

## General conditions of sale and use of Connect Nav and Speedcam / Danger Zones service

### 1. Purpose

The purpose of these general conditions of sale and use are to define the terms, conditions and procedures for:

- signing-up (initial subscription and renewal) and operating the Connect Nav (hereinafter called "Connect Nav" or the "Service")
- signing-up (initial subscription and renewal) and operating the Speedcam / Danger Zones service (hereinafter called "Speedcam / Danger Zones" or the "Service")

hereinafter collectively referred to as "the Services". Where the Customer subscribes to the aforesaid Services, the contract is made between the Manufacturer (as defined in clause 2 below) and the Customer and consists of:

- these general conditions of sale and use and, where applicable
- the subscription form
- the Privacy Statement, set out in Appendix 2 (hereinafter referred to as "the Contract").

The subscription form mentions whether the Customer has subscribed only to the Connect Nav service or to the Connect Nav service and Speedcam / Danger Zones service.

### 2. Company providing the Services

The Services are offered by PSA Automobiles SA trading as Citroën, hereinafter referred to as "the Manufacturer", whose registered office is at 7 rue Henri Sainte-Claire Deville 92500 Rueil-Malmaison, France.

The navigation unit and touch screen is supplied by the point-of-sale in the Manufacturer's network named on the vehicle order form.

### 3. Terms and Conditions of Subscription - Duration - Renewal

#### 3.1 Conditions of subscription

Any registered keeper or long-term lessee of the Manufacturer's brand vehicle, technically eligible and fitted with a Connected 3D Navigation in-car Navigation system and touch screen (hereinafter referred to as "the Vehicle"), can sign up for the Service. The Connect Nav Service is needed in order to sign up to the Speedcam / Danger Zones Service.

As Service content is specific to national features, the Services have to be subscribed to in the Customer's country of residence.

#### 3.2 – Terms and conditions of subscription – Duration - Renewal

In the event of purchasing a Vehicle fitted with a Connected 3D Navigation system and touch screen as standard or optional extra, the Connect Nav Service is offered free of charge for a period of 36 (thirty-six) months.

When ordering the Vehicle or at a later date, Customers can sign up for an extension to the Connect Nav Service for an additional 12 (twelve) or 36 (thirty-six) months for an additional price, either online at the Citroën Connected Store: <https://services-store.citroen.co.uk/> or at any point-of-sale in the Manufacturer's network (which point-of-sale is referred to in these terms and conditions as the "Provider").

The Customer can sign up for the Speedcam / Danger Zones Service for a period of 12 (twelve) or 36 (thirty-six) months, for an additional price, either online at the Citroën Connected Store: <https://services-store.citroen.co.uk/> or at any point-of-sale in the Manufacturer's dealer network (which point-of-sale is referred to in these terms and conditions as the "Provider"). After any contractual period, the Customer may renew the Services for a period of 12 (twelve) or 36 (thirty-six) months.

The general conditions of sale and use of the Services may be modified when renewing and Customers are requested to approve the new version.

### 4. Description of the Services

#### 4.1 - General provisions

The Services consist of on-board access in the Vehicle to the services described in clause 4.2 below, by means of the touch screen fitted in the Vehicle.

Customers undertake to comply with the provisions of the Contract and the obligation to limit use of the Services to normal private individual use, in accordance with the laws and regulations in force and third party rights.

For more information on the content, terms, conditions and procedures for using the Services, Customers are able to get in touch with the Customer Relations Department, details of which are given in clause 8 below.

#### 4.2 - Description of the Services

Customers acquire the right to use the services described below for the period subscribed for.

##### 4.2.1 – Connect Nav

The Connect Nav Service includes the following services:

- **Connected traffic info:** This service allows traffic conditions to be displayed in real-time, provided that this information is collected by the service publisher. Traffic conditions on the route planned are summarised solely when the Navigation system is used in driving view mode. When the traffic management option is in manual or semi-automatic mode, users may be offered alternative routes in case of developments in traffic conditions on the planned route. In automatic mode, the route is automatically recalculated in real-time in case of developments in traffic conditions along the route planned.
- **Local weather:** This service allows weather forecasts to be displayed along the driver's route and at destination, as well as on the Vehicle's Connect Nav system map provided that this information is collected by the service publisher.
- **Parking:** This service allows car parks to be displayed along the driver's route and at destination, as well as on the Vehicle's Connect Nav system map provided that this information is collected by the service publisher. For each car park, free spaces and the price are stated, provided that this information is collected by the service publisher.
- **Filling Stations:** This service allows filling stations to be displayed along the driver's route and at destination, as well as on the Vehicle's Connect Nav system map. The location of the filling stations and the last available price of fuel are displayed for indicative purposes only, provided that this information is collected by the service publisher.
- **Local search:** This service allows an address to be found from among different categories of points-of-interest along the driver's route and at destination, as well as on the Vehicle's Connect Nav system map.

For the *Parking*, *Filling Stations* and *Local Search* services, users can click on the point-of-interest of their choice to select it as their destination or, if the telephone number is available, make a call, provided that they have previously connected their phone via bluetooth. They can also enter the point-of-interest coordinates into the mapping database on the Vehicle's Connect Nav system.

Mapping and software updates for the Connect Nav system may be made available from the Manufacturer from time to time, and can be updated free of charge by the Customer following the process

outlined on the website <http://www.citroen.co.uk/servicing/map-system-updates/>

#### 4.2.2 – Speedcam / Danger Zones

This service that can be provided at an additional price enables danger zones or risk areas present along the driver's route to be displayed (see clause 5.2.1 below). An audio and visual alarm is emitted when the driver is approaching a dangerous zone where the driver should exercise particular care and attention.

This service also enables car-drivers to give one another mutual assistance by reporting hazards on the road. As this data originates from other users of the Service, you are reminded that they are given as an indication only and that the Manufacturer does not warrant their exhaustiveness or accuracy.

#### **4.3 – Indicative character of the information – Use of Services by the Customer**

The data accessible via the Services is provided as an indication only and the Manufacturer cannot warrant its exhaustiveness or accuracy at the time the Services are used. In case of mismatch between the information supplied by the Services and that on the ground, users should follow that on the ground, in particular all details displayed on road signs (one-way streets, speed limit signs, etc.).

Users must take account of the general condition of the Vehicle and its equipment, the state of the road and the weather conditions when using the Services. In all eventualities, it falls to users to abide by the Highway Code and the road safety rules. Users should also check the regulations on the use of data from the Services in the country in which they are located.

#### **4.4 - Changes to the content of Services**

The Manufacturer may propose changes to the Services. Access to these changes and upgrades may possibly be subject to the Customer expressly accepting a new version of the general conditions of sale and use.

Customers are informed that the Services may be modified in case of any amendment in the regulations or legislation requiring the same.

### **5. Access to the Services and operating conditions**

#### **5.1 – Access to the Services**

##### 5.1.1 – Terms and conditions of access

The Services may be accessed according to one of the two connectivity modes described below. **Please note that the Customer may not change the connectivity modes, as this is part of the equipment of the Vehicle.**

- Connectivity via the Connect Box (Connect SOS) equipment in the event that the Vehicle is equipped with this:

The Connect Box equipment includes an integrated SIM card and includes transmission of the data needed to access the Services.

- Connectivity via the Customer's smartphone in the event that the vehicle is not equipped with the Connect Box (Connect SOS) equipment:

To use this connectivity mode, the Customer must first have a compatible smartphone and a mobile Internet data sharing package of 100 MB per month at a minimum. According to the provisions of the contract signed by the Customer with their mobile telephony operator, additional fees may be charged to the Customer, especially roaming fees in the event that the Customer leaves the United Kingdom.

The Customer must first check with their mobile telephony operator to ensure they have a compatible smartphone and package to allow smartphone data to be used by the Vehicle applications. The list of Bluetooth compatible smartphones is available on the Manufacturer's website.

Provided they meet the aforementioned conditions, in order to activate the Services, the Customer must connect their smartphone to the Vehicle's Connect Nav navigation system, using Bluetooth or USB.

Each time the Services are used, the Customer must ensure, before driving, that their smartphone is activated and connected to the Vehicle, either via Bluetooth or USB, in mobile Internet data sharing mode.

For more information concerning the process of connecting the smartphone to the Vehicle's navigation system, the Customer should refer to their Vehicle's handbook.

**The Customer is informed that restrictions on use may be applied if they use their smartphone to access the Services at the same time and if they use the MirrorLink™, Apple CarPlay™ or Android Auto™ features, depending on their smartphone's software, allowing the user to display some of their smartphone's applications on the Vehicle's touchscreen.**

##### 5.1.2 – Activation

On average, the Services will be activated and available within nine (9) days of subscription. Effective availability of the Services assumes that the conditions provided for in clause 5.2.2 below have been met.

#### **5.2 - Operating conditions of the Services**

##### 5.2.1 – Territory

The Services are accessible in the countries listed in Appendix 1, subject to mobile telephony network coverage.

In accordance with current local legislation, the information provided within the framework of the SpeedCam / Danger Zones Service is as follows:

- In France: current speed limits, hazardous sections of roads (in particular high traffic density sections, accident blackspots, of which some may be subject to speed checks, not reported as such), specific danger points (in particular traffic obstruction, dangerous crossings, temporary hazards), congestion, accidents, incidents, road works).
- In Switzerland, Austria and Germany: current speed limits, obstacles, congestion, accidents, incidents, road works.
- In other countries and in the United Kingdom: fixed and mobile speed cameras, current speed limits, obstacles, congestion, accidents, incidents, road works.

##### 5.2.2 - Conditions of information feedback

Information delivered pursuant to the Services may only be transmitted if the following conditions are met:

- the Vehicle's engine must be running and the Vehicle must be in one of the countries listed in Appendix 1, subject to coverage by a mobile telephony operator (without technical, atmospheric or topographical limitation disrupting the said coverage). If the engine is not running or if the Vehicle is not in one of the aforesaid countries or in a zone not covered by a mobile telephony operator network, the information is acquired and fed back the next time the engine is started up in one of the countries covered, subject to coverage by a mobile telephony operator;
- the user has not disabled the data-sharing device from the Connect Nav system, as this is necessary to deliver the Services; and
- in the case of connectivity via the Connect Box, the Services cannot function if the Connect Box or components necessary for the Services to operate are damaged due to an accident, theft or any other event.

- in the case of connectivity via the user's smartphone, the Services cannot function if the conditions identified in condition 5.1 are not met.

## **6. Prices - Terms and conditions of payment - Billing**

### **6.1 - General provisions**

Subject to the provisions of clause 3.1, the Services may be subscribed to in the Manufacturer's network point-of-sale or online at the Citroën Services Store.

### **6.2 - Point-of-Sale Subscription/Renewal of Services**

The prices are those displayed in the Manufacturer's network dealing with distributing the Service on behalf of the Manufacturer. They include all taxes.

### **6.3 - Online Subscription / Renewal of Services**

The prices for the Services ordered online from the Citroën Services Store are those displayed on the Citroën Services Store. The prices indicated are in GBP and include value added tax. The Customer can pay for the Services by means of the payment options offered on the Citroën Services Store.

## **7. Buying and Renewing Services Online**

When the Customer subscribes for or renews Services at the Citroën Services Store, the Contract is formed as set out below:

- upon completing the ordering process on the Citroën Services Store webpages, the Customer will have made a binding offer to the Manufacturer to enter into the Contract.
- the Manufacturer will immediately confirm the receipt of the order by sending an email to the Customer. The order is sent merely as notice to the Customer about the receipt of his offer and will not yet form a contract, i.e. it will not be deemed an acceptance of the Customer's offer.
- the Contract will not begin until the Manufacturer has confirmed its acceptance of the order within 7 days of the Customer's order, either via email or by activating the respective Service in the Vehicle. The Manufacturer will notify the Customer without undue delay if the Manufacturer does not accept the order.

## **8. Customer Contact Centre**

Customers may get in touch with the Customer Relations Department for any request for information or complaint relating to the Services:

- by telephone on **0800 042 2422**. Freephone call from a land line) Monday-Friday from 08:00 to 18:00 stating that the call relates to the Citroën Connected 3D Navigation Services,
- by internet on [www.citroen.co.uk](http://www.citroen.co.uk) "Contact" page
- by post to the following address: Citroën Customer Relations Dept – Pinley House, 2 Sunbeam Way, Coventry, CV3 1ND.

The Manufacturer will aim to respond to complaints from customers within a reasonable period of time and use reasonable efforts to find a satisfactory solution.

## **9. Cancellation**

### **9.1 - Cancellation of the Services**

#### 9.1.1 - Cancellation of Services ordered online from the Citroën Services Store

Customers who are consumers have the right to cancel the Contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day of the conclusion of the Contract as described in clause 7 above). To exercise the right to cancel, the Customer must inform the Manufacturer (see details in clause 8 above) of their decision to cancel the Contract by a clear statement

(e.g. a letter sent by post, or e-mail). The Customer may use the cancellation form set out in Appendix 3, but it is not mandatory to use this form. To meet the cancellation deadline, must send their communication concerning their exercise of the right to cancel before the cancellation period has expired.

If the Customer cancels the Contract, the Manufacturer will reimburse the Customer all payments received from the Customer (if any) for the terminated Services. The Manufacturer will make the reimbursement without undue delay, and not later than 14 days after the day on which the Manufacturer is informed about by the Customer of the Customer's decision to cancel the Contract. The Manufacturer will make the reimbursement using the same means of payment as the Customer used for the initial transaction, unless the Customer has expressly agreed otherwise; in any event, the Customer will not incur any fees as a result of the reimbursement.

#### 9.1.2 - Scrapping of the Vehicle, or Customer compensation from his insurance company following the theft of his Vehicle

The Services shall end in the following cases: scrapping of the Vehicle, or Customer compensation by his insurance company following the theft of the Vehicle.

The Customer must then inform the Manufacturer at the address in Clause 8 above.

Customers must also send to the Manufacturer, at the address above, the supporting documents (copy of certificate of scrapping or compensation from the insurance company).

#### 9.1.3 Cancellation at the initiative of the Manufacturer

In case of a failure by the Customer to make payment for the Services when such payment falls due or in the case of a breach of the Contract by the Customer, (including making use of the Services over and above normal private use or in using the Services contrary to the laws and regulations in force), the Manufacturer will have the option to:

- suspend the Services with immediate effect
- terminate the Services if the Customer fails to remedy the breach within ten (10) days after the Manufacturer sends the Customer a written notice to comply with the Contract.

## **10. Malfunction of the Services**

Should the Customer find any malfunction in the Services, he or she should:

- make sure that it is indeed a malfunction and not a user error, by checking the Vehicle handbook and/or consulting the frequently asked questions on the Manufacturer's website
- in other cases, contact the Customer Relations Department of the Manufacturer.

## **11. Force majeure**

Neither party shall be in breach of this agreement nor liable for delay in performing, or failure to perform, any of its obligations under this agreement if such delay or failure result from events, circumstances or causes beyond its reasonable control including (but not limited to): an order from the public authorities imposing the total or partial suspension of service of the mobile telephony operator necessary for the Services; or a partial or total malfunction arising from disruptions to or interruptions in the means of communication provided by the telecommunication operators; or collective industrial conflicts at the Manufacturer or its suppliers and the Provider.

## **12. Limitations - Liability**

### **12.1 - Limitations**

The actual coverage of mobile telephony networks, the topography of the location and atmospheric conditions can, in certain places and

at certain times, amount to a limitation on the operation of the Services, outside of all control of the Manufacturer.

## **12.2 Liability**

### **Non-Business Customers**

The following clauses apply where the Customer is a consumer:

Whilst the Manufacturer use reasonable efforts to ensure the availability of the Services, the Manufacturer does not guarantee that the Services will be provided without interruption or will operate error free.

Customers are liable for using the Service and by this fact assume sole entire liability for any infringement of third party rights and, in particular, but not limited to, for any infringement of freedoms or privacy, which might arise from use of the Services by them or users of the Vehicle.

The Manufacturer shall incur no liability for the Customer's use of the Services in a manner contrary to the laws of the country in which it is used, the, incorrect or wrongful use by the Customer or any third parties of the Services, or for the accuracy or otherwise of the information received by means of the Services.

Similarly, the Manufacturer has no liability in respect of any interruption in the communication networks enabling access to the Services, total or partial unavailability of the Services due to the telecommunications operator, or of problems connected with the security of transmissions due to the telecommunications operator.

If the Manufacturer fails to comply with these terms, the Manufacturer is responsible for loss or damage the Customer suffers that is a foreseeable result of its breach of the Contract or the Manufacturer's negligence, but the Manufacturer is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of the Manufacturer's breach or if they were contemplated by the Customer and the Manufacturer at the time we entered into this Contract.

The Manufacturer only supplies the Service for domestic and private use. The Customer agrees not to use the Service for any commercial, business or re-sale purpose, and the Manufacturer has no liability to the Customer for any loss of profit, loss of business, business interruption, or loss of business opportunity.

The Manufacturer does not exclude or limit in any way its liability for:

- a) death or personal injury caused by its negligence or the negligence of its employees, agents or subcontractors;
- b) fraud or fraudulent misrepresentation;
- c) breach of your legal rights in relation to the Services including that the Services are satisfactory, that the Services are fit for any particular purpose made known to use and that the Services are as described.; and
- d) defective products under the Consumer Protection Act 1987.

### **Business Customers**

The following clauses apply where the Customer is buying the Services other than as a consumer:

Where the Customer is not a consumer, the Manufacturer shall not be liable to the Customer in contract, tort (including without limitation negligence) and/or breach of statutory duty for any loss or damage which the Customer may suffer by reason of any act, omission, neglect or default (including negligence) in the performance of the Contract by the Manufacturer, or its agents, in a sum which is greater than the total price paid by the Customer for the Services.

The Manufacturer shall not be liable to the Customer in contract, tort (including without limitation negligence) and/or breach of statutory duty for any loss of profits, business, goodwill, reputation, revenue or business opportunity whether direct or indirect and for any other indirect or consequential (including economic) loss of any kind which the Customer may suffer by reason of any act, omission,

neglect or default (including negligence) in the performance of the Contract by the Manufacturer or its agents.

Nothing in these general terms and conditions of sale shall operate so as to:

- a) exclude either party's non-excludable liability in respect of death or personal injury caused by its negligence or the negligence of its servants or agents; or
- b) exclude the application of Section 12 of Supply of Goods and Services Act 1994 or
- c) exclude liability for fraudulent misrepresentation.

All references to statute or statutory provision shall be deemed to include references to any statute or statutory provision which amends, extends, consolidates or replaces the same and shall include any orders, regulations, and codes of practice, instruments or other subordinate legislation made thereunder and any conditions attaching thereto.

## **13. Personal data**

In relation to Customers who are individuals, the collection and processing of personal data is governed by the terms of the Privacy Statement set out in Appendix 2.

Any Customer who is an employer and provides its employees with vehicles equipped with the Services will make sure that its employees comply with the rights and obligations of users of the Services. Consequently, it undertakes to:

- individually inform its employees who use the Services of the content of these general conditions;
- individually inform its employees who use the Services of the existence of processes containing personal data concerning them, of the exact purpose(s) and features of the Services, of the recipients of the data saved and of their right of access, objection and correction of this data in accordance with the applicable regulations;
- comply with the applicable regulations regarding the geolocation of employees and more generally regarding the processing of the personal data of its employees in accordance with the law.

## **14. Transfer of the Contract**

In case of the sale of their vehicle, the Customer may assign the Contract to the third party purchaser for consideration or free of charge and the Services would then be transferred for the remainder of the period indicated in condition 3.2. As a condition for a continued service, the Customer agrees to inform the purchaser of their Vehicle that the vehicle is equipped with a navigation system with, among other capacities, the capacity to geolocate the Vehicle, the applicable connectivity mode, and, more generally, the conditions for using the Services and to provide the purchaser with the associated documents.

In the event that, at the request of the Customer, the geolocation on the Vehicle was deactivated, the Customer must inform the purchaser of the Vehicle of the real state of configuration of the Services as well as the procedure to be followed with a member of the Manufacturer's approved network in order to change the configuration of these Services, if necessary.

## **15. Intellectual Property**

The Manufacturer and its suppliers remain the sole holders of all of the intellectual property rights pertaining to the Services.

The Manufacturer and its suppliers grant the Customer a licence to use the Services. This licence is granted for the whole period of subscription to the Services.

## **16. Governing law**

These general terms and conditions of sale and any dispute or claim arising out of or in connection with them or their subject matter or formation shall be governed by and construed in accordance with the law of England. Customers who are consumers living in Scotland can

bring legal proceedings in respect of the Services in either the Scottish or the English courts. Customers who are consumers living in Northern Ireland can bring legal proceedings in respect of the Services in either the Northern Irish or the English courts. Customers who are business customers agree that the courts of England shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this agreement or its subject matter or formation.

Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without the Customer having to go to court. If the Customer is not happy with the way the Manufacturer has handled any complaint, the Customer may want to contact the alternative dispute resolution providers the Manufacturer uses.

The Customer can refer a dispute to Motor Codes Limited ("Motor Codes"). Further details can be found at <https://www.themotorombudsman.org/> or alternatively the Customer may wish to contact their advice line on 0843 910 9000. Where the dispute relates to any financial services, then the Customer can refer it to the Financial Ombudsman Service ("FOS"). Further details can be found at <http://www.financial-ombudsman.org.uk/> or if the Customer prefers to speak to someone they can call 0300 123 9123 or 0800 023 4567. Neither Motor Codes nor the FOS will charge the Customer for referring a dispute (although the Customer may pay an additional amount for any call to them) and if the Customer is not satisfied with the outcome the Customer can still bring legal proceedings.

In addition, please note that disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform at <http://ec.europa.eu/consumers/odr/>.

**APPENDIX 1: TERRITORY**

Countries included in geographic coverage	Connected Traffic Info	Local Search (POI)	Local Weather	Fuel Stations	Car Parking	Voice Recognition	SpeedCam / Danger Zones
Andorra	x	x	x		x		x
Austria	x	x	x	x	x	x	x
Belgium	x	x	x	x	x	x	x
Bulgaria	x		x				x
Czech Republic	x	x	x	x	x		x
Denmark	x	x	x	x	x		x
Estonia			x				x
Finland	x	x	x	x	x		x
France	x	x	x	x	x	x	x
Germany	x	x	x	x	x	x	
Greece	x		x		x		x
Gibraltar	x	x	x				x
Hungary	x		x		x		x
Ireland	x	x	x	x	x		x
Italy	x	x	x	x	x	x	x
Latvia			x				x
Lithuania			x				x
Luxembourg	x	x	x	x	x	x	x
Liechtenstein	x	x	x	x	x		
Macedonia			x				
Malta	x		x		x		x
Monaco	x	x	x	x	x		x
Netherlands	x	x	x	x	x	x	x
Norway	x	x	x	x	x		x
Poland	x	x	x	x	x	x	x
Portugal	x	x	x	x	x	x	x
Russia	x		x	x	x*		x
San Marino	x		x	x	x		x
Slovakia	x		x				x
Slovenia	x		x				x
Spain	x	x	x	x	x	x	x
Sweden	x	x	x	x	x		x
Switzerland	x	x	x	x	x	x	
Turkey	x		x	x	x		
UK	x	x	x	x	x	x	x
Vatican State	x	x	x		x		x

\* Main towns only

## **APPENDIX 2: PRIVACY STATEMENT**

The purpose of this Privacy Statement is to inform you, in accordance with current Data Protection Legislation (which refers to all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003 No. 2426) as amended; any other European Union legislation relating to personal data and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data)), of the conditions of processing of your personal data by PSA Automobiles SA, hereinafter referred to as "the Manufacturer", of which the registered office is at SA 2-10 boulevard de l'Europe 78300, Poissy, France, in connection with Connect Nav.

### **1 What are the purposes of the processing of your personal data and what is the legal basis for this processing?**

<b>The purposes for which we collect the information relating to your vehicle location are the following:</b>	<b>We are lawfully permitted to process your personal data for this purpose because:</b>
To provide the Connect Nav service, including information on: Traffic Local weather Parking Service stations Local search SpeedCam / Danger Zones (if subscribed) as described in Clause 4.2 of the General conditions of sale and use of Connect Nav and Speedcam / Danger Zones service, on condition that the information has been obtained by the provider of the service.	It is necessary for the provision of the Service you have subscribed to
Optimising and improving the specifications of the vehicle, including the personal data: to improve safety, develop new vehicles and functions, confirm the quality of the vehicle, analyse vehicle trends.  Managing and optimising customer relations  Carrying out polls, surveys or statistical analyses to improve the assessment of the quality of the products and anticipate customer requirements	It is necessary in the legitimate interest of the Manufacturer: - in improving its products and providing products of higher quality with improved functions and greater safety - in ensuring the satisfaction and follow-up of its customers - in assessing the quality of its products, anticipating the requirements and the satisfaction of its customers and consequently developing new functions
Anonymising your data in order to provide metadata for commercial partners of the Manufacturer	

### **2. Who are the recipients?**

The personal data that we process will be shared by the Manufacturer with a limited number of recipients, depending on the purpose of the processing, as follows:

<b>Recipient</b>	<b>Purpose of sharing</b>
Any third-party supplier of services and/or any company belonging to the same Group the Manufacturer, operating on behalf the Manufacturer, in the provision of the Service, for the purposes listed above	It is necessary to provide the Service as described above
Any company belonging to the same Group as the Manufacturer	For reasons of safety, research, analysis and product development carried out by the PSA Group

### **3. Does the Service involve geolocation of the Vehicle?**

This Service does involve geolocation of the Vehicle, which is required for the provision of the services outlined in Article 1.

Understanding that it will limit the provision of the services, you can deactivate the geolocation of the Vehicle at any time and free of charge, by carrying out the following action: simultaneous brief press, for less than one second, on the SOS button and the Assistance button (button with the Manufacturer's logo). The Vehicle then asks you to confirm that you wish to change to "non-geolocate" mode by pressing the Assistance button. Once pressed, a voice message confirms the change of status. Please note that the geolocation of the Vehicle is reactivated automatically each time the vehicle is started.

You undertake, under your sole responsibility, to inform anyone using the Vehicle or travelling as a passenger in the Vehicle of the collection of geolocation data.

### **4. Is your personal data transferred outside the EU?**

The Manufacturer may need to transfer your personal data to recipients located in countries outside the European Economic Area (EEA). The conditions of transfer are protected in accordance with current data protection regulations.

To obtain a copy of the transfer system put in place, please send your request to:

Citroën Customer Relations Department – Pinley House 2 Sunbeam Way, Coventry, CV3 1ND;  
or [www.citroen.co.uk](http://www.citroen.co.uk) "Contact" page

### **5. How long will we keep your personal data for?**

The length of time we keep your personal data for will depend on the purposes we process it for. In deciding how long we keep it for, we will apply the following criteria:

- data stored for specific purposes is retained for as long as necessary for the purposes we process it for as described in article 1 above.
- your personal data is then archived for use in the event of legal proceedings or a dispute for the prescribed period applicable to the subject of the litigation.
- and then anonymised or deleted.

## **6. What are your rights and how can you exercise them?**

Data Protection laws give you a number of rights in relation to the personal data we hold about you. In particular, you have the right to access your personal data, to have it corrected (where it is inaccurate or incomplete) and, in certain circumstances to have it erased, restricted or transferred to a third party. You also have the right to object to it being processed. You should be aware that not all of these rights apply in every instance therefore, in some cases, we would not have to comply. If you are unhappy about how the Manufacturer has handled (or is handling) your personal data, you have the right to complaint to the Information Commissioner's Office ("ICO"). You can do this by visiting [www.ico.gov.uk](http://www.ico.gov.uk). The ICO can investigate your claim and take action against anyone who's misused personal data.

You can withdraw your consent at any time if the processing is based on consent.



**APPENDIX 3: CANCELLATION FORM FOR ONLINE SERVICE CONTRACTS**

**To:** Citroën Customer Relations Dept – Pinley House, 2 Sunbeam Way, Coventry, CV3 1ND

I hereby give notice that I cancel my contract for the supply of the following service:

Connect Nav \*, and  
Speedcam / Danger Zones \*,

**Ordered on:**

**Name of consumer:**

**Address of consumer:**

**Signature of consumer(s) (only if this form is notified on paper),**

**Date**

**\* Delete as appropriate**