

Privacy

Introduction

Van Mossel Automotive Group, mobility services and products

We are a family business with more than 70 years' experience and still a lot of ambition. Our promise is our navigation system: 'Van Mossel. For mobility, for everyone'. It is our mission to make this a reality every day. Personal attention, reliability, the highest quality and a wide range of mobility solutions form the foundation of our success.

As befits a good host, we handle your personal data with care. We are honest and open about what we do with your data and why. Van Mossel wants to do everything in its power to maintain its customers' trust; we do so by carefully using and properly protecting the personal data we obtain. This Privacy Statement is our agreement with you, to which we adhere. In the event of an unexpected security issue (data breach), we will make every effort to secure your personal data and comply with our obligations in respect of data breaches.

Van Mossel Automotive Group is a group of companies providing products and services in the field of mobility. Our customers are both private individuals and companies. We process personal data to deliver a vehicle, to perform a lease concluded with you or your employer, to act as an intermediary in finance or insurance applications, to service a vehicle, to repair damage and settle claims, to provide alternative transport and electric driving services, etc. We do this for all of our car companies' brands and for all leasing labels and damage repair companies. We want to provide you with the best possible service and establish a long-term relationship with you.

In order to properly perform the leases and fleet management agreements we have concluded, we also naturally have contact with the drivers of the relevant cars to schedule appointments, coordinate servicing, assist drivers in the event of unexpected breakdowns, etc. If you drive a lease car or a car that is part of a fleet we manage, or if you use our charging solutions, we also consider you, the driver, to be our customer. We handle your personal data with the same care. That's a promise.

This Privacy Statement contains information on how we handle your personal data.

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Privacy Statement of Van Mossel Automotive Group (Van Mossel)

1. Who is responsible for processing your data?

The party responsible for the personal data processing is Van Mossel. We are a group of car companies, damage repair companies, leasing companies and financial service providers, all of which are part of the Van Mossel Automotive Group, as described in more detail on our website, www.vanmossel.nl.

Van Mossel offers mobility products and services in the areas of buying, renting, leasing, finance and insurance and acting as an intermediary in these areas, customisation, servicing, repair and damage repair of passenger cars, commercial vehicles, electric bicycles and charging solutions.

We offer existing and potential customers various mobility solutions that, in many cases, are carried out by several Van Mossel companies jointly. This means that a customer of one of the Van Mossel companies is a customer of Van Mossel as a whole.

2. What are personal data?

Any information about an identified or an identifiable natural person constitutes personal data. Whether certain information qualifies as personal data depends partly on whether Van Mossel has lawful means at its disposal that it can reasonably be expected to use to identify a data subject.

3. Personal data we process

Van Mossel processes personal data when concluding and/or performing agreements to deliver, lease, rent out, service or repair vehicles, if you use the charging solutions for electric vehicles offered by Van Mossel, and where Van Mossel acts as an intermediary for you in applying for finance or insurance. Depending on the services we provide, we usually receive these personal data from you, your employer and/or your employer's leasing company, or when you use our services in another way and provide us with data in doing so, or when you allow us to record data about your interests and preferences. In addition, we use public registers or third parties (data suppliers or importers/manufacturers) that can verify, update and/or enrich your personal data for us. We also receive your data from third parties if you have given your consent for that, for example when you make an appointment via a Schadenet website or if you have expressed your interest via a website like Autotrack or Autoscout or via the manufacturer/importer's website.

If you are an existing or potential customer, we may collect and process the following data concerning you.

- Contact details: such as your name, address, telephone number(s) and email address(es), gender and perhaps the same details about your partner (in the case of private leasing and finance).
- Identifying details: such as your date of birth, customer number, driver's licence information, passport number, initial login details or another unique identification number (such as an RDIF key number when using a charging card for electric charging).
- Financial details (in the case of a lease, finance and insurance): income/expenses, fixed costs and bank statements.
- Vehicle details: registration number, chassis number, make, model, service history, ownership history and any other information relevant to the agreement in question.
- Personnel details: if necessary for the implementation of the car scheme, we may process data about a driver's job title and/or employment relationship.
- Usage and consumption information, such as transaction details, claim notices, trip data, fines, electricity consumption and location data (in the case of electric charging solutions), IP address, communication preferences and settings, surfing behaviour, cookies, customer satisfaction data, notes and emails regarding complaints/whenever there is contact.
- A combination of these data is used for financing and securitisation purposes (see section 5 for more details). These include the following: debtor number, debtor name (in combination with outstanding items), name and address details, other contact details, such as telephone number and email address, vehicle registration number, contract number, lessor name, make, type and information regarding the lease term and book value.

4. No processing of data of persons under the age of 16

Our products and services are not intended for persons under the age of 16.

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5. Why we process your personal data

Van Mossel processes your personal data for the purposes listed below:

Purposes	Consent	Contract or quotation	Legal obligation	Legitimate interest
Concluding, performing and recording agreements to provide charging solutions, to deliver, lease, rent out, service and/or repair vehicles and to provide other related services ('customer agreements'), such as processing operations required before concluding a contract, for customer acceptance or a credit check, for example.		V		
Acting as an intermediary for customers in applying for finance or insurance from a finance or insurance company.		V		
Settling vehicle damage repair orders with insurers.		V		
Communicating by means of service messages about services purchased, for example about appointments, order status, warranty obligations, product recalls and the handling of complaints and requests (such as requests for leniency).		V		V
Getting in touch in certain instances by proactively contacting owners, users and drivers in the context of (i) vehicle defects or malfunctions, (ii) scheduling service appointments, including enabling mobility services, or (iii) promoting optimal and efficient car use.		V		V
Offering a test drive or otherwise providing a vehicle for temporary use.		V		
Targeting existing or potential customers with marketing activities based on existing customers' preferences and based on consent given by potential customers.	V			V
Providing services on the internet and through app functionalities, including providing relevant commercial messages in these apps.	V	V		V
Analysing cookies from our websites and linking them to customer data known to us. We do this in order to tailor the content of our communications to your personal preferences in the best possible way.	V			
Building and maintaining our customer relationship.				V
Conducting customer satisfaction and market surveys to improve our business operations, brands, products and services. Improving the content of our communications by tailoring them to your personal preferences. Developing (or further developing) and improving new and existing products and services and recording telephone conversations for training purposes.				V
Protecting Van Mossel's assets and interests, access control and security, camera surveillance.				V
Carrying out day-to-day business operations, implementing business strategy, internal management, reporting, analyses, legal matters, data consolidation, data deduplication, data enrichment, a sanctions list check, and preventing fraud and money laundering.				V
Effecting business transactions, such as mergers, sales, a transfer of rights or assets, securitisations, financing, acquisitions or similar events.		V		

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Complying with legal obligations, such as the obligation to retain data for tax purposes and the transfer of the driver or employer's contact details to foreign authorities in the case of traffic violations.			V	
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6. Sharing with third parties

We may share your details with third parties. We do this mostly in order to be able to provide the products and/or services requested. In some cases you have consented to this; in other cases the law requires this, or this is to promote our interests or those of a third party, such as the importer or manufacturer. The overview below provides more information on personal data sharing.

Sharing personal data with third parties	Consent	Contract or quotation	Legal obligation	Legitimate interest
Importers and manufacturers of the vehicles we supply, for the purpose of concluding/performing customer agreements, complying with dealer agreements and handling warranty obligations, requests for leniency, product recalls, complaints, market and customer satisfaction surveys and requests.	V	V		V
Our other external partners, such as insurers, service providers, financiers, damage claims partnerships, fuel card or charging card suppliers, roadside assistance providers, the Netherlands Vehicle Authority (RDW), RDC, Credit Registration Bureau (BKR), external leasing companies, car companies of car brands that are not our own and bicycle suppliers, for the purpose of concluding/performing agreements.		V		V
Third parties, based on your consent, to contact you to provide brand-related information, such as the importer or manufacturer in the case of interested parties or prospects.	V			
Debt collection agencies and bailiff's offices, for the purpose of debt collection.				V
Financial service providers (which may or may not be affiliated with us) offering additional financial services, such as private leasing, finance and/or insurance.	V			
Banks, escrow agents (such as data trustees) and back-up servicers with which Van Mossel has concluded an agreement to take over the services when Van Mossel is no longer able to provide them. It is possible that auditors gain access to the personal data placed in escrow. Back-up servicers will not have access to your personal data until they effectively take over Van Mossel's activities.				V
Government agencies, authorities, the police and the judiciary if Van Mossel is required by law to do so.			V	
In the event that Van Mossel or its business assets are acquired by or merged with another company, for example because of bankruptcy, we will share your personal data with all of our legal successors and with the third parties involved in a proposed or actual business transaction. We will also provide your personal data to third parties (i) if this is prescribed by the applicable law; (ii) in response to legal proceedings; (iii) in response to a request from a competent law enforcement agency; (iv) to protect our rights, privacy, security or property, or			V	V

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the public; or (v) to enforce the terms of any agreement or the terms of our website.				
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If we share personal data with third parties that process personal data on our instructions ('processors'), then these processors may only process the personal data in accordance with our instructions and subject to our data processing agreement. Consequently, you can hold us accountable for the correct processing of your personal data.

We also share personal data with third parties that themselves determine the purpose and means of the processing of your personal data and that are themselves responsible to you for the correct processing of your personal data ('controllers'). These include your employer, the fuel card supplier, the software supplier and (in some cases) the electricity supplier in the context of a charging solution for electric vehicles purchased from Van Mossel, the roadside assistance provider, a loss adjustment agency or an agency that collects the leased vehicle, credit bureaus or, for example, your non-life insurer. This Privacy Statement does not apply to the processing of personal data by these controllers.

If personal data are transmitted to a recipient abroad, they are usually only transmitted to a recipient in a country that the European Commission considers provides an adequate level of personal data protection. If a recipient is located in a third country that does not have an adequate level of protection, personal data will only be transferred in a secure and lawful manner, for example using the model contracts for transfer to a third country.

Personal data may also be shared within the Van Mossel Automotive Group in certain circumstances, for example for financing and securitisation purposes or to provide a full range of services to our customers. The bases for sharing data within the Van Mossel Automotive Group are the performance of a contract or quotation and Van Mossel's legitimate interest. This Privacy Statement applies to all companies that are part of the Van Mossel Automotive Group, which means that your privacy is always guaranteed.

7. How long we retain data

We retain personal data in accordance with our internal data retention policy and/or for as long as (i) you are a Van Mossel customer or you continue to show an interest in Van Mossel's services, or (ii) we are required by law to retain data, or (iii) we believe we have good grounds to retain data, to the extent necessary.

8. Website visit

When you visit or use our websites, services, applications, communication services (such as email) and tools, we may use cookies, web beacons and other similar data storage technologies for the purpose of personalising advertising messages and providing you with a better, faster and more secure customer experience. You may refuse non-essential cookies if you wish. Please refer to the cookie statement on our websites for more details on cookie use.

9. Your rights

You can submit any privacy requests to Van Mossel by sending an email to privacy@vanmossel.nl. In your email, please specify the request and state your name and address, your email address known to us, your vehicle registration number and your branch/brand so that we can find you in our systems. We will respond to the request within 30 days. Alternatively, you can use one of the three web forms on this page: <https://www.vanmossel.nl/privacyverklaring/>.

For some requests (e.g. access or data portability), we may ask you to provide a secure copy of your identity document so that we can verify your identity (only if we have not been able to establish your identity by other means). 'Secure' means that you cover the passport photograph and citizen service number (BSN) (including in the machine-readable zone (MRZ)) or block them out. Indicate on the copy the date and the branch(es) to which the request relates.

Van Mossel does not use solely automated individual decision-making.

You may only exercise your rights to the extent that the law grants you these rights. We may need to retain certain data to comply with legal obligations, for administrative purposes and/or to complete transactions that had already been initiated before you requested the change or deletion.

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Where the processing of your personal data is based on your consent, you have the right to withdraw your consent at any time. However, withdrawing your consent does not affect the lawfulness of any processing based on your prior consent carried out before we received the withdrawal.

If you, as an existing or former customer, object to direct marketing, we will stop that processing operation for you immediately. You can object, for example, by clicking on the unsubscribe link in any commercial email you receive from us, by completing this form: <https://www.vanmossel.nl/bezwaar-tegen-direct-marketing/>, through mijnvanmossel.nl, through the customer website, or by sending an email to privacy@vanmossel.nl.

If you object to another legitimate interest of Van Mossel or a third party, we will look at your objection and weigh up your individual interest against our legitimate business interest.

If we are unable to reach a solution together, you obviously always have the right to file a complaint with the Dutch Data Protection Authority, Bezuidenhoutseweg 30, 2594 AV The Hague, the Netherlands.

10. Data security and protection

Van Mossel takes appropriate security measures to minimise the misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification of personal data. Van Mossel has implemented both technical and organisational measures to secure your personal data. These security measures are reviewed periodically, for example on the basis of threats.

Unfortunately, no data transmission or storage system is guaranteed to be 100% secure. If you have reason to believe that your communications with us are no longer secure, please inform us immediately by contacting us at privacy@vanmossel.nl and/or by calling +31 (0)416 82 07 41.

11. Contact

If you have any questions and/or comments about this Privacy Statement, please contact:

Van Mossel Automotive Group, Van Mossel Shared Services B.V. (Chamber of Commerce 18053969) Director of Legal & Compliance
Jan Vestersstraat 1, 5145 MA Waalwijk, the Netherlands
+31 (0)416 82 07 41 / privacy@vanmossel.nl

12. Amendments

This Privacy Statement will be amended as and when necessary. This Privacy Statement always states the most recent date it was amended.

Seventh version - January 2024 (update regarding the electric charging card solution)

Sixth version - August 2023 (update)

Fifth version - April 2022 (update)

Fourth version - April 2020 (update)

Third version - September 2019

(update)

Second version - July 2019 (new

corporate identity) First version - 2018

(GDPR)