

Pairing Process of the Vehicle to the Customer's My Citroën Account

Vehicles may be equipped, depending on their technical compatibility, with standard or optional features providing connected services accessible from a SmartDevice.

By pairing his/her My Citroën Account with the Vehicle, the Customer achieves an essential step required to activate the selected connected Service.

1. Definitions

«**Application**»: the My Citroën mobile application, which has its own General Terms and Conditions of Use, is available free of charge on the Apple Store or Google Play Store and downloadable on the Customer's SmartDevice. The Customer may create and/or access his/her My Citroën Account via either the Application or Citroën Services Store, at the following address: <https://services-store.citroen.co.uk/>

«**Customer** »: the natural person who is the owner or the last user of the Vehicle.

«**Manufacturer**»: PSA Automobiles SA (Groupe PSA), whose registered office is at 2-10 Boulevard de l'Europe 78300 Poissy, France ("the Manufacturer" or "we" or "us").

« My Citroën **Account**»: the Customer's personal space that he/she can create via either the My Citroën Application or the Brand Services Store website, at the following address: <https://services-store.citroen.co.uk/> and from which the Customer may use the Service. It is specified that, in accordance with the Terms and Conditions of the Application:

- the Customer may only have one My Citroën Account paired to the same Vehicle, even if the Customer may have several Vehicles attached to same My Citroën Account. Furthermore, if the Customer has already created a My Citroën Account via the Citroën Services Store website, at the following address: <https://services-store.citroen.co.uk/>, the Customer will not need to create another Account and shall use the aforementioned Account to access the Service(s).

- the creation and use of a My Citroën Account by the Customer constitute a prerequisite to the Pairing.

«**Pairing**» and/or «**Pairing Process**»: the connection of the Vehicle with the Customer's My Citroën Account resulting from the Pairing Process, described in these T&Cs, successfully completed by the Customer.

«**Service(s)**»: the connected service of the Vehicle that can be activated and/or used by the Customer once they have successfully completed the Pairing, when the Service requires such a step to function.

«**Smart device**»: mobile phone, tablet, or any other internet-enabled equipped with built-in cameras and Bluetooth.

«**Terms and Conditions of Use**» or «**T&Cs**»: the present terms and conditions of use whose purpose is to define the procedures and conditions of the Pairing.

«**Trusted phone number**»: phone number provided by the Customer in his/her My Citroën Account, which shall be used to receive all necessary security codes required for any activation and/or Pairing.

«**Trusted SmartDevice**»: SmartDevice registered by the Customer in his/her My Citroën Account, by using his/her Trusted phone number.

«**Vehicle**»: Any Citroën Vehicle compatible with a Service that requires Pairing prior to its activation.

2 Object

2.1 – In order to activate a Service in his/her Vehicle, it is essential that the Customer successfully complete all the Pairing Process steps, as described hereafter in these T&Cs.

2.2 – Failure to complete successfully all the required steps of the Pairing Process mentioned above will prevent the Customer from activating or using the Services in his/her Vehicle.

2.3 – It is clearly understood that these T&Cs are part of the terms and conditions of the Application and are complementary to the terms and conditions of the Service that requires the Pairing.

2.4 – The Customer is hereby notified that:

- Pairing is necessary for Services that require the identification of the Customer as the Vehicle’s user **since Services are reserved and only provided to the Customer;**
- it is the Customer who, as the Vehicle user successfully completed the Pairing Process, may have access to the Service features of the Vehicle.

2.5. Fully completing the Pairing Process shall be understood as the Customer’s acknowledgement and agreement to participate and benefit from the Pairing, which necessarily requires the use and processing of personal data, as described in the Privacy Statement and the deactivation of the “Privacy mode”, as the Service cannot be provided otherwise.

As such, it is the responsibility of every Customer to respect the terms of the Privacy Statement referred to in Article 5 of these T&Cs.

2.6 – To ensure that all future Customers are made aware of this data processing, the Manufacturer requires:

- (i) in the event of a sale or transfer of the Customer’s Vehicle to a third party that the Customer informs the new owner(s) and/or leaseholder(s) that personal data is being collected as part of the Pairing Process to enable the Service to work;
- (ii) in the event the Vehicle equipped with the Service is provided by an employer (as Customer) to its employee(s) that the employer (as Customer) informs its employee(s) that the Service requires completing of the Pairing Process to work. In this specific situation, the employer (as Customer) must ensure that its employee(s) comply with the rights and obligations applicable to users of the Vehicle and thus undertakes to inform each of them on the provisions of these general terms and conditions, and especially of the terms of the Privacy Statement referred to in Article 5 below. The employer (as Customer) also undertakes to comply fully with the regulation applicable to the processing of its employees’ personal data, as required by law.

3 Pairing Process

3.1 – Prerequisites

It is specified that the Pairing Process may only be started once the Customer has:

- downloaded the Application on his/her SmartDevice;
- created a My Citroën Account.

3.2 – Preliminary step

3.2.1 – Once the Customer has ensured that he/she has completed all of the prerequisites mentioned in Article 3.1 above, the Customer may sign in to his/her My Citroën Account via the Application.

The Customer’s SmartDevice must be connected to the internet and the Customer’s My Citroën Account must be opened throughout the Pairing Process, including during the preliminary stages described hereafter, which consist of the Customer registering his/her Trusted phone number and Trusted SmartDevice in his/her My Citroën Account.

3.2.2 – In case of a disconnection of the Application and/or My Citroën Account and/or shutdown of the Pairing Process by the Customer during its execution, it is recommended that the Customer stops at the last successfully completed step, as:

- Only successfully completed steps are recorded;
- the Pairing Process restarts again at the last successfully completed step, when the Customer resigns in his/her My Citroën Account to finish his/her Pairing Process.

In order to secure the registration of the Customer's SmartDevice in his/her My Citroën Account, the Application prompts the Customer to complete the two (2) steps below on his/her SmartDevice.

It is specifically reiterated that the Customer must be signed in to his/her My Citroën Account on his/her SmartDevice.

Preliminary step 1: Trusted phone number certification.

The Application prompts the Customer to enter, in his/her My Citroën Account, the mobile phone number on which Customer shall receive, by SMS, a verification code. As soon as the Customer receives it, the Customer must enter the full verification code in his/her My Citroën Account in order to certify the mobile phone number registered in his/her My Citroën Account, so that it becomes his/her Trusted phone number. It is specified that the phone number is not a compulsory field in the My Citroën Account. As such, the fact that Customer provides a phone number before or not in his/her My Citroën Account does not have any incidence, as the phone number certified by the end of this step shall become the My Citroën Account phone number.

Preliminary step 2: Trusted SmartDevice registration.

The Customer receives on his/her Trusted phone number a SMS with an activation code. The Customer must enter the full activation code in his/her My Citroën Account on the SmartDevice that he wants to register as his/her Trusted SmartDevice. He must at the same time choose and enter a PIN code to validate the registration of the Trusted SmartDevice in his/her My Citroën Account.

3.3 – Pairing via the Vehicle's key

The Customer must ensure, prior to completing this step of the Pairing Process, that:

- the Trusted SmartDevice is connected either via a mobile internet connection (minimum 3G) or Wi-Fi;
- the Bluetooth is activated on the Trusted SmartDevice to pair it with the Vehicle via the touch screen, by referring, if necessary, to the owners' manual, available online on the Citroën website;
- the "Privacy" mode is disabled from the Vehicle touch screen, by referring, if necessary, to the owners' manual, available online on the Citroën website;
- He/she possesses a Vehicle key (= remote control or electronic key);
- He/she is signed in to his/her My Citroën Account on his/her Trusted SmartDevice.

At this step of the Pairing Process, the Application prompts the Customer to prove that he/she is the user of the Vehicle, by showing that he/she possesses the Vehicle and at least one of the physical Vehicle keys (remote control or electronic key, with or without the Proximity Keyless Entry and Starting system), hereafter referred to as "**Start-up Means**".

To complete this step successfully, the Customer must carefully follow all the steps outlined in the Application and the Start-up Means of the Vehicle must be detected by the Application.

Step 1: Access to the Vehicle

The Application prompts the Customer to get in his/her Vehicle with his/her Trusted SmartDevice.

Step 2: Connection of the Trusted SmartDevice to the Vehicle

The Customer must ensure that the Bluetooth on his/her Trusted SmartDevice is on. The Customer must then pair his/her Trusted SmartDevice to the Vehicle via Bluetooth. In case of difficulty, the Customer should refer to the owners' manual, available online on the Citroën website.

Step 3: Start engine or turn on the Vehicle ignition

This step ensures that the Customer really is in possession of one of the Vehicle’s Start-up Means. The Application prompts the Customer to turn on the ignition by either turning or pressing the start button of the Vehicle Start-up Means, so as to enable the Application to detect one of the two (2) following positions:

- 1) Ignition turned on (instrument panel switched on) without running the engine.
- 2) Engine start (engine running).

The two (2) positions make it possible to successfully complete this step of the Pairing Process. However, for any hybrid or combustion-powered Vehicles, the Customer is strongly advised to favour the first position (ignition turned on without running the engine) or to use the second position only if said Vehicle is in an open and/or well-ventilated area, if the Vehicle is not electric.

Step 4: Pairing the Vehicle with the Customer’s My Citroën Account.

The Application prompts the Customer to press the button “**LOG IN**” displayed on the screen of his/her Trusted SmartDevice. Successfully completing this step enables the Application to identify the Customer’s My Citroën Account as the Vehicle user. The Customer’s My Citroën Account is then paired with the Vehicle.

In the event of a technical incident and/or loss of internet connection and/or Bluetooth during the Pairing Process, the Application will inform the Customer of the problem. In this case, the Customer may have to redo part of or all of the Pairing Process, in accordance with Article 3.2.2 of these T&Cs.

If the problem persists, and it is not due to a total or partial loss of connection (internet and/or Bluetooth), the Customer should contact the Customer Contact Centre.

4. Citroën Customer Contact Centre

The Customer may contact the Citroën Customer Contact Center for any inquiry or complaint about the Pairing Process of his/her My Citroën Account to the Vehicle:

- by phone at 0800 093 9393 (free from landline, check for mobile operator), from Mondays to Fridays, 9 am to 3pm. The Customer should state that his/her call relates to the Services;
- online, at: <https://citroen-uk-en.custhelp.com/app/answers/list/p/5> ;
- by writing to: Citroën Customer Care, Pinley House, 2 Sunbeam Way, Coventry, CV3 1ND.

5 Privacy Statement

The Customer’s personal data will be processed in connection with the Pairing Process, required by certain Services within the MyBrand Application, by PSA Automobiles SA, 2 - 10 Boulevard de l'Europe, 78300 Poissy, France, as controller, being specified that PSA Automobiles SA is a company belonging to Groupe PSA.

For the purpose of the Privacy Statement, the Customer shall be referred as “you” and PSA Automobiles SA as “the controller” and/or “we”.

The data processing is based on Art. 6 (1) 1 b) General Data Protection Regulation (hereafter referred to as “GDPR”).

We as controller process your personal data as follows:

Data (mandatory data is marked with*)	Purpose(s)
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<ul style="list-style-type: none"> - Phone number of your SmartDevice* - Vehicle identification number (VIN)* 	<ul style="list-style-type: none"> - Pairing of Vehicle and the MyBrand Account (needed in order to activate certain services within the MyBrand Application) - To identify you to reserve and limit the use of the Service to you
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The data elements marked with a * listed above are mandatory and a requirement necessary to enter into a contract. You are therefore obliged to provide the data. In case you don't provide the data, we cannot perform the contract for the Pairing Process.

Above mentioned data will be deleted after ten (10) years of inactivity of the MyBrand Account.

Recipients

We disclose your personal data in order to fulfil the above mentioned purposes to our respective engaged (IT) service providers who act as processors. We disclose your personal data to the Brand, address that performs the customer service.

Deactivate privacy mode

To function, the Service requires that you disable your Vehicle's "privacy" mode. You have the option to disable the "privacy" mode at any time and free of charge, from you

r Vehicle's on-board navigation system menu. For instructions on how to proceed, you should refer to the "FAQ" section available on the Citroën website, or to your Vehicle's manual. You understand and accept that, if you disable data sharing on your Vehicle, you will be unable to complete successfully the Pairing Process. In order to enable the Pairing Process, you will need to re-activate data sharing from your vehicle's on-board navigation system menu.

Your Rights

As data subject, you have the right of access, right to rectification, right to erasure (right to be forgotten), right to restriction of processing, right to data portability, right to object to processing of personal data concerning you which is based on Art. 6 (1) 1 e) or f) GDPR or where the personal data are processed for direct marketing purposes in accordance with the applicable law.

Please note that your above mentioned rights are restricted by law and must be fulfilled by us possibly only under certain conditions.

If you want to claim your above-mentioned rights please contact us per email: privacyrights@mpsa.com.

Your personal data can be updated by us as the responsible controller at any time.

To exercise your right to lodge a complaint (Art. 77 GDPR) please contact a supervisory authority.

Contacting us

PSA Automobiles SA, 2-10 Boulevard de l'Europe, 78300 Poissy, France; the names of the members of the management can be found here: <https://www.groupe-psa.com/en/automotive-group/governance>.

Contacting the Data Protection Officer

PSA Automobiles SA, Data Protection Officer, Case Courrier YT238, 2-10 Boulevard de l'Europe, 78300 Poissy, France.