

Privacy Statement

General Lease NV (Rent a Car)

General Lease NV, trading as Rent a Car (hereinafter Rent a Car), aims to be a leader in offering short-term rental vehicles and replacement cars.

To provide high-quality services, we process personal data of our customers and of individuals interested in our products and services. In doing so, we pay particular attention to the protection of your privacy. First and foremost, we want to inform you as clearly as possible about how we use your personal data, how we handle information security, and which rights you can exercise.

We apply the following basic principles in the processing of your personal data.

- The personal data we collect from customers and those interested in our products and services is intended to provide high-quality service. We will always clearly and transparently explain how we use the personal data.
- Rent a Car will only use your data for the purpose for which we collected the data.
- We only retain the data we need to enable our services and/or to comply with legal and regulatory requirements.
- We strive to process your data accurately and correctly.
- We monitor the retention period of your personal data so that we do not retain it longer than necessary or required by law.
- Rent a Car takes measures to ensure that your data is protected against unauthorized access, loss, or destruction.
- We extend our responsibility for your personal data to everyone who comes into contact with it.

Rent a Car, together with all its employees, is responsible for your personal data. Would you like to get in touch for more information?

Please send your question in writing to General Lease NV, Overhaamlaan 71, 3700 Tongeren, or send an email to privacy@rentacar.be.

If you believe that Rent a Car does not respect your rights regarding your personal data, or does not respect them correctly, you have the right to lodge a complaint about this with the Belgian Data Protection Authority, Drukpersstraat 35, 1000 Brussels, Tel: 02/274.48.00, fax: 02/274.48.35 or e-mail: contact@apd-gba.be .

If you have questions about Rent a Car's privacy policy or about how Rent a Car, as the data controller, collects, uses, or processes your personal data, please contact us either via Rent a Car, Overhaamlaan 71, 3700 Tongeren, or via privacy@rentacar.be .

Customer management

Rent a Car rents out and makes hundreds of vehicles available daily. Customer management encompasses all activities carried out in connection with these rentals and provisions, including the management and execution of rental and provision agreements.

It is of course essential that we have the correct personal data in order to offer our products and services in a high-quality manner.

- What data do we collect about you in the context of customer management?

In the context of customer management, we collect the following personal data:

- Name and first name of the tenant/beneficiary;
- Address and nationality of the tenant/entitled person;
- Name and first name of the driver (if not the renter/right holder);
- Address and nationality of the driver (if not the renter/right holder);
- Telephone number and email address of the tenant/entitled person;
- Telephone number and email address of the driver (if not the renter/right holder);
- Scan identity card without the driver's national number - copy in the case of a foreign driver;
- Copy of driver's license;

- Date of birth of driver;
 - Place of birth of driver;
 - VAT number of the tenant;
 - Content of the rental and provision agreements;
 - Username (if an account was created);
 - Reservation number and email address of the renter/entitled party (e.g. when logging in via the website without creating an account).
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- What data does Rent a Car obtain from Itsme® in the context of concluding a rental agreement?

In the context of concluding a rental agreement, the option is offered to identify yourself and sign the rental agreement via Itsme®. If you opt for this, we will receive the following personal data from Itsme®:

- Name and first name of the tenant;
- Address of the tenant;
- Tenant's phone number;
- Tenant's email address;

When using external services for the processing of personal data, the privacy statement of that external service must be observed. You can find this via the following link: <https://www.itsme-id.com/nl-BE/legal/privacy-statement> .

- Why do we collect this data about you?

Rent a Car is legally obliged to retain the data from the rental and provision agreements.

The processing of this data enables Rent a Car to conduct efficient customer management.

In addition, Rent a Car must be able to provide the identity of the drivers of its vehicles to the competent police services at all times if they request it.

Furthermore, Rent a Car wishes to take all measures to prevent abuses, such as but not limited to criminal activities involving its vehicles, as well as to be able to respond adequately should such abuses nevertheless occur.

Finally, within the framework of customer management, your personal data is also used for handling complaints submitted by you to Rent a Car regarding the execution of the agreements.

The data is collected and stored on various grounds:

- Based on the execution of the agreement;
 - Based on the legal obligation of Rent a Car;
 - Based on the legitimate interest of Rent a Car as the controller
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- Is this data shared with others?

The data we hold about you is shared with the competent police services in the context of processing police reports.

In addition, this data is also shared with Rent a Car's IT service provider, General Investments NV, which offers software, maintenance, and hosting services directly or in cooperation with third parties. Furthermore, in the context of the execution of the agreement, your data may be shared with assistance companies, payment providers, taxi companies, breakdown services, and companies affiliated with Rent a Car within the meaning of Article 1:20 of the Belgian Companies and Associations Code.

The authenticity of identity documents is verified by entering the identity card number into the Checkdoc.be web service in order to identify dubious customers.

In the event of disputes or other legal proceedings, this data may also be shared with a lawyer and/or bailiff.

If it is necessary for Rent a Car to disclose your personal data to third parties in this context, the relevant third party is obliged to use your personal data in accordance with the provisions of this privacy statement and the data processing or transfer agreement that will be concluded with that party, if applicable.

- How long do we retain this data?

Rent a Car does not retain your data longer than strictly necessary to achieve the purposes for which it is processed.

The personal data processed in the context of general customer management will be retained for 10 years after the last provision of services to you.

This retention period is based on the standard limitation period in commercial transactions.

This period may be extended in the context of the execution or substantiation of judicial proceedings.

- Rights

In the context of the processing of your personal data within customer management, you have the following rights:

- Right of access and copy => You have the right to know what personal data we hold about you, exactly what we do with it, and why we do so. You also have the right to receive a free copy of this information;
- Right of rectification, or in other words, right of correction => if you notice that certain personal data we process about you is incorrect or incomplete, you have the right to have us correct it. In the event of a correction, we will in principle also ensure that others with whom your data may have been shared are informed thereof, so that they also have access to the correct personal data;
- Right of restriction of processing => if you dispute the accuracy of the personal data processed by us, you have the right to request that the processing of your personal data be stopped for the time General Lease needs to verify the accuracy of your personal data. If it turns out that the personal data is indeed incorrect, it will be corrected and we will inform you accordingly.
- Right to data portability => You may ask us to transfer your relevant personal data to you so that you can transfer it to another supplier. The relevant personal data will be transferred in

a structured, commonly used machine-readable format. If it is technically possible to transfer the personal data directly to the other supplier, you have the right to request this.

- Right to erasure or the right to be forgotten => when you have withdrawn your consent in relation to personal data processed on the basis of your consent, or when the personal data are no longer necessary for the purpose for which they were processed, or you objected to the processing of your personal data and there are no compelling grounds for the processing thereof, or the personal data were unlawfully processed by us, or the personal data must be erased to comply with a legal rule, you may ask Rent a Car to erase the processed personal data.
- Right to object => regarding the personal data that we process based on our legitimate interest, you have the right to object to this processing at any time. Unless we can demonstrate compelling grounds for this processing that outweigh your interests, rights and freedoms, or that relate to the establishment, exercise or defence of a legal claim, we will cease this processing immediately.

You may exercise these rights free of charge at any time by sending a written request to General Lease NV, Overhaamlaan 71, 3700 Tongeren, or by sending an email to privacy@rentacar.be .

Bookkeeping

In support of our vehicle rental and provision activities, we process your personal data in the context of our accounting.

This includes, among other things but not limited to, invoicing and collection activities.

- What data do we collect about you in the context of accounting?

In the context of accounting, we collect the following personal data:

- Name and first name;
- Address;
- Email and phone number(s)
- Where applicable, contact person details;

- VAT number;
 - Overview of invoiced amounts (in/out) and received or paid amounts;
 - Date of receipt of payment/execution of the payment;
 - Overview of any reminders sent;
 - Overview of any collection measures taken;
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- Why do we collect this data about you?

Your personal data is processed within the framework of the customer/supplier relationship existing between us.

Rent a Car collects this data to comply with its legal obligations under tax and accounting legislation, as well as based on its legitimate interest to maintain efficient accounting records so that it has an accurate picture of its financial position and, among other things, to efficiently manage and collect amounts due to it and to correctly and timely pay amounts owed by it.

- Is this data shared with others?

In principle, this data is shared only with our statutory auditor in the context of his audit work on our accounts.

In addition, this data is also shared with Rent a Car's IT service provider, General Investments NV, which offers software, maintenance, and hosting services directly or in cooperation with third parties. Furthermore, your data may be shared in the context of the execution of the agreement with companies affiliated with Rent a Car within the meaning of Article 1:20 of the Belgian Companies and Associations Code.

The data is also shared with the online banking platform Isabel in connection with the processing of payments.

In the event of collection or other legal proceedings, this data may also be shared with a collection agency, lawyer, and/or bailiff.

If it is necessary for Rent a Car to disclose your personal data to third parties in this context, the relevant third party is obliged to use your personal data in accordance with the provisions of this privacy statement and the data processing or transfer agreement that will be concluded with that party, if applicable.

- How long do we retain this data?

Rent a Car does not retain your data longer than strictly necessary to achieve the purposes for which it is processed.

The personal data processed in the context of accounting are retained for 10 years following the financial year in which the last delivery to you took place.

This retention period is based on the limitation period in civil and commercial matters.

This period may be extended in the context of the execution or substantiation of judicial proceedings.

- Rights

In the context of the processing of your personal data within the accounting records, you have the following rights:

- Right of access and copy => You have the right to know what personal data we hold about you, exactly what we do with it, and why we do so. You also have the right to receive a free copy of this information;
- Right of rectification, or in other words, right of correction => if you notice that certain personal data we process about you is incorrect or incomplete, you have the right to have us correct it. In the event of a correction, we will in principle also ensure that others with whom your data may have been shared are informed thereof, so that they also have access to the correct personal data;
- Right of restriction of processing => if you dispute the accuracy of the personal data processed by us, you have the right to request that the processing of your personal data be stopped for the time General Lease needs to verify the accuracy of your personal data. If it

turns out that the personal data is indeed incorrect, it will be corrected and we will inform you accordingly.

- Right to erasure or the right to be forgotten => when you have withdrawn your consent in relation to personal data processed on the basis of your consent, or when the personal data are no longer necessary for the purpose for which they were processed, or you objected to the processing of your personal data and there are no compelling grounds for the processing thereof, or the personal data were unlawfully processed by us, or the personal data must be erased to comply with a legal rule, you may ask Rent a Car to erase the processed personal data.

You may exercise these rights free of charge at any time by sending a written request to General Lease NV, Overhaamlaan 71, 3700 Tongeren, or by sending an email to privacy@rentacar.be.

Contact form

Rent a Car offers a contact form on its website via which you can contact Rent a Car regarding, but not limited to, a quote request, invoicing, roadside assistance, feedback on your experience, and the functioning of the website.

The website is the property of General Lease NV (corporate name of Rent a Car), established at 3700 Tongeren, Overhaamlaan 71 and registered in the Crossroads Bank for Enterprises under number 0431.586.751.

- What data do we collect about you in the context of the contact form that you find on our website?

In the context of the contact form, we collect the following personal data:

- Name and first name;
- Phone number;
- Email address;
- Any other (personal) data that you voluntarily provide via the 'message' box.

- Why do we collect this data about you?

Rent a Car collects personal data in order to contact you and assist you in finding a solution to or answering the reason for your message.

- Is this data shared with others?

In principle, this data is shared only with Rent a Car's IT service provider, General Investments NV, which offers software, maintenance, and hosting services directly or in collaboration with third parties. Furthermore, for the purpose of correctly answering your question, your data may be shared with assistance companies, payment providers, taxi companies, breakdown services, and companies affiliated with Rent a Car within the meaning of Article 1:20 of the Belgian Companies and Associations Code.

In the event of disputes or other legal proceedings, this data may also be shared with a lawyer and/or bailiff.

If it is necessary for Rent a Car to disclose your personal data to third parties in this context, the relevant third party is obliged to use your personal data in accordance with the provisions of this privacy statement and the data processing or transfer agreement that will be concluded with that party, if applicable.

- How long do we retain this data?

Rent a Car does not retain your data longer than strictly necessary to achieve the purposes for which it is processed.

The personal data processed in the context of the contact form is retained in accordance with the retention periods indicated in this privacy statement, which depend on the nature of your question.

- Rights?

In the context of the processing of your personal data via the contact form, you have the following rights:

- Right of access and copy => You have the right to know what personal data we hold about you, exactly what we do with it, and why we do so. You also have the right to receive a free copy of this information;
- Right of rectification, or in other words, right of correction => if you notice that certain personal data we process about you is incorrect or incomplete, you have the right to have us correct it. In the event of a correction, we will in principle also ensure that others with whom your data may have been shared are informed thereof, so that they also have access to the correct personal data;
- Right of restriction of processing => if you dispute the accuracy of the personal data processed by us, you have the right to request that the processing of your personal data be stopped for the time General Lease needs to verify the accuracy of your personal data. If it turns out that the personal data is indeed incorrect, it will be corrected and we will inform you accordingly.
- Right to data portability => You may ask us to transfer your relevant personal data to you so that you can transfer it to another supplier. The relevant personal data will be transferred in a structured, commonly used machine-readable format. If it is technically possible to transfer the personal data directly to the other supplier, you have the right to request this.
- Right to erasure or the right to be forgotten => when you have withdrawn your consent in relation to personal data processed on the basis of your consent, or when the personal data are no longer necessary for the purpose for which they were processed, or you objected to the processing of your personal data and there are no compelling grounds for the processing thereof, or the personal data were unlawfully processed by us, or the personal data must be erased to comply with a legal rule, you may ask Rent a Car to erase the processed personal data.
- Right to object => regarding the personal data that we process based on our legitimate interest, you have the right to object to this processing at any time. Unless we can demonstrate compelling grounds for this processing that outweigh your interests, rights and freedoms, or that relate to the establishment, exercise or defence of a legal claim, we will cease this processing immediately.

You may exercise these rights free of charge at any time by sending a written request to General Lease NV, Overhaamlaan 71, 3700 Tongeren, or by sending an email to privacy@rentacar.be .

Job applications

You can apply for the open vacancies via the Rent a Car website. Data is processed by Rent a Car in the context of the application procedure.

The website is the property of General Lease NV (corporate name of Rent a Car), established at 3700 Tongeren, Overhaamlaan 71 and registered in the Crossroads Bank for Enterprises under number 0431.586.751.

- What data do we collect about you in the context of the application procedure?

As part of the application procedure, we collect the following personal data:

- Name and first name;
- Phone number;
- Email address;
- Personal data included in the CV and cover letter that the applicant has uploaded to the application platform;
- Photo (if uploaded, this is not a requirement to finalize the application via the platform).

- Why do we collect this data about you?

Rent a Car collects personal data in order to contact you regarding your application and the further execution of the application process with a view to the possible hiring of the applicant.

- Is this data shared with others?

This data is shared with Recrutee, a company that offers software aimed at more efficient follow-up of applicants and the turnaround time of the entire application process.

In addition, this data may also be shared with Rent a Car's other IT service provider, General Investments NV, which offers software, maintenance, and hosting services directly or in collaboration with third parties.

If it is necessary for Rent a Car to disclose your personal data to third parties in this context, the relevant third party is obliged to use your personal data in accordance with the provisions of this privacy statement and the data processing or transfer agreement that will be concluded with that party, if applicable.

- How long do we retain this data?

Rent a Car does not retain your data longer than strictly necessary to achieve the purposes for which it is processed.

The personal data processed in the context of the application procedure will be retained for one year after the provision of your data as part of a recruitment reserve.

- Rights

In the context of the processing of your personal data within the application procedure, you have the following rights:

- Right of access and copy => You have the right to know what personal data we hold about you, exactly what we do with it, and why we do so. You also have the right to receive a free copy of this information;
- Right of rectification, or in other words, right of correction => if you notice that certain personal data we process about you is incorrect or incomplete, you have the right to have us correct it. In the event of a correction, we will in principle also ensure that others with whom your data may have been shared are informed thereof, so that they also have access to the correct personal data;
- Right of restriction of processing => if you dispute the accuracy of the personal data processed by us, you have the right to request that the processing of your personal data be stopped for the time General Lease needs to verify the accuracy of your personal data. If it

turns out that the personal data is indeed incorrect, it will be corrected and we will inform you accordingly.

- Right to data portability => You may ask us to transfer your relevant personal data to you so that you can transfer it to another supplier. The relevant personal data will be transferred in a structured, commonly used machine-readable format. If it is technically possible to transfer the personal data directly to the other supplier, you have the right to request this.
- Right to erasure or the right to be forgotten => when you have withdrawn your consent in relation to personal data processed on the basis of your consent, or when the personal data are no longer necessary for the purpose for which they were processed, or you objected to the processing of your personal data and there are no compelling grounds for the processing thereof, or the personal data were unlawfully processed by us, or the personal data must be erased to comply with a legal rule, you may ask Rent a Car to erase the processed personal data.
- Right to object => regarding the personal data that we process based on our legitimate interest, you have the right to object to this processing at any time. Unless we can demonstrate compelling grounds for this processing that outweigh your interests, rights and freedoms, or that relate to the establishment, exercise or defence of a legal claim, we will cease this processing immediately.

You may exercise these rights free of charge at any time by sending a written request to General Lease NV, Overhaamlaan 71, 3700 Tongeren, or by sending an email to privacy@rentacar.be .

Use Rent a Car Wi-Fi network

When visiting our rental offices in Tongeren, Brussels, and Anderlecht, you can use the Wi-Fi network.

- What data do we collect about you in the context of your use of the Wi-Fi?

If you use the Wi-Fi network during your visit to one of the rental stations listed above, the following data will be collected from you:

- Device identification number;

- Why do we collect this data about you?

Rent a Car collects this data based on its legitimate interest to prevent potential misuse of the network. Should illegal activities take place from our Wi-Fi network, we may use the access of the device you use to access our network.

- Is this data shared with others?

In principle, this data is not shared with others, unless the network is used illegally. In that case, the data may be passed on to the police services, judicial authorities, and, where appropriate, our professional advisors, such as lawyers.

- How long do we retain this data?

The collected data will be deleted after one year.

- Rights

- Right of access and copy => you have the right to know what personal data we hold about you, exactly what we do with it, and why we do so. You also have the right to receive a free copy of this information;
- Right to rectification, or in other words, right of correction => if you notice that certain personal data we process about you is incorrect or incomplete, you have the right to have us correct it. In principle, when making a correction, we also ensure that others with whom your data may have been shared are informed so that they also have access to the correct personal data.
- Right of restriction of processing => if you have contested the accuracy of the personal data processed by us, you have the right to request that the processing of your personal data be stopped for the time Rent a Car needs to verify the accuracy of your personal data. If it

turns out that the personal data is indeed incorrect, it will be corrected and we will inform you accordingly.

- Right to erasure or the right to be forgotten => if you have objected to the processing of your personal data and there are no compelling grounds for the processing, or the personal data have been processed unlawfully by us, or the personal data must be erased to comply with a legal rule, you may request that we erase the processed personal data.
- Right to object => regarding the personal data that we process based on our legitimate interest, you have the right to object to this processing at any time. Unless we can demonstrate compelling grounds for this processing that outweigh your interests, rights and freedoms, or that relate to the establishment, exercise or defence of a legal claim, we will cease this processing immediately.

You may exercise these rights free of charge at any time by sending a written request to General Lease NV, Overhaamlaan 71, 3700 Tongeren, or by sending an email to privacy@rentacar.be .

Prospect management and direct marketing

Prospect management and direct marketing comprises the sum of activities by which Rent a Car keeps its customers and potential customers informed of its activities and any offers and promotions.

In order to carry out these activities, we need to have the correct personal data to reach prospects and other parties interested in our products and services, in order to provide them with the necessary information.

As part of prospect management, Rent a Car U will send you information regarding its products and services upon your request.

As part of direct marketing, only existing customers will receive mailings with offers for products and services similar to or complementary to the products and services for which they are already customers.

- What data do we collect about you in the context of prospect management and direct marketing?

In the context of prospect management and direct marketing, we collect the following personal data:

- Name and first name;
 - Address;
 - Telephone number/mobile number;
 - Email address
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- Why do we collect this data about you?

The processing of this data enables Rent a Car to inform interested parties about our products and services in a targeted and efficient manner.

- Notification of Your postal address => You may receive periodic mailings with information about products and services and upcoming events and, if you have given your explicit consent for this, you may receive mailings from other companies/organizations with which we are contractually linked; these other companies/organizations are commercial partners of Rent a Car.
- If you provide us with your telephone number, you may be contacted by us by telephone regarding information about our products and services or upcoming events, and you may, if you have given your explicit consent for this, be contacted by other companies/organizations with which we are contractually linked; these other companies/organizations are commercial partners of Rent a Car.
- If you provide us with your mobile number, you may be contacted by Rent a Car via text messages (SMS/MMS/etc.) regarding information about our products and services or upcoming events, provided you have given your explicit consent for this, or if you are already a customer and have provided your number. You may also receive text messages (SMS/MMS/etc.) for direct marketing purposes from other companies/organizations with which we have a contractual relationship, provided you have given your explicit consent for this. These other companies/organizations are commercial partners of Rent a Car.

- If you provide us with your email address, you may be contacted by our company via email regarding information about our products and services or upcoming events if you have given your explicit consent for this, or if you are already a customer and have provided your email address, and you may receive emails for direct marketing purposes from other companies/organizations with which we are contractually linked, if you have given your explicit consent for this. These other companies/organizations are commercial partners of Rent a Car.

If you no longer wish to receive addressed advertising or telephone calls from any company, you can subscribe to:

- the Robinson list of the Belgian Association of Marketing (BAM) for addressed advertising online: www.robinson.be , or by post: Belgian Association of Marketing (BAM vzw), Raketstraat 50, 1130 Brussels, and/or;
- The 'do not call' list for telephone calls (www.dncm.be), by telephone on 02 882 19 75.

The data is collected and processed on various grounds:

- Based on your consent;
- Based on the legitimate interest of Rent a Car as the data controller with regard to direct marketing actions to its existing customers;
- Is this data shared with others?

This data is shared with Rent a Car's IT service provider, General Investments NV, which offers software, maintenance, and hosting services directly or in collaboration with third parties.

Your data will also be shared with potential commercial partners of Rent a Car, only if you have given your explicit consent for this.

If it is necessary for Rent a Car to disclose your personal data to third parties in this context, the relevant third party is obliged to use your personal data in accordance with the provisions of this

privacy statement and the data processing or transfer agreement that will be concluded with that party, if applicable.

- How long do we retain this data?

Rent a Car does not retain your data longer than strictly necessary to achieve the purposes for which it is processed.

Personal data processed in a B2B context is retained for prospect management and direct marketing for 3 years after the provision of your data (prospects) and for 10 years after the last purchase of products or services from Rent a Car (existing customers).

Personal data processed in a B2C context is retained for prospect management and direct marketing for one year after the provision of your data (prospects) and for 10 years after the last purchase of products or services from Rent a Car (existing customers).

With regard to the 1- and 3-year periods, this retention period is based on the normal period of interest in information on the part of a company after having requested it, and with regard to the 10-year period, on the retention period of customer data in the context of customer management (for more information: see the title 'Customer Management').

- Rights

In the context of the processing of your personal data for prospect management and direct marketing, you have the following rights:

- Right of access and copy => You have the right to know what personal data we hold about you, exactly what we do with it, and why we do so. You also have the right to receive a free copy of this information;
- Right of rectification, or in other words, right of correction => if you notice that certain personal data we process about you is incorrect or incomplete, you have the right to have us correct it. In principle, when making adjustments, we also ensure that others with whom your data may have been shared are informed so that they also have access to the correct personal data;

- Right of restriction of processing => if you dispute the accuracy of the personal data processed by us, you have the right to request that the processing of your personal data be stopped for the time General Lease needs to verify the accuracy of your personal data. If it turns out that the personal data is indeed incorrect, it will be corrected and we will inform you accordingly.
- Right to erasure or the right to be forgotten => when you have withdrawn your consent in relation to personal data processed on the basis of your consent, or when the personal data are no longer necessary for the purpose for which they were processed, or you objected to the processing of your personal data and there are no compelling grounds for the processing thereof, or the personal data were unlawfully processed by us, or the personal data must be erased to comply with a legal rule, you may ask Rent a Car to erase the processed personal data.
- Right to object => regarding the personal data that we process based on our legitimate interest, you have the right to object to this processing at any time. Unless we can demonstrate compelling grounds for this processing that outweigh your interests, rights and freedoms, or that relate to the establishment, exercise or defence of a legal claim, we will cease this processing immediately.
- Right to withdraw your consent => If you wish for the personal data processed on the basis of your consent to no longer be processed by Rent a Car, you may withdraw your consent at any time by a simple written notification to Rent a Car, Overhaamlaan 71 – 3700 Tongeren or electronically via privacy@rentacar.be . In any case, the data being processed up to the moment of withdrawal of consent will continue to be lawfully processed.

You may exercise these rights free of charge at any time by sending a written request to General Lease NV, Overhaamlaan 71, 3700 Tongeren, or by sending an email to privacy@rentacar.be .

Technical and organizational security measures

Rent a Car uses an internal policy framework and minimum standards to protect your data.

In accordance with applicable laws and regulations, appropriate technical and organizational security measures (policies and procedures regarding access to personal data, IT security,

password management, environmental monitoring, etc.) are taken to ensure the confidentiality, integrity, and availability of your data, as well as to prevent unauthorized or unlawful access to your personal data, and loss, misuse, or alteration of your personal data.

Rent a Car will store all personal data it has collected on-site and in the cloud with data centers in the EU.

The employees and appointees of Rent a Car, as well as the processors with whom we collaborate, only have access to your personal data if this is absolutely necessary in the context of carrying out their activities. In any case, they are bound to confidentiality and are not permitted to process your personal data unlawfully or unnecessarily.

Cross-border processing of personal data

Any transfer of personal data outside the European Economic Area (EEA) to a recipient whose domicile or registered office is located in a country that is not covered by an adequacy decision issued by the European Commission shall be governed by the provisions of a data transfer agreement, which either;

1. will contain the standard contractual clauses as set out in the 'Decision of the European Commission of 4 June 2021 (Decision 2021/914)'; and/or
2. contain binding corporate rules. As is the case when using standard contractual clauses, the recipient of personal data/processor of Rent a Car in the third country must guarantee to Rent a Car that an adequate level of privacy compliance is ensured in the country of the third party; and/or
3. provide appropriate safeguards through any other mechanism under Privacy Legislation or any other regulations concerning the processing of personal data.

Entry into force and amendments

This privacy statement enters into force on, and is consequently applicable from 08/05/2024, for an indefinite period.

Rent a Car reserves the right to amend this privacy statement from time to time, for example in light of new developments or new legislation, but always within the limitations of the applicable privacy regulations. In any case, it is recommended to consult this privacy statement regularly.

The most recent version of the privacy statement is always available on the website. Every update, and in accordance with the time of the change, will be explained and displayed in the version history of the privacy statement, which can be consulted via the following link: <https://rentacar.be/nl/privacy-policy-history> .

References to other websites

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