

# Privacy Statement Arval Car Sharing

For the provision of the Arval Car Sharing services, your employer is the data controller for the processing of personal data, while Arval has the role of processor. Therefore, questions related to privacy aspects of Arval Car Sharing, we refer you to (the privacy statement of) your employer. There, you will also find information on your rights, including the right:

- To access your personal data;
- To rectify your personal data,
- To erase your personal data,
- To restrict the processing of your personal data,
- To object to the processing of your personal data, on grounds relating to your particular situation,
- To withdraw any given consent,
- To data portability.

For invoicing to your employer, Arval is the data controller. For the processing operations for which Arval is the data controller, your personal data is processed in conformity with the Arval privacy notice, available at <https://www.arval.nl/privacy-english>.

You can find general information on the data processed for delivering the Arval Car Sharing service in the schedule below.

Purpose of the processing	Categories of personal data (Arval categories)	List of personal data or data	Data hosted in Europe	Names of third countries or international organisations that personal data are transferred to (if applicable)	Safeguards for exceptional transfers of personal data to third countries or international organisations (if applicable)	General description of technical and organisational security measures (if possible)	Retention period
<b>Customer creation</b>	NA, company data :	No personal data : Code (internal ID for ACS platform) ; Company name ; company e-mail ; phone number ; Address (Zip code / city) ; Province ; Country  Company e-mail may be personal data if it designates an individual	AWS (Ridecell)	US, India	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls	Until required to provide the contracted services
<b>Zone creation / Station creation</b>	NA	NA, Address of the station and region/area location	NA, a list of vehicle ids for a station	AWS (Ridecell)	NA	NA	NA
<b>Vehicle creation</b>	External contacts (information on vehicle)	VIN ; Plate number / Tag ; Brand / Model	AWS (Ridecell)	US, India	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls	Until required to provide the contracted services

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<b>Driver creation</b>	External contacts (end user contact information)	Customer ID ; Lastname ; Firstname ;e-mail ; Phone number ; Pin Code (One Time Passcode) ; Birth Date ; driver picture ; driver expiration date ; profile type ; user group ; RFID badge number	AWS (Ridecell) ; customer.i o ; DENSO (for RFID number)	US, India, Plivo (US, but only phone number)	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, minimization of personal data	Until required to provide the services
<b>Legal Documents &amp; consent option acceptance</b>	External contacts (business customers information)	Customer ID, Consent flag (related to business customer)	AWS (Ridecell)	US, India	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls	Until required to provide the contracted services
<b>Staff Member creation &amp; operations</b>	Internal contacts or external contacts (Arval or Arval's Customer employees)	Firstname ; Lastname ; Phone Number ; E-mail	AWS (Ridecell)	US, India, Plivo (US, but only phone number)	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization	Until required to provide the contracted services
<b>User verification and security</b>	External Contact (device information)	UUID ; Device ID ; IP Address	AWS (Ridecell)	US, India	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only	Until required to provide the contracted services
<b>Booking Creation &amp; Planning / Vehicle allocation</b>	External contact (booking information)	Customer ID; Rental/Trip ID; Vehicle ID	AWS (Ridecell)	US, India	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only	Until required to provide the contracted services
<b>Rental : Start each trip</b>	Location data, Rental/Trip information	Bluetooth signal from Mobile ; GPS starting point from vehicle (but also maybe from mobile phone if Bluetooth fails) ; Rental / Trip ID;	AWS (Ridecell) ; DENSO cloud	US, India	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only	Until the end of the contract

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<b>Rental : End each trip</b>	Location data, Rental/Trip information	GPS ending point from vehicle (but also maybe from mobile phone if Bluetooth fails) ; Rental / Trip ID	AWS (Ridecell) ; DENSO cloud	US, India	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only	Until the end of the contract
<b>Trip monitoring</b>	Location data ; Rental/Trip information	GPS location (from vehicle) in some exceptional circumstances (thief or insurance claims) ; Rental / Trip ID; Vehicle health data (odometer reading, connected to charger or not, malfunction indicator light status, signal strength, network provider name)	AWS (Ridecell) ; DENSO cloud	US, India	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only	Until the end of the contract
<b>Fiscal and reporting to avoid "Bijtelling"</b>	Location data ; Rental/Trip information	Brand and model, License plate, Driver and the following trip information: - Start and end date - Start and end time - Start and end odometer reading - Start and end location	AWS (Ridecell) ; DENSO cloud	US, India	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only	Until the end of the contract
<b>Send commands to vehicle</b>	Staff who would send the command	Staff ID ; logs of command requested	AWS (Ridecell) ; DENSO cloud	US, India	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only	Until the end of the contract
<b>Damages (creation &amp; consultation)</b>	Customer, vehicle and rental identifier	Vehicle ID, Rental ID, Customer ID	AWS (Ridecell)	India, US	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only	Until the end of the contract
<b>Notifications / Alerts for end user</b>	Driver contact information	Driver name, email, phone number, device id	AWS (Ridecell) ; Plivo ; Customer.io	India, US	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only	Until required to provide the contracted services

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<b>Reporting</b>	All data available in the system, Configurable reports in the system	All data available in the system, Configurable reports in the system	AWS (Ridecell); Periscope	India, US	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only	Until required to provide the contracted services
<b>Support tickets</b>	Internal contacts or external contacts (employees data)	Contact information (name, email address, contact info) of Arval/ Ridecell employee and any other data added to the ticket by the person filing the ticket*		Ridecell (US/India), Zendesk (US/India)*	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only, pseudonymisation	Until required to provide the contracted services
<b>Additional Geolocation services for drivers (optional) : to show correct support number ; to show direction to parked vehicle or station ; to show nearest stations or vehicle ; for geofencing ;</b>	Location data	Mobile phone geolocation	AWS (Ridecell)	India, US	Standard Contractual Clauses between Ridecell Inc and the relevant subprocessor	Encryption, access controls, data minimization, remote access only	Until required to provide the contracted services

- \* - Actions are performed by default by the Ridecell Inc. support team within the EEA directly. In exceptional cases and to allow a 24/07 support when such support cannot be carried out by EEA-based Ridecell employees due to time schedule constraints, the Ridecell "on-call" team located outside the EEA can access the ACS Platform data. Ridecell has access to potentially all data needed to process a ticket, Zendesk only has access to the ticket itself.
- Strictly for purposes of necessary maintenance on the infrastructure: Ridecell devops team have access to the system and therefore a potential access to the data.