



Complaint protocol

Lessor:

United Rental Group, s. r. o..
Ivánska cesta 43
821 01 Bratislava
Zapísaná v Obch. registri OS BA I
oddiel Sro. vložka číslo: 56233/B

(To be filled in by the Lessee)

²Lessee*:

Company: _____

Name and Surname*: _____

Residence*: _____

E-mail*: _____

Telephone number*: _____

Subject of complaint (vehicle license plate, etc.):* _____

Contract number*: _____

Complaint description*: _____

Complaint solution proposal:

A date*: _____ **Signature of the Lessee *:** _____

Attachments:

1. Consent to the processing of personal data

*** Mandatory information**

¹The complaint procedure is available online at www.avis.sk/en and at the Lessor's premises in a visible place accessible to the Lessee.

²The person specified in the lease object or his / her representative is entitled to file a complaint. Both parties will receive an identical copy of the Complaints Protocol.

³The complaint will be settled within the statutory period in accordance with § 18 par. 1 of Act no. 250/2007 on consumer protection.

(To be filled in by the branch employee)

The complaint was received at the branch _____ on _____.

Complaint received by employee (name and surname) _____.

PROCESSING OF DATA AND INFORMATION AT RENTAL

The company **United Rental Group, s.r.o.**, Ivánska cesta 4358/43, Bratislava 821 04, Company Reg. No.: 44 560 940, registered in the Commercial Register of the District Court Bratislava I, division: Sro, file no. 56233/B (hereinafter referred to as the **"operator"**) in accordance with Art. 13 REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL (EU) 2016/679 from 27th April 2016 on the protection of individuals with regards to the processing of personal data and on the free movement of such data, by which this repeals the directive 95/46/ES (hereinafter **"the General Data Protection Regulation"**) provides the following information on the processing of personal data to the aggrieved persons.

The operator processes personal data of the aggrieved persons in an information system jointly operated by the owners and holders of AVIS licenses - other operators (with the exception of data obtained from GPS monitoring devices, which are processed in an separate information system of the operator). As part of this processing, personal data is transferred within the EU countries (registered offices of the respective operators), while individual operators are obliged to ensure an adequate level of security of the processed personal data.

The operator processes personal data of the aggrieved persons for the purposes of:

- **pre-contractual and contractual relations**, in particular for the purposes of processing and sending price offers, bookings, preparation and conclusion of contract and fulfillment of contractual obligations of the operator, especially in the context of rental agreements, rental contracts, general contracts related to the administration of contracts, taking and handing over the vehicle, dispute procedures, invoicing and etc.. The provision of personal data by the aggrieved person is a contractual requirement. Failure to provide personal data will not make it possible to enter into a contractual relationship with the aggrieved person.
- **clear identification of the aggrieved person** on the basis of the consent given by the aggrieved person before the photocopies of official documents of the aggrieved person are done and/or other electronically made and recorded copies and descriptions of official documents (scanning of documents, authentication of documents stored on electronic media, etc.), provided that the operator, in justified cases, requests such copies of official documents from the aggrieved person. Giving consent is voluntary.
- **the security, protection of assets and financial interests** arising from the contractual relationship entered into and the legitimate interest of the operator derived therefrom. For this purpose, there are selected rented vehicles, which are secured by monitoring their location via satellite tracking (GPS) (tracing of rented vehicles during their use and after theft). The processing of personal data (resulting from the information obtained about the occurrence of the vehicle) occurs in the case if the rented motor vehicle is used by a single natural person, that is, if at the time of use of the rented motor vehicle, the operator is able to identify a specific natural person and the vehicle is equipped with a monitoring device. In this case, personal data will be processed to the extent of the obtained GPS information about the occurrence of the vehicle and the derived characteristics of the person concerned. When taking over the vehicle, the lessee is informed that the rented vehicle is equipped with a GPS monitoring device.
- **recovery of damages and receivables, settlement of insurance claims, storage of documentation and drafted records and on the basis of other necessary legitimate interests of the operator**

Provision of personal data of other persons:

- the lessor, who is the employer of the natural person, is entitled to provide personal data to the operator about other natural person even without their consent, exclusively in connection with the establishment of pre-contractual and contractual relations related to car rental and only to the extent: title, name, surname, work classification, job classification, function classification, employee's personal number or employee number of the employee, professional department, place of work, telephone number, fax number, e-mail address to the workplace, and employer's identification data, if necessary in connection with the performance of work duties, duties or functional duties of the person concerned. The provision of personal data must not impair the seriousness, dignity and security of the aggrieved person. - to provide personal data to the operator about another natural person without their consent, the natural person who is the lessor is only authorized to do so in accordance with the valid legal regulations and contractual conditions only if it protects its legally protected interests, e.g. in the case of claims settlement. - in other cases, the aggrieved person is obliged to provide the operator with personal data of another natural person only with their consent, which they are obliged to submit to the operator. By providing data on another natural person, the aggrieved person expressly declares that they have adequate authorization, on the basis of which they are entitled to provide this person's personal data to the operator.

Provision of personal data to other recipients:

- inspection body within the scope of their activities in accordance to the individual legal regulation (e.g. Slovak Commercial Inspection), - courts and law enforcement authorities at their request or within the legitimate interests of the operator, - insurance companies, with which the operator has taken out an insurance contract related to the rented vehicle, -contracted agent: United Automotive Group, s.r.o. Company Reg. No.: 50202511; United Finance Group, s.r.o., Company Reg. No.: 44560486, contractual intermediaries within the AVIS Slovakia branch network. Information on current intermediaries can be obtained via the infoline +421 2 2030 2100, or in electronic form (e-mail) based on a request sent to the email address customerservice@avis.sk and other recipients to whom the operator is obliged to provide personal data in accordance to an individual law or a legitimate interest.

Retention time periods for personal data:

- Personal data obtained from vehicle monitoring are stored for a period of 2 years after the proper termination of the contractual relationship.
- Photocopies of official documents are kept for the duration of the contractual relationship and are destroyed within 3 years at the latest, unless the operator uses them on the basis of legitimate interests (e.g. in the settlement of damages, insurance claims and theft).
- Personal data processed for other purposes shall be kept for the necessary period to achieve the purpose of their processing, as determined by individual legislation or within the legitimate interest of the operator, but no longer than 10 years and only to the extent necessary for accounting agenda purposes.

Any aggrieved natural person concerned about whom the operator processes personal data has the right to:

- **for information** on the processing of their personal data;
- **gain access** to the personal data processed and stored about them;
- **request the correction** of their incorrect, inaccurate or incomplete personal data;
- **request the deletion** of their personal data, when they are no longer needed or when the processing is illegal;
- **object to the processing** of their personal data for marketing purposes or on a basis relating to a specific situation;
- request **restrictions on the processing** of their personal data in specific cases;
- **receive your personal data** in machine-readable format and/or request their transfer to another operator;
- withdraw your **consent** at any time, without prejudice to the lawfulness of processing based on consent given before its withdrawal, if such consent has been given by the person concerned;
- request that decisions based on automated processing concerning them or significantly affecting them, based on their personal data, were conducted by natural persons and not by automated technical means, if personal data are processed by the operator this way. The person concerned has the right to express their opinion and object to the decision of the operator;
- file a complaint with the supervisory authority, in particular in the member state of their habitual residence, the place of employment or the place of the alleged infringement and the right to an effective judicial remedy if they consider that the processing of their personal data is contrary to law. The supervisory body in the territory of the Slovak Republic is the Office for Personal Data Protection of the Slovak Republic, Hraničná 12 Bratislava;
- file a request or complaint to the operator in relation to the protection and processing of their personal data. Any person concerned who wishes to make a request or complaint and exercise their rights, may do so: in writing at: United Rental Group, s.r.o., Ivánska cesta 4358/43, Bratislava 821 04 electronically at: customerservice@avis.sk, by phone on the infoline: +421 2 2030 2100

By signing this document, the notified person confirms that they have been provided with relevant information within the scope of Article 13 of the General Data Protection Regulation, understands them and is aware of the conditions, scope and manner of processing personal data.

Date:

Signature of the lessee: