

# Privacy Statement

Updated: 1 July 2019

Customer privacy is very important and taken very seriously by Massar ("Massar", "We", "Us", or "Our"). We are committed to protecting the personal information ("Personal Information") that you provide to us on this website (the "Site"). This notice describes our privacy policy regarding the collection, handling and distribution of your personal information.

## Permission:

By visiting this Site, you are accepting the Privacy Policy described below. If you do not agree with the terms of this Privacy Policy, you should immediately cease the use of this Site. By accessing this website or by entering into a rental agreement with us, or with our franchisees or affiliates, you are giving us, our franchisees and our affiliate's permission to use, transmit and store your personal information. We may modify this Privacy Policy at any time.

## What personal information do we collect?

Personal Information You Provide. We collect and maintain a variety of Personal Information collected through the various online inquiry forms on our Site. This Personal Information that we collect and maintain about you includes:

1. Your name
2. Your e-mail address
3. Your phone number
4. ZIP code, Address
5. Date of Birth

## We collect customer data in two ways:

1) **While making a reservation at Massar** - The information you send will be kept for our records and for our franchisees and affiliates who need that information to provide you a rental car. This information will not be shared with any third parties or any other Massar companies.

**2) When signing up for a Massar promotion or program** -The information you send will only be used for Massar Car Rental promotions (and sister companies), contests, newsletters, and upcoming events/offers. We will never transmit this information to a third party without your express permission.

If, after signing up for a Massar contest or promotion, you no longer wish to participate, you may Opt-Out of all future mailings from Massar System, Inc.

## Our Services

Massar Solutions PJSC (Massar) is a mobility solutions company and therefore most of the data we process are in relation to the vehicle management services we provide to the driver/customer and their employers. This starts with the registration of the leased vehicle, and continues when we communicate about our services, e.g. to arrange for periodic maintenance and repairs. We may also process data when the vehicle inadvertently is involved in an accident, to ensure that we restore mobility and handle any damage, or where we are the recipient of traffic fines in relation to driver's leased vehicle. Next to our core-leasing activities, we also provide a number of other related services, such as fuel card services, car rental services, passenger transport services, vehicle tracking and management, roadside assistance etc. Please note that we continuously try to improve our services and the user experience, by implementing innovations, such as telematics services which enable drivers to benchmark their fuel use consumption and driver behaviour.

In order to provide our services, we often work closely with Service Partners and Service Providers. Our Service Partners assist us in providing our leasing and other services and include car dealerships, car maintenance providers, body repair shops, and roadside assistance providers, but also rental service companies, and the administrators of our driver safety programs. Service Providers are companies we retain that support us in running our business, for example to help us maintain our IT network and related infrastructure, and security and access controls to our premises.

All credit/debit cards details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties.

The Website Policies and Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, the Customers' are encouraged to frequently visit these sections in order to be updated about the changes on the website. Modifications will be effective on the day they are posted.

### **How do we receive and process customer information?**

There are a variety of ways in which we come into the possession of personal information, such as vehicle lease start date, records of website visits and other interactions. Data may come from customer directly, e.g. when they contact us in relation to roadside assistance or to report an accident involving leased vehicle or when they respond to our surveys. When the end users have received their leased vehicle in the context of their employment, we may also receive information from the employer, such as contact information and lease category. When they engage with one of our Service Partners, we may receive information back from them such as when the vehicle has been repaired, when they have participated in a driver safety program or when they have rented a car through our program.