

Privacy Statement

In this privacy statement, we explain which personal data we collect and use, and for what purpose. The data controller is Diks Holding B.V. in Amsterdam (located at Spinnerij 11, 1185 ZN in Amstelveen). For privacy-related questions, you can contact us at the email address privacy@diks.net.

PERSONAL DATA

The organization processes the following personal data based on the grounds described below:

Customers

- Personal data: Name, address, city of residence, phone number, email address, gender, date and place of birth, copy of driver's license and/or ID card, driver's license number and/or ID card number, bank account number and/or credit card details, customer number, location data of the vehicle rented by you, rental history, history of fines and damage from previous rentals, in the case of business rentals, the name of the company or employer, and all other types of personal data you provide to us.
- Purposes: We process this personal data to handle your reservation(s) and inform you about the process, to identify you before renting a vehicle or storage space to you, for our administration, to communicate with you via email and/or mail (also for marketing purposes), to handle your complaints, to allow you to reserve vehicles and accessories via our website or app, to locate our vehicles, and to use all functionalities and services on the website.
- Grounds for processing: We process this personal data primarily to perform a rental or service agreement with you and, additionally, based on our legitimate interest. Our interests include legal obligations (such as fiscal retention obligations), the ability to forward a fine to you, the protection of our property, and marketing.
- Processed by: Rental department, Administration.
- Retention period: We retain all the aforementioned data during the term of the contract with you, and no longer than necessary after that. Please note that we retain the personal data necessary for forwarding traffic fines to you for up to five years after the contract ends, and certain data must be retained for at least seven years due to fiscal retention obligations.

Suppliers

- Personal data: Name, company, phone number, email address, and any other personal data you provide to us.
- Purposes: We process this personal data to purchase products and services from you or your company and to communicate with you in this regard.
- Grounds for processing: We process this personal data to perform agreements with you and, additionally, based on our legitimate interest, including our interests in

complying with legal obligations (such as fiscal retention obligations) and being able to execute contracts with your company.

- Processed by: Purchasing, Administration.
- Retention period: We retain all the aforementioned data during the term of the contract with you or your company. After this period, we retain your personal data as long as necessary for the purposes for which we collected them.

Newsletter Subscribers

- Personal data: Name and email address, and if you are or have been a customer, we may also use your rental history.
- Purposes: We process this personal data to send newsletters. We may use your rental history to send personalized newsletters.
- Grounds for processing: We process this personal data based on your consent.
- Processed by: Communications or Marketing department.
- Retention period: For the period you are subscribed.

Prospects and Interested Parties

- Personal data: Name, address, city of residence, phone number, email address, and social media accounts.
- Purposes: We process this personal data to answer your questions via social media, email, mail, WhatsApp, or phone, to send you information, or to approach you regarding our organization and/or products and services, to make you personalized offers, so we can reach you in case you win a prize in a contest or other action, and to improve our services.
- Grounds for processing: We process this personal data based on your consent or our legitimate interest. This legitimate interest consists of our commercial interest to inform potential or existing customers about our products and services.
- Retention period: We retain your personal data as long as you consent to it, but no longer than one year after our last contact.

DATA SHARING WITH THIRD PARTIES

Data Processor Agreement With all our partners and suppliers who are "Processors," we have a Data Processor Agreement. This agreement outlines how your data should be handled. The main point is that your data will only be used for the purpose for which you provided your data to us.

Administration We use services from various IT suppliers for our business operations. With some of these parties, such as suppliers of software packages, we share your personal data.

CJIB If you receive a fine during your rental, we may "redirect" the fine. This means we pass on your data (name, address, and rental information) to the CJIB (Central Judicial Collection Agency), and you will receive the fine directly from the CJIB. For municipal fines, such as

parking tickets or violations on local roads, we will forward the same data to the relevant municipality. This applies to fines from abroad as well.

Damage If damage occurs to the vehicle or storage space you rented, or if you cause damage to third parties with our car, we will share your data with our insurance company and possibly with the insurance company of the other party. If you can no longer drive the car, we will share your data (name, location, and phone number) with a tow service to ensure the car is secured or towed.

Payment Services All debit and credit card payments (both online and on-site) are processed through our payment partners. All payments are processed in a secure, protected environment. If you use your credit card for a deposit or payment, we will share your details with your credit card company to process your payment information, which is also done in a secure, protected environment.

Reminders If you owe us money, you will receive an invoice at the email address you provided. If we do not receive your payment within the set payment period (5 working days), we may send you a reminder via one of our payment partners. You will receive a reminder through this partner.

Collection Agency If we have not received your payment after the reminders, we may need to hand over your file. We work with various collection agencies that will try to contact you to make arrangements for your payment or initiate legal proceedings. The file they receive from us includes your agreement and invoice, which also contains your personal data. If necessary, correspondence and/or phone records will also be handed over to them.

Breakdown Assistance If you are unable to continue driving our car due to a technical malfunction or accident, we will call for assistance. We work with various assistance providers and share (only when necessary) your name, phone number, location, and the license plate of the vehicle you rented. If you need replacement transportation, this will be arranged by one of our locations or external partners. These external partners will only receive the information necessary to help you get back on the road.

Government Authorities Your data may be shared with government authorities such as the police, emergency services, etc. In some cases, we are legally obligated to share information and may not inform you. In other cases, we will only share your information with emergency services if necessary (e.g., following an accident with our car).

Others We reserve the right to engage partners and suppliers for reasons other than those listed above. Your data will only be shared with them if strictly necessary and/or to ensure your rental period goes smoothly.

USE OF COOKIES A cookie is a text file stored on your computer or mobile device during your visit to our website. Information is stored in this text file, which can be read when you revisit our website. We use cookies to improve the usability of www.diks.net, for example, to allow users to stay logged into their "My Diks" account. Additionally, our cookies make it possible to offer our visitors tailored advertisements.

AUTOMATED DECISION-MAKING Before you can use our Neighborhood Car Service (BAS), we need to identify you. The identification process is fully automated through our app.

We use software services from third parties for this, as described under "Data to Third Parties." Based on the results of the identification process, we will decide whether or not to rent a vehicle to you. The automated identification process is accurate and saves both you and us a lot of time. However, we find it very important that you have the right to a "human review." You can always request that the identification be performed in person by one of our employees.

ACCESS AND CORRECTION As a customer, you always have the right to access your data. Additionally, you have the right to request the correction or deletion of your personal data or to request the restriction of the processing of your personal data. You may also request the transfer of your personal data so that you can easily transfer it to another organization. Lastly, you always have the right to file a complaint with us or with the Dutch Data Protection Authority regarding the processing of your personal data.

If you have an account, you can log in to view and modify your data. You can also contact us using the following information:

- Tel: 020-662 33 66
- Email: privacy@diks.net
- Mailing address: Diks Holding B.V. – Spinnerij 11, 1185 ZN Amstelveen

To prevent misuse, we ask that you properly identify yourself when making a written request for access by providing a copy of a valid ID (do not forget to redact your BSN and photo).

SECURITY We have implemented appropriate technical and organizational measures to protect your personal data against loss, theft, or any form of unlawful processing. Our website is secured with an SSL connection, and Diks Holding B.V. uses access control with a username and password. Passwords are stored encrypted to enhance the security of the website.