

## **Privacy Policy**

Auto Europe regards the protection of your personal data our major responsibility. Below we would like to inform you about the data we process and its purpose in accordance with the relevant data protection laws.

### **1. Responsible authority**

The responsible authority for data processing in Europe is:

Auto Europe Deutschland GmbH  
Landsbergerstrasse 155  
80687 Munich  
Germany

If you have questions or comments about our data protection privacy policy in general or the assertion of your rights (see No. 6), you can contact us at [data-protection@autoeurope.de](mailto:data-protection@autoeurope.de) or contact our data protection officer in writing by post:

Ms Kirsten Waidmann  
Auto Europe Deutschland GmbH  
Landsbergerstrasse 155  
80687 Munich  
Germany

### **2. Purpose of Data Processing**

We collect and process data for the following reasons:

- To ensure the functionality and performance of the website.
- To process the booking of motorhome rentals, their delivery and payment (contract processing).
- To share interesting offers and news through our newsletter assuming you as a client have agreed to receive these offers.

### **3. Saved Data**

Basically, it is possible to visit our website without providing any personal data.

For better performance and to guarantee our website's functionality, we process the data transmitted to us by your Internet browser. These include the date and time of your visit,

browser settings, the operating system and the IP address.

To process a motorhome booking, we need your name, address, age of the driver, contact information such as an email address or a phone number, credit card or bank information. In order to be able to guarantee certain offers, we may need your date of birth, driving licence and ID information.

To send you information and offers via our newsletter, we require your email address.

#### **4. Recipients or Categories of Recipients**

Motorhome bookings are handled by our mother company Auto Europe LLC, a US-based company headquartered in Portland, ME 04103, USA. The data which you provide in a form on our website, such as those described in the Section 3, will be transmitted to Auto Europe LLC, our payment service provider including Fraud Prevention, and your chosen rental company, with the purpose of processing your rental booking. We will also share your data with our booking engine provider Book My Ride, to complete the booking process.

We also reserve the right to transfer your data to debt collection agencies and business protection organizations (such as credit investigation companies).

It is possible that the recipients of the data may be located in countries outside the European Economic Area (third countries) where the applicable law does not offer a comparable level of data protection. In such cases, Auto Europe ensures that an adequate level of data protection is guaranteed in other ways.

#### **5. Data Security**

To protect your privacy, all booking inquiries and related payment transactions that reach us through our website are processed with HTTPS secure encryption using state of the art encryption (SSL / TLS). You will know that your browser uses this secure transmission as it is indicated by the Internet address beginning with "https" and a small lock symbol (usually) displayed in the address bar of your browser window. When the lock is closed, it is a safe transfer. Some browsers show the address bar or part of it in green colour for this case. (Please note that these security settings are only available on pages where you can see and send your request or submit your credit card details).

#### **6. Enforcement of Rights**

You have the right to request information about the personal data that we hold about you and to request the correction, deletion or restriction of the processing of this data at any time. To assert these rights, please use the contact options listed under No. 1.

#### **7. Right of Appeal at Supervisory Authorities**

In addition, you have the right to lodge a complaint with the competent supervisory authority. The supervisory authority responsible for Auto Europe Deutschland GmbH is as follows

Bayerische Landesamt für Datenschutzaufsicht  
Promenade 27  
91522 Ansbach  
Germany

## **8. Use of Cookies**

Auto Europe uses cookies on our website. Cookies are small text files that are sent from our web server to your browser during your visit to our website that are stored by this on your computer for later retrieval.

The purpose of these cookies is to continue to recognize your computer during a visit to our website when switching from one of our websites to another of our websites and to be able to determine the end of your visit.

We also use these technologies to collect usage and preference information about you over time and across different platforms. So do our selected business partners, including our advertising partners. These companies use certain technologies to deliver adverts and marketing messages to you after visiting our website. Of course, you can also view our website without cookies. Internet browsers are regularly set to accept cookies. You can deactivate the use of cookies at any time in the settings of your browser. Please use the help features of your internet browser to find out how to change these settings. Please note that some features of our website may not work if you disable the use of cookies.

The collection or storage of personal data in cookies does not take place in this context by us. We also do not use techniques that combine information generated by cookies with user data.

If you prefer to delete the Auto Europe cookies, please click [here](#).

## **STORAGE PREFERENCES**

When you visit websites, they may store or retrieve data in your browser. This storage is often necessary for the basic functionality of the website. The storage may be used for marketing, analytics, and personalisation of the site, such as storing your preferences. Privacy is important to us, so you have the option of disabling certain types of storage that may not be necessary for the basic functioning of the website. Blocking categories may impact your experience on the website.

## **ESSENTIAL**

These items are required to enable basic website functionality.

## **MARKETING**

These items are used to deliver advertising that is more relevant to you and your interests. They may also be used to limit the number of times you see an advertisement and measure the effectiveness of advertising campaigns. Advertising networks usually place them with the website operator's permission.

## **PERSONALISATION**

These items allow the website to remember choices you make (such as your user name, language, or the region you are in) and provide enhanced, more personal features. For example, a website may provide you with local weather reports or traffic news by storing data about your current location.

## **ANALYTICS**

These items help the website operator understand how its website performs, how visitors interact with the site, and whether there may be technical issues. This storage type usually doesn't collect information that identifies a visitor.

### **9. Google Analytics**

Our website uses Google Analytics, a web analytics service provided by Google Inc. ("Google"). Cookies are stored on your computer, which allows an analysis of your use of the website.

The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there. We use the service on our website with activated IP anonymity. This means that on our website, your IP address will be abbreviated beforehand by Google within the member states of the European Union or in other contracting states of the Agreement in the European Economic Area and therefore anonymous. Only in exceptional cases will the full IP address be transferred to a Google server in the USA and abbreviated there. On our behalf, Google will use this information to evaluate your use of the website, to compile reports on website activity and to provide other services related to the website activity and internet usage to us as website operators. For more information about Google's use of data, please visit: <https://policies.google.com/technologies/partner-sites>

The IP address obtained from your browser and used by Google Analytics will not be merged with other Google data.

You can prevent the storage of cookies in your browser in the settings of your browser software (see 8.). Please note that some features of our website may not work if you disable the use of cookies. Furthermore, it is possible to prevent the collection by Google Analytics by setting an opt-out cookie. Please click on the following link:

[https://www.autoeurope.eu/privacy/?ga\\_out=Y](https://www.autoeurope.eu/privacy/?ga_out=Y)

In addition, you may prevent the collection and use of the data generated by the cookie and related to your use of the website (including your IP address) as well as the processing of this data by Google by downloading and installing the browser plug-in available via the following link: <http://tools.google.com/dlpage/gaoptout?hl=en>

## **10. Newsletter**

On our website, you are offered the chance to receive information about our offers via newsletter. We use the so-called double opt-in procedure for the registration. After you have given us your email address, we will send you a confirmation email. Only when you click on the confirmation link contained in the email, will your email address be added to our mailing list. This ensures that only the actual owner of the email address can order the newsletter. Data processing in the context of the newsletter is based on your consent.

You have the right to revoke this consent at any time for future newsletter emails.

You can unsubscribe [here](#) from the newsletter and thus revoke your consent.

## **11. Other Communications**

Auto Europe may also send you emails prior to pick-up containing some useful advice and reminders of what you will need to take with you to the motorhome provider. After you have completed your rental, we may send you a questionnaire or ask you to review your experience with us.

## **12. Links**

Our website may contain links to other platforms. If you are redirected to another website by clicking on one of the links, the privacy policy of Auto Europe Deutschland GmbH no longer applies. Instead, the policy of that respective website operator will apply.

## **13. Changes in Data Security**

We reserve the right to change this privacy policy in order to adapt it to the new functions on the website or a changed legal situation. The current policy in force at the time of your visit to our website will be valid.

## **14. Miscellaneous**

Auto Europe Deutschland GmbH, Landsbergerstrasse 155, 80687 Munich, District Court Munich HRB 149 828, mediates as a broker for renowned car rental companies worldwide for Auto Europe LLC, 43 Northport Dr, Portland, ME 04103, USA, registered as Limited Liability Company in the State of Delaware, USA with registration number 3726730 (hereinafter "Auto Europe"). For all consumers from the European Union, the conditions of this agreement and

all objections related to the payment are subject to the law of the Federal Republic of Germany.

As of December 2022