

Data Protection Agreement

Effective Date: [01.11.2023]

1. Introduction

AVIS UAE ("AVIS") is committed to protecting the privacy and personal data of its customers, employees, and ensuring compliance with applicable data protection laws and regulations. This Data Protection Policy outlines the principles and practices implemented by AVIS to safeguard personal data collected and processed during the provision of car rental services and within its IT systems.

2. Scope

This policy applies to all personal data collected, processed, and stored by AVIS, including data relating to customers, employees, and IT systems, in the course of its car rental operations in the United Arab Emirates (UAE).

3. Principles

3.1 Lawfulness, Fairness, and Transparency: AVIS collects and processes personal data in a lawful, fair, and transparent manner, ensuring that data subjects are informed about the purposes and legal basis for processing their personal data.

3.2 Purpose Limitation: AVIS only collects and processes personal data for specified, explicit, and legitimate purposes related to the provision of car rental services and the management of its employees. Personal data is not further processed in a manner incompatible with these purposes.

3.3 Data Minimization: AVIS ensures that personal data collected is adequate, relevant, and limited to what is necessary for the purposes for which it is processed, including data related to customers, employees, and IT systems.

3.4 Accuracy: AVIS takes reasonable steps to ensure that personal data collected is accurate, complete, and up-to-date. Data subjects have the right to request the rectification of any inaccuracies in their personal data.

3.5 Storage Limitation: AVIS retains personal data only for as long as necessary to fulfil the purposes for which it was collected or as required by applicable laws and regulations.

3.6 Security: AVIS implements appropriate technical and organizational measures to protect personal data against unauthorized or unlawful processing, accidental loss, destruction, or damage. These measures include access controls, regular data backups, firewall protection, and staff training on data protection and IT security.

3.7 Data Subject Rights: AVIS respects the rights of data subjects and facilitates the exercise of their rights under applicable data protection laws, including the right to access, rectification and restriction of processing.

3.8 Data Sharing and Third Parties: AVIS only shares personal data with third parties when necessary for the provision of car rental services, IT system maintenance, or as required by law. Adequate data protection measures are in place to safeguard personal data when shared with other third parties.

AVIS UAE Rent A Car LLC

Tel: +971 4 381 6000
P.O. Box 6891
Dubai, UAE

Tel: +971 2 621 8400
P.O. Box 3237
Abu Dhabi, UAE

800 AVIS (2847) | CALLCENTRE@AVISUAE.AE | AVIS.AE

3.9 **International Data Transfers:** AVIS may transfer personal data outside the UAE, subject to compliance with applicable data protection laws and ensuring an adequate level of protection for personal data.

4. **Data Protection Responsibilities**

4.1 **Data Controller:** AVIS is the Data Controller responsible for determining the purposes and means of processing personal data relating to customers and employees.

4.2 **Data Processor:** In certain cases, AVIS may engage third-party service providers as Data Processors to process personal data on its behalf, including data related to IT systems. These Data Processors are contractually bound to process personal data in accordance with AVIS's instructions and this Data Protection Policy.

4.3 **IT Security:** AVIS implements appropriate IT security measures to protect the confidentiality, integrity, and availability of its IT systems and the personal data stored within them. These measures include network security, secure configurations, regular system updates, and employee awareness of IT security best practices.

4.4 **Employee Data Protection:** AVIS ensures the protection of personal data relating to its employees, including data collected during the hiring process, employment contracts, payroll information, and performance evaluations. Access to employee data is restricted to authorized personnel and handled in compliance with applicable data protection laws and internal policies.

5. **Data Breach Notification**

In the event of a personal data breach, AVIS will promptly assess the risk to individuals and, if required, notify the relevant supervisory authority and affected data subjects in accordance with applicable laws and regulations.

6. **Compliance and Training**

AVIS regularly reviews and updates its data protection practices to ensure compliance with applicable laws and regulations. AVIS provides training and guidance to its employees on data protection principles, IT security, and the handling of personal data to ensure the effective implementation of this policy.

7. **Contact Information**

For any questions, concerns, or requests regarding data protection, please contact AVIS UAE at:

Address: Avis UAE Rent a Car LLC, Dubai, P.O.Box 6891

Email: customerservice@avisuae.ae

Phone: +971 4 3807272

8. **Changes to the Data Protection Policy**

AVIS reserves the right to modify or update this Data Protection Policy from time to time to reflect changes in legal or regulatory requirements or changes in its business operations. Any

updates will be communicated to employees and posted in a prominent location within the company's premises and IT systems.

9 Payment Card Industry Data Security Standard (PCI DSS) Compliance

Avis Rent A Car UAE recognizes the importance of maintaining the security of payment card data and complying with the Payment Card Industry Data Security Standard (PCI DSS). As part of our commitment to data protection, we have implemented and maintain appropriate security measures to protect payment card data collected during transactions.

9.1 Data Collection and Handling

9.1.1 Provider may, from time to time, provide credit card and payment information to Recipient for the purpose of facilitating transactions or payments related to the services or goods provided under this agreement.

9.1.2 Recipient shall collect, store, and process credit card data solely for the purpose of completing transactions or payments in accordance with the terms of this agreement.

9.2 Data Security

9.2.1 Recipient agrees to implement and maintain appropriate security measures to protect credit card data from unauthorized access, disclosure, alteration, or destruction. These measures shall include, but are not limited to, encryption, access controls, and regular security audits.

9.2.2 Recipient shall comply with industry standards, including the Payment Card Industry Data Security Standard (PCI DSS), and all applicable laws and regulations pertaining to the protection of credit card data.

9.3 Data Retention

9.3.1 Recipient shall retain credit card data only for as long as necessary to complete the transaction and meet legal or regulatory requirements.

9.3.2 After the transaction is complete and no longer required, Recipient shall securely dispose of credit card data in a manner consistent with best practices and applicable laws.

9.4 Reporting Security Incidents

9.4.1 In the event of a data breach or security incident that may compromise the security of credit card data, Recipient shall notify Provider promptly and no later than [timeframe] days after becoming aware of the breach, as required by applicable laws and regulations.

9.4.2 Recipient shall cooperate with Provider in investigating and mitigating any such security incidents.

9.5 Compliance with Laws

Both parties shall comply with all applicable laws and regulations, including but not limited to data protection, privacy, and payment card industry regulations.

9.6 Third-Party Service Providers

If Recipient engages third-party service providers who may access credit card data, Recipient shall ensure that such providers adhere to the security and privacy standards outlined in this Clause.

9.7 Employee Training and Awareness

We provide ongoing training and awareness programs to our employees to ensure they understand the importance of protecting payment card data and their responsibilities under the PCI DSS. This includes educating employees about secure payment processing, handling of payment card data, and reporting any potential security incidents.

9.8 Indemnification

Recipient shall indemnify and hold Provider harmless from any liabilities, costs, or damages incurred as a result of any failure to comply with the provisions of this Clause.

9.9 Term and Termination

This Clause shall remain in effect for the duration of this agreement and any subsequent agreements that involve the processing of credit card data. Upon termination or completion of this agreement, the parties' obligations under this Clause shall continue for as long as credit card data remains in their possession.

9.10 Amendment

This Clause may only be amended in writing and signed by both parties.

By using our services and providing payment card information, you acknowledge and agree to the measures outlined in this data protection policy regarding PCI DSS compliance. We encourage you to review our full privacy policy for further details on how we handle and protect your personal information.

10 COLLECTION

We collect Personal Data that you provide on our websites, on third-party websites, on applications and offline in connection with any inquiries, reservations, rentals or purchases you make in relation to our services. We may collect your Personal Data directly or through our service providers, business partners, discount sponsors, licensees, advertisers and booking channel providers. For further details, see below:

10.1 TYPES OF INFORMATION COLLECTED may include, but are not limited to:

Personal Information:

- name
- age
- date and place of birth
- gender
- address
- email address
- phone number

AVIS UAE Rent A Car LLC

Tel: +971 4 381 6000
P.O. Box 6891
Dubai, UAE

Tel: +971 2 621 8400
P.O. Box 3237
Abu Dhabi, UAE

800 AVIS (2847) | CALLCENTRE@AVISUAE.AE | AVIS.AE

- passport number
- driver's license or other ID photograph
- credit score and history
- criminal history
- credit/debit card

Technological Information:

- IP address
- device ID
- browser type
- operating system
- mobile device identifiers
- geo-location data
- state or country from which you accessed our websites
- specific webpages visited
- date and time of a visit
- websites you visited immediately before and after visiting our websites
- number of links and specific links you click within our websites
- functions you use on our websites
- any reservations, updates, purchases, or other transactions through our websites
- data you view or download from our websites
- number of times you view any particular advertisements

10.1.1 Rental Information:

- payment card information
- video of your interaction with us
- membership organization number
- frequent flyer number
- loyalty program details
- organizational affiliations
- employee ID number
- employer name and contact information
- booking location
- rental location
- return location
- preferences and usage information
- charges incurred
- purchase prices and details
- itinerary information
- data related to claims

10.1.2 Vehicle sourced information (telematics)

We may use in-vehicle data systems to collect data about the vehicle's condition and performance (including mileage, fuel and other operational data) and the driver's operation

AVIS UAE Rent A Car LLC

Tel: +971 4 381 6000 | P.O. Box 6891 | Dubai, UAE
Tel: +971 2 621 8400 | P.O. Box 3237 | Abu Dhabi, UAE
800 AVIS (2847) | CALLCENTRE@AVISUAE.AE | AVIS.AE

of the vehicle during their rental for safety, security and claims management reasons and may retain this data as necessary for these purposes.

We may also have the ability to track the vehicle's location throughout the duration of a rental, although we will only access this information in circumstances where the driver is in breach of the rental agreement, by failing to return the vehicle on time or by driving into unauthorised territories.

10.1.3 Sensitive Data:

We may collect certain Personal Data that constitutes sensitive data in some countries, such as data about (i) health conditions (for instance, if you ask us to accommodate a disability, such as by provision of hand controls, or if there is an accident and we need to work with insurance and claims management companies relating to any injury you may incur) or (ii) membership of a trade union (or similar organization) if you use a CDP Number that only members of that union or organization can use. Depending upon applicable local law, we may be unable to process such sensitive data without your consent.

10.2 METHODS AND SOURCES OF COLLECTION may include, but are not limited to:

10.2.1 Online collection:

- our websites
- our kiosks
- our mobile "apps"
- our official third-party social network pages
- your computer's web browser
- third party social networks

10.2.2 Cookies and online data collection

We use cookies on our websites to store information in your computer or mobile device to improve your online experience. Cookies are small text files which let you navigate between pages efficiently, remember your preferences, help us understand how this website is performing and generally improve your browsing experience. Cookies can also help to ensure the advertising you see online is more relevant to you.

Generally, our cookies may perform the following functions:

10.2.3 Essential cookies

Some cookies are vital for the operation of our websites. Without them you would not be able to move through the website and use some of its features. Essential cookies enable information you provide and decisions you take regarding your rental to be remembered from page to page in the booking process. Because these cookies are essential, we do not enable you to choose to disable them on our website.

10.2.4 Functionality Cookies

We use functionality cookies to allow us to remember preferences you have requested in previous visits including and changes you have made to customise the site to your liking. We also use functionality cookies to provide you with enhanced services such as allowing you to

watch a video online. The information these cookies collect is anonymised and used in relation to that website only.

10.2.5 Performance Cookies

We use performance cookies to analyse how our visitors use our websites and to monitor website performance. This allows us to provide a high quality experience by customising our offering and quickly identifying and fixing any issues that arise. These cookies don't collect information that identifies a visitor. All information collected is aggregated and therefore anonymous and is only used to improve how our website works.

10.2.6 Advertising Cookies

We and our advertisers use cookies to serve you with advertisements that we believe are relevant to you and your interests. They are used to limit the number of times you see an advertisement as well as to measure the effectiveness of the advertising campaign. We may also use cookies placed by advertising agencies who may record that you have visited this website and share that information with other advertising organisations to enable targeted advertising to be sent to your computer.

10.2.7 Third Party cookies

Third party cookies are set by a different organisation to AVIS. For example, our websites may contain content embedded from, for example, YouTube, and banners delivered for AVIS through an advertising partner's network. These sites may set their own cookies.

If you would like to disable cookies or change the cookie settings on any of our websites, please go to the Manage my cookies link at the bottom of the webpage for full information and to record your preferences.

Our websites are not directed to individuals under the age of 13, and we do not knowingly obtain Personal Data from such individuals.

10.3 Apps

With regard to mobile apps, any app's collection and use of Personal Data that is materially different from what's described in this Policy will be supplemented by an individual privacy policy that will require acceptance for that specific app.

As the internet and other eCommerce channels continue to develop, we may deploy and utilize different types of technologies to collect data regarding your visit or usage.

10.4 Offline collection:

- calls to or from our reservation, customer service, emergency road-side assistance, customer contact or member care centres
- interaction with our various licensees, affiliates, and subsidiaries, including car sales and other businesses
- in-person at rental locations
- in-vehicle or in-equipment technology or through other telematic devices
- in connection with a reservation (even an abandoned or interrupted reservation), a rental of a vehicle or equipment, or your purchase of a vehicle or equipment

AVIS UAE Rent A Car LLC

Tel: +971 4 381 6000
P.O. Box 6891
Dubai, UAE

Tel: +971 2 621 8400
P.O. Box 3237
Abu Dhabi, UAE

800 AVIS (2847) | CALLCENTRE@AVISUAE.AE | AVIS.AE

- reservations you make with us through licensees, travel agents or brokers, online or in-person
- transactions you complete with us, our licensees, and agents including options you take, charges you incur and any incidents or accidents that may occur
- when you join our membership programs
- CDP Sponsors or sponsors of promotion codes, affiliation, or special discount codes
- consumer reporting agencies and other companies that have business relationships with us, such as our licensees affiliates and business partners, including airlines, hotels, and insurance companies
- Claims Management service providers (either affiliated directly with us, or operated by a third party)

Depending on the purposes for which we collect and use your Personal Data, as set out in this Policy, the Personal Data we collect from you may be required due to a statutory or contractual obligation, provided on a voluntary basis, or necessary for us to enter into a contract with you.

If you do not provide your Personal Data to us this may result in disadvantages to you. In particular, we may not be able to rent to you or transact with you. However, unless otherwise stated, not providing your Personal Data will not result in legal consequence for you.

11 PURPOSES – Personal Data

Below we have set out the various purposes for which we process your Personal Data. We have also set out the legal grounds for the processing of your Personal Data for each purpose:

- 11.1 **Operations and Services:** We may use your Personal Data to provide you with the services or products you request from us and to perform other activities related to such services or products, including billing and collection following a rental, or to communicate with you regarding (i) any reservation you initiate or rental transaction; (ii) your membership/status in one of our membership programs; or (iii) changes to the terms or features of any of our membership programs to which you belong.

Legal grounds: to perform our contract with you or to take steps at your request prior to entering into a contract with you.

- 11.2 **Our Marketing:** We may use your Personal Data to provide you with marketing information, special offers and promotions via various means, including e-mail, in accordance with applicable law.

Legal grounds: on the basis of your consent. However, where permitted by applicable law we may lawfully use your Personal Data to send you such marketing communications (including via email) for these marketing purposes where necessary for our legitimate interests, which include promoting our products and services, special offers and promotions which may be of interest to you.

You can unsubscribe from receiving such messages at any time by contacting us at the details at Section 7 as well as the unsubscribe link in each e-mail message. Please note that if you exercise these choices, you will continue to receive communications concerning your account and products and services you requested, and in response to any requests for information by you. Please also note that this process may take some time to complete, consistent with applicable law.

AVIS UAE Rent A Car LLC

Tel: +971 4 381 6000
P.O. Box 6891
Dubai, UAE

Tel: +971 2 621 8400
P.O. Box 3237
Abu Dhabi, UAE

800 AVIS (2847) | CALLCENTRE@AVISUAE.AE | AVIS.AE

- 11.3 **Third Party Marketing:** We may also share your Personal Data with a sponsor or other third party that provides you with special offers or promotions that may be of interest to you ("Third Party Provider") where permitted.

Legal grounds : on the basis of your consent. You may instruct us at any time not to share your Personal Data covered by this Policy with such Third Party Providers where you have previously consented.

Please note that (i) this process may take some time to complete, consistent with applicable law; and (ii) even after such process is completed, your personal and other information may continue to be shared with CDP Sponsoring Organizations (see below), our affiliates (including affiliated websites under common ownership or control), and designated service providers in accordance with this Policy.

- 11.4 **Other Third Party Purposes:** As part of our services, we have engaged with third-party organizations that sponsor the special discount code (called a CDP number), member, employee or other number used by you to complete a rental or purchase ("Sponsoring Organization"). As a result of our relationship with these Sponsoring Organizations, we may be under an obligation to provide them with details about you and your use of our services as they relate to your relationship with them, such as (i) to confirm your eligibility to rent using that number, (ii) to establish your compliance with the rules set up by the Sponsoring Organization for use of the number, or (iii) to enable their payment of your rental costs. If you do not wish us to disclose relevant Personal Data to the Sponsoring Organization for these or other disclosed purposes, you must not use the number associated with them.

Legal grounds : to perform our contract with you where you use a CDP, member, employee or other number.

Sponsoring Organizations may have different privacy practices than we do, and we recommend you review the Sponsoring Organization's privacy policy for the purposes which they will use your information. As we do not control the Sponsoring Organization's privacy practices, they may not be the same as ours. However, because of your relationship with the Sponsoring Organization, they can use Personal Data which they receive from us for the purposes specified in their privacy policies or similar statements, including authorizing their designees to receive and process your information on their behalf.

- 11.5 **Normal Course of Business:** We may also process your Personal Data and other information if such processing is necessary:

- 11.5.1 to comply with the law or in response to a subpoena, court order, law enforcement request, or other legal process;

Legal grounds : where it is necessary for compliance with a legal obligation to which we are subject.

- 11.5.2 to protect our interests, rights, safety, or property as well as the legitimate interests, rights, safety or property of others;

Legal grounds : where necessary for our legitimate interests or that of a third party to protect such interests, rights, safety and property. For example, in defense of claims brought against us in connection with your rental of our vehicle;

11.5.3 to enforce any terms of service on our websites or the terms and conditions of any rental, purchase, or utilization;

Legal grounds : for our legitimate interests, which are to protect us and enforce such terms of service or terms and conditions.

11.5.4 as part of a business transaction where all or some of our assets are bought, sold, or otherwise transferred by act of law or contract; and

Legal grounds : for our and third parties' legitimate interests.

11.5.5 to operate our systems properly.

Legal grounds : for our legitimate interests, which are the proper running of our systems and our business in order to provide our products and services to you and other customers.

11.5.6 Telematics: We may use in-vehicle data systems to collect data about the vehicle's position, condition and performance during your rental. Use may include:

(a) to collect data relating the vehicle's condition and performance during the rental (including vehicle damage, mileage, fuel use and other operational data) to improve the accuracy of our billing processes on return of the vehicle;

Legal grounds: for our legitimate interests to ensure accurate charging for your uses of the vehicle, including for fuel and damage, during your rental.

(b) to collect data relating to the driver's operation of the vehicle during the rental for safety, security and claims management reasons, including to contact the renter if the data suggests there is a security, safety or operational issue that we need to bring to your attention.

Legal grounds: for our legitimate interests to enable us to defend and manage claims arising out of accidents involving the rental vehicle; to ensure we meet our safety and security obligations in relation to the vehicle and each rental;

(c) to track the vehicle's location throughout the duration of a rental in order to access such information solely where the driver is in breach of the rental agreement (by failing to return the vehicle on time or by driving into unauthorised territories) or to assist in the defence and management of claims following an accident involving the vehicle.

Legal grounds: for our legitimate interests to protect our assets, enforce our terms and conditions and defend and manage claims.

(d) to track the vehicle to enable us to provide information to you as you drive about areas of historic or leisure interest, restaurants, service or fuel stations or other places or services of interest;

(e) to share with you, your employer or others information about your driving performance (such as speed) during your rental;

Legal grounds: with your consent to each specific use requested.

11.6 **WEBSITES:** If you use our websites, we may process your Personal Data as follows:

AVIS UAE Rent A Car LLC

Tel: +971 4 381 6000
P.O. Box 6891
Dubai, UAE

Tel: +971 2 621 8400
P.O. Box 3237
Abu Dhabi, UAE

800 AVIS (2847) | CALLCENTRE@AVISUAE.AE | AVIS.AE

11.6.1 **Aggregated or anonymised information:** We may share with other third parties aggregate or anonymized information about our website users, such as your use of this website or other websites, and the services provided on this website or other websites, as well as any rental, purchase, or utilization information.

11.6.2 **Social media:** If you participate in certain public features of our websites, apps, or social media websites/apps, please note that any information you or others voluntarily disclose through use of such features, becomes available to the public and/or other users whom you have designated.

If you choose to provide access credentials to designated individuals, please be aware that any information you provide to us may be visible to such individuals.

We are not responsible for the information that you or others choose to disclose publicly and such information is not subject to this Policy.

11.6.3 **Links to third parties:** We may provide links to third-party websites, or may be linked to from third-party websites. Since we do not control third-party sites, and we are not responsible for any information you may provide while on such sites, we encourage you to read the privacy policies on those websites before providing applicable third-parties with your information.

11.7 Sharing Information

11.7.1 Third Party Companies

We may share your Personal Data with third parties in the following circumstances:

(a) **To provide services to you:** We will share your personal data among ourselves, our agents, our licensees and other companies to provide services to you, including to:

- make your rental reservations
- process and/or confirm your transactions
- provide you with enhanced rental services, such as services provided in connection with AVIS membership programs
- provide you with customer assistance
- bill and collect amounts owed in connection with your rentals and membership(s)
- for customer satisfaction and market research purposes to help us improve our services

(b) **Disclosure to companies you use:** We will also share your information with companies you use in connection with your rental, including:

- your credit card provider and other companies that process your charges
- any intermediary you use, such as a travel agent or broker, in relation to any aspect of your rental
- UAE Roads and Transport authority
- any operator of a membership program for which you are rewarded for renting with us, such as a frequent flyer program
- any Sponsoring Organization that is paying all or part of your rental charges (see section 2d above)

- (c) **Protective and legal uses:** We may use, share and disclose your personal data for legal reasons as we believe necessary or appropriate, including to:
- comply with applicable law, including laws outside your country of residence
 - process, handle or otherwise respond to claims for damages, including for bodily injury or property damage
 - comply with legal process
 - respond to requests from public and government authorities including those outside your country of residence
 - enforce our terms and conditions
 - recover our vehicles or any monies due, such as debt collection agencies
 - protect our operations or those of any of our subsidiaries
 - protect our rights, privacy, safety or property, and/or that of our subsidiaries, you or others
 - allow us to pursue available remedies or limit the damages that we may sustain
- (d) **Disclosure to our service providers and agents:** We may use other companies as our service providers or agents to act on our behalf and assist us in the conduct of our business, performing services for us under our instruction. These services may include hosting certain websites or databases, operating “apps” for us on our social media networks’ pages, running contests, sweepstakes and other promotions for us, sending marketing communications, carrying out data analysis and conducting customer satisfaction surveys or other research. We will seek to require our service providers and agents to maintain appropriate security standards to protect your personal data and use the personal data we provide to them only for the purposes we specify.
- (e) **Disclosure for corporate transactions:** We may disclose your personal data to a third party in connection with any contemplated or actual reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any bankruptcy or similar proceedings).

11.7.2 International Transfers

Some of the uses and disclosures mentioned in this Policy may involve the transfer of your Personal Data to various countries around the world that may have different levels of privacy protection than your country of residence or interaction with us, such as when you request rental services to be provided to you in a country outside the United Arab Emirates

Where our transfer of your data is necessary to provide rental services requested by you, the legal basis for the transfer is the contractual necessity of the transfer, and your Personal Data will be processed by the company providing the services you requested in accordance with applicable local law.

Where we transfer your Personal Data to a third party outside the United Arab Emirates and no legal basis applies, such as where we transfer the data to a company processing it to our instruction to enable us to provide our services, we will ensure that the required safeguards are in place for the transfer.

AVIS UAE Rent A Car LLC

Tel: +971 4 381 6000
P.O. Box 6891
Dubai, UAE

Tel: +971 2 621 8400
P.O. Box 3237
Abu Dhabi, UAE

800 AVIS (2847) | CALLCENTRE@AVISUAE.AE | AVIS.AE

11.8 Retention and Security

11.8.1 Data Retention

We retain personal data about our customers for as long as we believe is necessary for the purposes for which it was collected, or unless otherwise allowed or required by law. We collect Personal Data for a number of purposes (see above) and may be required to retain it for legal (including tax) reasons for a period which is longer than the time we need or use the data for the purpose of providing our rental services to you. We maintain a data retention policy to cover all the Personal Data we retain across our systems. If you have any questions about the retention period applying to the Personal Data we collect about you, please contact us

11.8.2 Security Measures

Information is stored and accessed in various locations and cloud services. Servers which store information are primarily located in the United Arab Emirates, although storage may occur in other locations as well. We use reasonable administrative, technical, personnel, and physical measures (a) to safeguard Personal Data against loss, theft, unauthorized use, disclosure, or modification; and (b) to ensure the integrity of your Personal Data. To help us protect your privacy, you should maintain the secrecy of any logon IDs and passwords, Member numbers, or other identifiers or credentials you may have set up or were provided with in connection with your participation in or use of our products, services, or websites.

11.8.3 Transmissions

As you may be aware, there is no completely secure method of transmitting or storing data. Although their physical characteristics are different, postal mail, telephone calls, text messages, faxes and transmissions over the Internet or wireless networks all present possibilities of loss, misrouting, interception and misuse of the data that is transmitted. If you have reason to believe that any account with us is no longer secure, you must immediately contact us.

We try to strike a balance between the security of your data and your convenience. As a result, we may sometimes use a method of communication that is less secure than a less convenient alternative. For example, but not limitation, we may send you an e-mail or a text message in unencrypted form (i.e. instantly readable) because many of our customers are unable to access encrypted (i.e. coded) e-mail or messages. This means that our message, if misrouted or intercepted, could be read more easily than encrypted messages. Such messages may contain Personal Data. Please do not include confidential information, such as your credit card number or account passwords, in any e-mail or text you send to us or on any posting you make to a public area of a third-party social network page, especially since any such posting immediately becomes public. For a more secure way to communicate with us over the Internet, please click on the "Contact Us" link on any of our websites.

11.9 Your Rights

11.9.1 You have the right to request access to, review, and update your Personal Data covered by this Policy, and can request this by contacting us at the details set out in Section 7. While we will make reasonable efforts to accommodate your request, we also reserve the right to impose certain restrictions and requirements on such access requests, if allowed or required by applicable laws. If you are a member of one of our membership or rewards programs, you may

AVIS UAE Rent A Car LLC

Tel: +971 4 381 6000
P.O. Box 6891
Dubai, UAE

Tel: +971 2 621 8400
P.O. Box 3237
Abu Dhabi, UAE

800 AVIS (2847) | CALLCENTRE@AVISUAE.AE | AVIS.AE

update the information in your member profile by logging into your applicable member profile.

11.9.2 You also have the right to:

- (a) request rectification of your Personal Data where the information that we hold about you is incorrect or incomplete;
- (b) object to the processing of your Personal Data for direct marketing purposes, including profiling to the extent it relates to direct marketing;
- (c) object to the processing of your Personal Data where our legal basis for that processing is that such processing is necessary for our legitimate interests, subject to any overriding legitimate grounds that we may have for the processing;
- (d) object to automated decision making (including profiling) in certain circumstances;
- (e) request erasure of your Personal Data in certain circumstances, such as where processing is no longer necessary for the purpose it was originally collected for and there is no compelling reason for us to continue to process (or store) it;
- (f) request restriction of your Personal Data in certain circumstances, such as that we do not process certain of your Personal Data (other than merely by storing them) following a rental in circumstances where all matters relating to the rental have been completed and the data is being stored only to meet certain legal (e.g. tax) requirements; and
- (g) receive (or ask us to transmit to another organization) your Personal Data that you have provided to us which we process by automated means where our processing is either based on your consent or is necessary for the performance of a contract with you.

11.9.3 In addition, where we process your Personal Data on the basis of your consent, you can withdraw that consent at any time.

You can make a request to us to exercise any of these rights by contacting us as set out in Section 7.

AVIS UAE Rent A Car LLC

Tel: +971 4 381 6000
P.O. Box 6891
Dubai, UAE

Tel: +971 2 621 8400
P.O. Box 3237
Abu Dhabi, UAE

800 AVIS (2847) | CALLCENTRE@AVISUAE.AE | AVIS.AE