subject to adequate guarantees, in accordance with art. 46 par. 2 of the GDPR. You can request copies of these guarantees from RENTAL CARS MARBELLA. at the address provided above (see → Data Controller, contact details of the Data Protection Officer). Third countries are all countries outside the European Economic Area. The European Economic Area belongs to all

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the countries of the European Union as well as the countries of the so-called European Free Trade Area. These countries are Norway, Iceland and Liechtenstein.

F: Categories of recipients of your data

Sometimes we use the services of external service providers and companies belonging to the RENTAL CARS MARBELLA Group. to comply with our contractual and legal obligations, as well as to fulfill our legitimate interests. We may also transfer your personal data to other recipients, such as public authorities, e.g. Eg to comply with our legal obligations to communicate to security forces, tax authorities or judicial authorities; to credit institutions, eg, to manage payments; to experts, eg, to process complaints; to lawyers, eg, to defend and pursue legal claims; to insurance companies, eg, to process claims.

G: Duration of storage

We store your personal data until they are no longer necessary in relation to the purpose for which they were collected or processed (see → Purpose of the treatment in RENTAL CARS MARBELLA.). Your account at RENTAL CARS MARBELLA. It will be deleted if you do not use it to rent a vehicle at RENTAL CARS MARBELLA. during six years. Such account deletions are made once a year.

When RENTAL CARS MARBELLA. is obliged by law to save personal data, this storage is done for the legally required time. This includes legal prescription periods. In the case of commercial documentation, which includes commercial trade books and accounting documents (such as invoices), the storage period can range from 6 years (Art. 30 of the Commercial Code) to 10 years in relation to compensation of tax bases. During this time, your data may be subject to restricted access in respect of day-to-day operations if your data is not processed for any other purpose. The legal basis for this storage is Art. 6 (1), paragraph 1, point c) of the GDPR in accordance with the respective legally established period.

H: Automated decision making.

The aforementioned data processing does not include any automated decision-making pursuant to Art. 22 of the GDPR.

I: Profiling.: *-Sometimes, we process your data automatically in order to evaluate certain personal aspects (profiling). We use profiling in the following cases:

- We evaluate the data through what is known as connected vehicle functionalities so that we can maintain, care for and organize our fleet of vehicles. These measures are also intended to protect you (see section D, #5).
- We carry out potential analysis to improve the quality of our processes and offers and optimize the relationship with our clients. For this purpose, our customers are grouped according to certain criteria, such as order history, sales revenue and complaint statistics (see section D, no.12).
- We implement different measures to be able to provide you with specific information and advice about the products. This makes it possible to carry out appropriate advertising activities, including market research and surveys (see section D, #7).

J: Rights of those affected; *-Right of access of the interested party, Art. 15 GDPR

At reasonable intervals you have the right to obtain information about your stored personal data. This information refers to knowing if RENTAL CARS MARBELLA. whether or not your personal data has been stored, to know the categories of data in question and the purpose of their processing. If requested, RENTAL CARS MARBELLA. will give you a copy of the data being processed. Right of rectification,

Art. 16 GDPR *-In addition, you have the right to receive from RENTAL CARS MARBELLA. the rectification regarding erroneous or inaccurate data that concerns you, as well as the completion of the data that appears incompletely. Right of erasure,

Art. 17 GDPR *- Likewise, you have the right to obtain from RENTAL CARS MARBELLA. the deletion of your personal data. We are obliged to delete your personal data in certain cases, such as when they are no longer necessary for the purposes for which they were collected or processed, when you have revoked the consent on which data processing is based or when the treatment of the data was illegal, provided that the applicable regulations allow the deletion.

Right to limitation of treatment.

Art. 18 GDPR *-In certain circumstances, you have the right to limit the processing of your personal data. This includes circumstances in which you dispute the accuracy of your personal data, in which case we must verify such

General Data Protection Regulation (RGPD)¹⁴

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inaccuracy. In these cases, we must refrain from further processing of your data, except for storage, until the issue of accuracy has been clarified.

Right to portability.

Art. 20 GDPR -*In the event that you wish to change to another vehicle rental company, you have the right to request that we provide you or a third party of your choice with the data you have provided, based on your consent or a existing contractual relationship with you, in a machine readable format.

Right of opposition, Art. 21 GDPR.

a) Right of opposition in certain cases.

If the processing of your data by RENTAL CARS MARBELLA. it is necessary to perform a task in the public interest or in the exercise of public powers vested in the data controller (Art. 6 (1) paragraph 1, point e) GDPR) or is based on the legitimate interest of RENTAL CARS MARBELLA. (Art. 6 (1) paragraph 1 point f) GDPR), then you have the right to object to the processing of your data at any time, based on your specific situation. This also applies to profiling based on said standard as defined in Art. 4 no. 4 of the GDPR, which we carry out for what are called connected functions of the vehicle, to improve our processes and offer of services or for advertising purposes. In that case we will end the treatment, unless we state sufficient legitimate reasons to continue with the treatment that prevail over the reasons for ending the treatment.

b) Right to object to data processing for direct marketing purposes (as defined in section D, no. 7 of this Privacy Policy). *-In individual cases we process your personal data for direct marketing purposes. You have the right to object to the processing of your personal data for the purposes of such direct marketing actions; this also applies to profiling if this is associated with such direct marketing. If you object to your data being processed for direct marketing purposes, we will no longer process your data for that purpose. You can exercise your right of opposition without having to observe any formality or specific format at the address: RENTAL CARS MARBELLA. ILLYRICUM, S.L. Calle/ Marques de Muñoz 9, Block. 4, 29679 Benahavis- Málaga, o by sending an email to: support@rcmarbella.com Right to revoke consent, Art. 7 (3) GDPR If the processing of data by RENTAL CARS MARBELLA. is based on your consent, you have the right to revoke that consent at any time. The revocation of consent will not affect the legality of the treatment carried out from the time it was granted until the moment of revocation.

Contact information to exercise the rights of those affected

If you wish to exercise your rights as an interested party, direct such requests to the email address: support@rcmarbella.com

Right to file a claim, Art. 77 GDPR

You have the right to file a claim with a supervisory authority (Article 77 GDPR). You can exercise this right before the Supervisory Authority of the Member State in which you reside, where your place of work is or of the place where the alleged infringement has been committed. In Spain the competent supervisory authority is:

Spanish Data Protection Agency

C / Jorge Juan, 6

28001 – Madrid

General information

We reserve the right to modify and adapt this Privacy Policy with effect for the future.

Privacy Policy Revised annually.