

PRIVACY POLICY ON THE PROCESSING OF PERSONAL DATA

Enterprise Holdings, Inc. through its independent regional subsidiaries (collectively "Enterprise Holdings") and network of independent franchisees and fulfillment partners operating the Enterprise Rent-A-Car, National Car Rental, Alamo Rent A Car brands provides global reservation and rental services. This site is owned by an authorized franchisee. For Enterprise Holdings' global data sharing and reservation practices, please see Enterprise Holdings' Global Privacy Policy.

For information about the privacy practices of the Authorized Franchisee in this country, see the policy below.

We, Enterprise Romania, respect the privacy of all our customers and will treat/process personal data with great care, under appropriate technical and organizational security conditions. Thus, we will dedicate all the necessary resources and efforts to process your data in full compliance with Regulation (EU) 2016/679 ("General Data Protection Regulation" or "GDPR"), as well as any other applicable legislation on the territory of Romania.

With this document we want to inform you about how we collect, use, transfer and protect your personal data when you interact with us in relation to our products and services, including through our website or our consultants.

We reserve the right to periodically update and amend this Privacy Policy to reflect any changes in the way we process your personal data or any changes in legal requirements. In the event of any such changes, we will post the amended version of the Privacy Policy on our website, so please check the content of this Privacy Policy periodically.

Who we are

Enterprise Romania is the trade name of TOURING RENT AUTO SRL, a Romanian legal entity, whose main activity is the rental and leasing of passenger cars and light road vehicles and whose secondary activities are the trade of passenger cars and light road vehicles, maintenance and repair of vehicles, activities of insurance agents and brokers.

TOURING RENT AUTO SRL has its registered office in Bucharest Sector 1, B-dul Al. I Cuza, Nr. 5A, correspondence address in Bucharest, str. Reinvierii nr. 3-5, Cladirea Europa Primex, ground floor, with Unique Identifier at European level ROONRC.J40/3879/2001, fiscal code nr. RO 13831826, legally represented by Mr. Anastasiu Michael-Dragos, as Administrator.

Enterprise Romania is a franchise of Enterprise Holding Inc, 600 Corporate Park Drive, St. Louis, MO 63105, United States.

We are open to hearing your views, as well as providing you with any additional information you may need regarding the processing of your data. In this regard, we encourage you to contact our Data Protection Officer at the e-mail address dpo@enterprise.ro or by mail or courier to the address in Bucharest, str. Reinvierii, nr. 3-5, Cladirea Europe Primex, Sector 2 - with the mention: for the attention of the Data Protection Officer.

What information we collect

Information we collect about you.

In order to provide the requested services, we need the following data about you:

- Name and surname

You will provide us with some information about the transaction you have made and the interaction you have had with our site and locations. We collect the following types of personal information:

- Name, contact information, date of birth, name and expiration date of driver's license and emergency contact number.
- Rental car information, including the location from which it was rented, the date it was rented, the type of rental and your preferences.
- Credit card details, online user account details, corporate/member account number, passport details, frequent traveler or accompanied traveler details.
- Email address

Because we are a franchise of Enterprise Holdings, Inc. and/or its subsidiaries ("Enterprise"), Enterprise may give us access to your reservation information and data. For these transactions, we and Enterprise are independent data controllers. Enterprise also has access to your data, which is explained below in the section entitled "Who we share your data with".

Third parties providing us with additional information about you may include the following categories of partners:

- Referral sources, such as third parties whose online booking sites provide us with contact details and booking confirmation number to facilitate the booking process), your employer (for general contact details) and your insurance company (for their contact details and policy).
- Hotels, airlines and clubs of which they are members, which provide us with general contact details and booking details.
- Credit reporting agencies who, to prevent fraud, provide us with information about your identity.
- Service providers, such as customer support (for information about services and queries you may have) marketing providers (for information that helps us to better present our products and services).

Vehicle usage and location data

Vehicles may be equipped with:

(i) emergency notification features such as an eCall system and (ii) telematics and infotainment systems ("Telematics Systems") that are controlled independently by the manufacturer ("OEM") of your vehicle.

The eCall System is provided to ensure that both you and your passengers receive assistance in the event of an accident. If a vehicle has been reported or is suspected to be stolen or lost, we will request access to the telematics system data from the vehicle manufacturer. The manufacturer's contact details and the required confidentiality agreement, which may include limits on system use and service, insurance exceptions, liability limits, description of use, right of access and recording of information, your

individual rights and any data transfer outside the European Economic Area can be found on the manufacturer's website or by accessing the vehicle's dashboard.

When using the satellite navigation or infotainment system of this vehicle, you are responsible for any information stored in the systems because of such use. We cannot guarantee the confidentiality of this information and it is your responsibility to delete it before returning the vehicle. Otherwise, the next user of the vehicle will have access to it.

Privacy policy for children

- We do not collect personal information about children.

How we use your information

We use the information collected from and about you to provide our services to you and for the following purposes:

- When it is necessary to contact you and provide you with our services for the duration of the contract, including
- To assist you in transactions such as booking, renting, buying or leasing a vehicle.
- Assisting you in your interactions with us or answering your questions.
- If it is necessary for us to comply with a legal obligation, including
- To share information about the location of your vehicle with emergency services in the event you are involved in a road traffic accident.
- To share information with governmental and regulatory authorities when required by law or in response to legal process, duty, or request.
- Where necessary for our legitimate interests, as listed below, and where our interests are not overridden by your data protection rights, including
- To communicate important information about your rental, such as arrival and return alerts.
- To assist us in providing better products and services: for example, to evaluate the performance of our staff, to assess the quality of products and services received and to help us improve our sites, facilities, and services.
- To compile statistics and analysis on our customers' use of our sites, products, and services.
- To develop a profile of you and your interactions with us so that we can provide tailored offers, opportunities and services that may be of interest to you.
- To protect our legal rights and to manage the security of our networks and properties. For example, we will use CCTV to ensure the security of our premises and maintain lists of customers who do not pay or who are security risks.

- To share your information with third parties to prevent fraud and to protect our business interests and rights, privacy, security and property or the public. We will do this to collect unpaid invoices, to avoid liability for penalties you incur (e.g., traffic citations) and for processing complaints.
- To share your information with third parties to allow us to pursue available remedies or limit the damages we may sustain and enforce the terms of any lease or terms and conditions of our sites.
- If you have given your consent, including
 - To allow us to use telematics.
 - To send you certain promotional or targeted marketing communications, opportunities and services that may be of interest to you.
 - To send you text messages (SMS) to provide you with time-sensitive communications related to your transaction (e.g., construction delays at the airport branch), extended rental opportunities, customer experience surveys, marketing promotions such as coupons, discounts, last minute promotions or loyalty and rewards information.

You can exercise your opt-in to such processing by selecting/checking the appropriate boxes on the forms/documents used to collect personal data.

Regardless of the situation, if you wish at any time to stop the processing of your personal data by Enterprise Romania, you may at any time request the cessation of any data processing by us.

You can also unsubscribe at any time, using the "Unsubscribe" or "Unsubscribe" button, if you wish to stop receiving newsletters or informative materials from us.

Maintenance of your personal information

We retain your personal information if we need to fulfill our business purposes for 10 years.

With whom we share information

Affiliates

We share the information we collect about you with our affiliates ("Affiliates") for the purpose of issuing necessary documents or to facilitate the provision of services offered by us.

Enterprise

We share personal information with Enterprise for the following purposes:

- To manage your rental and for Enterprise to communicate with you or assist you with your rental.
- In connection with any incident resulting from your transactions or other authorized driver agreements with Enterprise, if Enterprise believes that, because of such incident, you or another authorized driver may pose a risk to future rentals.
- For Enterprise and the third-party service provider to conduct customer satisfaction telephone surveys.

- To send you marketing communications about similar products or services that Enterprise finds of interest, including targeted advertising on Enterprise websites, selected partner websites and social networks.

- To compile statistics and analytics about you - and any authorized users of Enterprise's products and services, including statistics based on anonymized data, that enable Enterprise to provide your customers and other customers with better services, products, features, and functionality in the future.

When we allow such information to be shared with Enterprise, we and Enterprise operate as independent data controllers. Enterprise maintains its own privacy policy with respect to information provided to Enterprise. You are encouraged to review Enterprise's privacy policy, which can be found here: <https://www.enterprise.co.uk/en/privacy-policy.html>.

Our service providers and business partners

We will share your information with third parties such as:

- (1) payment, administrative and technical support providers,
- (2) insurance, corporate leasing or other customers or partners to facilitate the leasing transaction,
- (3) communications providers that send e-mail and other marketing and service-related communications to you on our behalf,
- (4) customer support providers to provide customer service to you,
- (5) debt collection providers,
- (6) claims processors, and
- (7) our advertising and marketing partners and third-party media properties, including social media sites, with whom we share aggregated or de-identified information about our customers to enable them to send targeted advertising messages on our behalf, and to manage our data, perform mobile analytics services and maintain and improve our services (in accordance with privacy agreements, as applicable).

Government authorities

Your personal information may also be disclosed to governmental authorities as described above.

Sale, merger or change of control.

Your information may also be transferred to another company in the event of a transfer, change of ownership, reorganization or divestiture of all or a portion of our business or assets. This will happen if the parties have entered into an agreement that the collection, use and disclosure of the information is limited to those purposes of the business transaction, including a decision whether to proceed with the business transaction. You will be notified by us if this happens.

Global data transfers and processing

Information you provide to us or that we collect may be transferred to or accessed by entities around the world, including:

- Enterprise: If you retain a reservation with us or with an Enterprise that owns a location, we will transfer your personal information to Enterprise. Enterprise Holdings, Inc. is headquartered in the United States and has offices in the United States, Canada, Germany, Spain, France, Ireland and the United Kingdom.

- Third Party Service Providers: We use third-party service providers that are located outside of the countries in which we are located, such as the EU. When we transfer your personal information to third party service providers located outside of Romania using standard contractual clauses approved by the European Commission.

Your rights

In your relationship with us, you, as the data subject, have the following rights:

- The right to be informed means that you have the right to be informed about how your data is processed and the reason for the processing.

- The right of access means that you have the right to obtain confirmation from us whether we are processing your personal data and, if so, access to that data and information on how the data is processed.

- The right to data portability refers to the right to receive personal data in a structured, commonly used and machine-readable format and the right to have such data transmitted directly to another controller, if technically possible.

- The right to object is the right to object to the processing of personal data when the processing is necessary for the performance of a task carried out in the public interest or when it is in the legitimate interest of the controller. Where the processing of personal data is for direct marketing purposes, you have the right to object to the processing at any time, free of charge and without any justification, using, where appropriate, the unsubscribe function included in the marketing materials.

- The right to rectification refers to the correction, without undue delay, of inaccurate personal data. The rectification will be communicated to each recipient to whom the data was transmitted unless this proves impossible or involves disproportionate efforts.

- The right to data erasure ("right to be forgotten") means that you have the right to request that we erase your personal data, without undue delay, if one of the following grounds applies: they are no longer necessary for the purposes for which they were collected or processed; you withdraw your consent and there is no other legal basis for the processing; you object to the processing and there are no overriding legitimate grounds; the personal data have been unlawfully processed; the personal data must be deleted for compliance with a legal obligation; the personal data have been collected in connection with the provision of information society services.

- The right to restriction of processing may be exercised if the individual disputes the accuracy of the data, for a period that allows us to verify the accuracy of the data; the processing is unlawful, and the individual objects to the erasure of the personal data, requesting restriction instead; if Touring Rent Auto no longer needs the personal data for the purpose of the processing, but the data subject requests it for the establishment, exercise or defense of legal claims; if the data subject has objected to the processing

for a period of time during which it is verified whether the legitimate rights of the controller prevail over those of the data subject.

- Rights related to automated individual decision-making, including profiling. The data subject has the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning the data subject or similarly affects him or her to a significant extent. The provisions do not apply if the decision:

(a) it is necessary for the conclusion or performance of a contract between the data subject and the data controller.

(b) it is authorized by Union or national law applicable to the controller which also provides for appropriate measures to protect the rights, freedoms, and legitimate interests of the data subject; or

(c) is based on the explicit consent of the data subject.

If you, directly or through a representative, exercise the above-mentioned rights in a manifestly unfounded, unjustified, or excessive manner, due to repetitive nature, Touring Rent Auto may:

- Either charge a reasonable fee, considering the administrative costs of providing the information or communication, or taking the requested action.

- refuse to comply with the request.

You also have the right to lodge a complaint with a supervisory authority and to bring an action for judicial review.

To exercise these rights, you may contact the Personal Data Protection Officer of Enterprise Romania with a written request, dated and signed, at the e-mail address: dpo@enterprise.ro or at the following correspondence address: Touring Rent Auto, Bucharest, 3-5 Reinvierii Street, Europa Primex Building, 2nd floor, sector 2.

We reserve the right to withhold access to your information or limit your rights (for example, if such disclosure is prohibited by law or if the rights of another individual could be violated). In some cases, this may mean that we are able to retain your personal information even if you withdraw your consent.

Marketing preferences

You have the right to opt out of receiving marketing communications (e.g., direct marketing, graphic ads, etc...) by written request.

How we protect your data

We are committed to ensuring the security of personal data by implementing appropriate technical and organizational measures in accordance with industry standards.

The transmission of your personal data is done using encryption algorithms and we store it on secure servers, while ensuring data redundancy.

Despite the measures taken to protect your personal data, please note that the transmission of information over the Internet in general, or via other public networks, is not completely secure, and

there is a risk that data may be seen and used by unauthorized third parties. We cannot be responsible for such vulnerabilities of systems that are not under our control.

Changes to these policies

If necessary, we will update this Privacy Policy to reflect changes in our privacy practices. In doing so, please review our policy by going to <http://enterprise.ro/politica-confidentialitate/>.

Data Control Contact Information

If you rent a vehicle or visit a website or mobile site in the following countries, the data controller is listed below.

Country: Romania

Data Controller: Touring Rent Auto

Contact Details: dpo@enterprise.ro