

Privacy Policy

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In the following, we would like to inform you about which personal data SIXT process and for what purposes. We also inform you about other important details under data protection law, e.g. about your rights.

A: Data controller

The party responsible for processing your data is Sixt GmbH, Liesinger-Flur-Gasse 17/Obj.4, AT-1230 Vienna, Austria (hereinafter also referred to as SIXT). You can contact us at any time with any questions relating to data protection at the following email address: dataprotection@sixt.com

B: Categories of personal data

The following categories of personal data can be processed by us in connection with our services:

- **Master data:** First name, surname, gender, date of birth, address (private and/or business), selected password, customer number,
- **Communication data:** Telephone number, email address, (private and/or business respectively), fax number if applicable, and the content of communications (e.g. emails, letters, faxes),
- **Contract data:** Rental information (reservation number, rental contract number, vehicle category, pick-up and return dates, pick-up and return branch, booked extras/services), driving licence data, driving licence photograph, identity card/passport data, a selfie taken with the camera of your smartphone/tablet, selected PIN, information on customer loyalty and partner programmes, result of credit check,
- **Financial data:** Credit card data, bank or account data,
- **Voluntary data:** These are personal data that you provide to us on a voluntary basis without us having explicitly requested them, such as your preferences with regard to the vehicle's equipment, details on the preferred vehicle category, or responses to a survey,
- **Third-party data:** personal data, e.g. data of family members or passengers within the scope of your vehicle rental,
- **Location data of the end device** (when using the SIXT app or the mobile web applications): Data that indicate the location or position of your end device,
- **Vehicle data:** e.g. vehicle identification number (VIN), model, manufacturer, vehicle number plate,
- **Telematics data** (for connected vehicles): Vehicle location data (e.g. latitude, longitude, altitude), Vehicle status data (e.g. ignition on/off, tank/battery information, mileage); maintenance/vehicle condition data (e.g. warning signals, distance/time to next service); damage data (e.g. impact intensity, rollover alarm),
- **Special data categories:** In the event of an accident, damage to the vehicle, or similar incident, we process data to the respective course of events and the damage incurred. These data may be provided by customers, passengers or injured parties. The data processed in such circumstances can include health-related data, such as data on injuries, blood alcohol levels, driving under the influence of narcotic substances, and the like. In addition, biometric data are processed as part of the validation of your SIXT account.

C: The legal basis for data processing at SIXT

Art. 6 (1) sentence 1 point a) of the General Data Protection Regulation (GDPR): Under this provision, the processing of your personal data is lawful if and to the extent that you have given your consent to such processing.

Art. 6 (1) sentence 1 point b) GDPR: Under this provision, the processing of your personal data is lawful if such processing is necessary for the performance of a contract to which you are party, or in order to take steps at your request prior to entering into a contract (e.g. when making the vehicle reservation).

Art. 6 (1) sentence 1 point c) GDPR: Under this provision, the processing of your personal data is lawful if such processing is necessary for compliance with a legal obligation to which SIXT is subject.

Art. 6 (1) sentence 1 point f) GDPR: Under this provision, the processing of your personal data is lawful if such processing is necessary for the purposes of the legitimate interests pursued by the controller, i.e. SIXT, or by a third party unless the interests or fundamental rights and freedoms of the data subjects, i.e. you, prevail.

Art. 9 (2) point a) GDPR: Under this provision, special categories of your personal data may be processed if you have given your consent to the processing of special categories of personal data.

Art. 9 (2) point f) GDPR: According to this provision, certain special categories of personal data can be processed if such

processing is necessary for the establishment, exercise or defence of legal claims. These special categories of personal data include the health data of the data subjects.

D: The purposes for data processing at SIXT and legal basis

1. Setting up a SIXT account

Purposes of processing:

You are free to set up a SIXT account via our SIXT app or our website to avoid the need to re-enter the required data, e.g. for subsequent reservations/rentals, and to benefit from further advantages. Use of individual digital products, however, requires a SIXT account to be set up. To set up a SIXT account, we require your master data and communication data.

You may either create an account exclusively on our platforms or use existing data from social networks to create an account ("network authentication") If you select network authentication to create the account, you will be requested to confirm that we are permitted to receive personal data (email address, name and surname) from Google (Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland) or Apple (Apple Inc., Apple Park Way, Cupertino, California 95014, USA). The password you use for the social network will not be transmitted to SIXT. If you wish to deactivate network authentication for SIXT, you can remove access for SIXT in the settings of the respective social network.

We regularly review our customer databases to ensure that you are using only a validated SIXT account. Should several SIXT accounts have been set up for you or by yourself these can be combined into one single SIXT account.

Legal bases of the above-mentioned processing:

Art. 6 (1) sentence 1 point b) and f) GDPR

Our legitimate interest in processing your personal data when combining SIXT accounts is to optimise our customer database by preventing unnecessary multiple storage.

Categories of recipients of these data:

For the purposes mentioned above, we transmit your data, where appropriate, to a service provider for the validation of your SIXT account.

2. Validation of identity and driving licence

Purposes of processing:

Within the SIXT app, the mobile web browser or in a SIXT station, we check your identity and your driving licence by means of an app identification procedure or by one of our employees. For this purpose, we process your master data, contract data (driving licence data and photograph/selfie), and special categories of data (biometric data) in the app identification procedure based on the comparison of photos/selfies with the person. We use a multi-stage process that consists of a check of the person and a check of the documents. A photo/selfie must be taken within the app as part of the personal check. For the so-called "liveness" check, a short video is created in which you, for example, move your head slightly back and forth to show that you are actually in front of the end device. In both cases, the document check includes the check of security features (e.g. holograms) to rule out the use of forged documents. At SIXT stations, we use camera systems or special card readers and, in the app identification procedure, the camera of the end device. To ensure that the checked person has a valid driving licence and corresponds to the person on the identification documents, the app identification procedure involves a comparison with the aid of biometric features. The check of the person and documents requires access to the microphone and camera of your end device. You have the opportunity at any time to deactivate these authorisations (cf. in detail our app Privacy Policy). The use of the app identification procedure is voluntary. Alternatively, validation at a SIXT station (without processing of biometric data) is always an option.

In general, we delete the copy of your ID document and your selfie after successful validation, but no later than after 30 days. We delete the copy of your driving licence after successful vehicle rental and return, but no later than after 12 months. The information that you hold a driving licence is stored in your SIXT account for a maximum of 6 years and regularly reviewed.

Legal bases of the above-mentioned processing

Art. 6 (1) sentence 1 point c) GDPR in conjunction with section 103 (1) Cl. 3 KFG (Motor Vehicles Act), as part of our obligation to hand over our vehicles only to persons with a valid driving licence.

Art. 6 (1) sentence 1 point a), as well as Art. 9 (2) point a) GDPR on the basis of your consent to the processing of biometric data if you have selected the app identification procedure.

Art. 6 (1) sentence 1 point f) on the basis of our legitimate interest which is to prevent fraud and misappropriation of our vehicles by verifying the identity of the persons to whom we hand over our vehicles. Our legitimate interest in the validation of your driving license further lies in ensuring that only persons with a valid driving license drive our vehicles,

to thus prevent accidents and damage to our vehicles.

Recipients of your data:

We transmit your data to service providers to validate your identity and driving licence for the above-mentioned purposes.

3. Reservation of vehicles

Purposes of processing:

To hire a vehicle, you can make a reservation in advance, e.g. via our SIXT app, website or by telephone. For this purpose, we process your master data, communication data, contract data and, if applicable, your financial data. If you have shared your location data, we process your location data to show you the SIXT stations closest to your location in our SIXT app or website. You have the opportunity at any time to deactivate access to your location (cf. in detail our app Privacy Policy). When you book your vehicle via travel agencies, online travel agencies or other intermediaries, your master data, communication data, rental information and, if applicable, financial data will be transferred to us by our partners.

If you opt for a reservation of a SIXT share vehicle, you must book it via the SIXT app. We thereby process your master data, communication data, financial data, and contract data, as well as your location data if you have shared these. If you have shared your location data, we process your location data to show you the SIXT share vehicles closest to your location in our SIXT app. Here, you also have the opportunity to deactivate access to your location at any time. If you do not share your location data, this may lead to functional impairments.

We use financial service providers to settle payment processes (including the deposit of securities made by credit cards). In addition to the data mentioned at the beginning, data to determine the end device deployed by the user may also be processed as part of the procedure to secure payment transactions and comply with regulatory requirements (e.g. for secure authentication for payment transactions).

Legal bases of the above-mentioned processing:

Art. 6 (1) sentence 1 point a) GDPR where consent is given.

Art. 6 (1) sentence 1 point b) GDPR for data processing for the reservation of vehicles including payment processing and customer service.

Art. 6 (1) sentence 1 point c) GDPR for data processing to comply with regulatory requirements for payment transactions and retention obligations under commercial, company and tax law.

Recipients of your data:

We transmit your data to service to the following recipients for the above-mentioned purposes, insofar as this is necessary to achieve these purposes: IT service providers, call centres, collection companies, financial service providers, credit agencies, agency partners, companies of the SIXT group as well as SIXT franchise holders and cooperation country companies.

As part of our measures to prevent fraud, in situations where third parties have been or are at risk of being defrauded, we also transmit personal data to such third parties having suffered, or at risk of, fraud.

4. Vehicle rental

Purposes of processing:

We process your master data, communication data, contract data, vehicle data, financial data as well as any voluntary data for the conclusion and performance of your rental contract.

In addition, we use master data, communication data and contract data for customer relations purposes in the event that you contact us, e.g. for complaints, changes, or similar.

We also use your master data and contract data for the purpose of settling commissions and sales processing (for example, with travel agencies, other agency partners, franchise partners and cooperation partners). In order to be able to fulfil your reservation request, we transfer your data to partner companies in the event that we do not have the requested vehicle or vehicle type available.

Furthermore, we are legally obliged – for purposes of preventing and investigating criminal offences – to compare your master and communication data with official perpetrator lists provided to us. Such reconciliation also serves to ward off dangers and to facilitate prosecution by the state authorities.

We use financial service providers to settle payment processes (including the deposit of securities made by credit cards). In addition to the data mentioned at the beginning, data to determine the end device deployed by the user may also be processed as part of the procedure to secure payment transactions and comply with regulatory requirements (e.g. for secure authentication for payment transactions).

If you pay your rental fee by invoice, we process your master and payment data in order to be able to assess your creditworthiness by obtaining the relevant information from credit agencies (cf. also → Credit check).

We also use your data for your and our security, for example to avoid payment defaults and to prevent property offences (in particular fraud, theft, misappropriation; cf. also → Fraud prevention).

SIXT reserves the right not to conclude rental contracts with persons who have become known for payment defaults, breaches of contract or

the law or improper behaviour towards customers or employees. For this purpose, we process personal data to exercise our right to freedom of contract. We process your master data and communication data for this purpose.

In selected rental branches we use a technology that verifies the authenticity of ID documents (especially driver's licence) and records the data electronically instead of manually.

Once both contracting parties have fulfilled their obligations under the rental contract, your master data, payment data, vehicle and contract data will continue to be stored until the expiry of the retention obligations and periods issued by the legislator, which may arise from the Austrian Commercial Code, and the Federal Tax Code and generally amount to 7 to 10 years.

Legal bases of the above-mentioned processing:

Art. 6 (1) sentence 1 point b) GDPR for data processing for the conclusion and performance of rental agreements including payment processing and customer service.

Art. 6 (1) sentence 1 point c) GDPR for data processing for the purpose of detecting, preventing and investigating criminal offences, compliance with regulatory requirements for payment transactions, verification and storage of driving licence data and retention obligations under company and tax law.

Art. 6 (1) sentence 1 point f) GDPR for data processing to settle accounts vis-à-vis third parties, to assert our own claims, and to mitigate risks and prevent fraud.

Our legitimate interest in using your personal data to improve our services and customer service is to offer you the best possible services to you and to sustainably increase customer satisfaction.

To the extent that the data is processed for the purpose of preventing damage to our company or our vehicles through appropriate analyses, our legitimate interest lies in ensuring cost security and avoiding economic disadvantages, e.g. through payment defaults or the loss of our vehicles.

Recipients of your data:

We transmit your data to service to the following recipients for the above-mentioned purposes, insofar as this is necessary to achieve these purposes: IT service providers, call centres, collection companies, financial service providers, credit agencies, agency partners, companies of the SIXT group as well as SIXT franchise holders and cooperation country companies.

As part of our measures to prevent fraud, in situations where third parties have been or are at risk of being defrauded, we also transmit personal data to such third parties having suffered, or at risk of, fraud.

5. Performance of rental contract for rental via the SIXT app

5.1. Digital vehicle reservation

Purposes of processing:

At selected locations, you can book your vehicle independently via the SIXT app or mobile web applications. For this purpose, you will receive corresponding information in advance by email and/or push. To use these digital services, you must have a SIXT account with a validated identity and driving licence. Prior to the pick-up time specified in the booking confirmation, you will have the opportunity to select a vehicle from the offer list and, if appropriate, add further extras to your rental contract. With the start of the rental via the SIXT app (by confirming the corresponding buttons), we process your master data and contract data to generate the contractual documents and for correct invoicing and accounting. After the conclusion of the rental contract, you will receive further information on the hand-over of the vehicle key. You require your SIXT app or your reservation number to collect the vehicle key.

Legal basis of the above-mentioned processing

Art. 6 (1) sentence 1 point b) GDPR.

5.2. Unlocking vehicles via the SIXT app

Purposes of processing:

You must open our vehicles via the SIXT app to implement the rental contract for digital products (e.g. SIXT share and similar). This is done by entering your selected PIN and the Bluetooth function of your smartphone or via the "Global System for Mobile Communication" (GSM) in connection with your location data if you have shared these. You have the opportunity anytime to deactivate the Bluetooth function or access to your location. If you do not share your location data and you do not activate Bluetooth, this may lead to functional impairments. We require your master data, contract data and telematics data for processing.

Legal bases of the above-mentioned processing

Art. 6 (1) sentence 1 point a) and b) GDPR.

5.3. Display of locking and unlocking errors in the SIXT app

Purposes of processing:

During the opening and locking of the vehicles using the SIXT app, locking and unlocking errors, e.g. a window left open before returning the vehicle is displayed for troubleshooting. For this purpose, we require your contract data and telematics data.

Legal bases of the above-mentioned processing:

Art. 6 (1) sentence 1 point b) and f) GDPR.

Our legitimate interest in processing your personal data lies in preventing property offences affecting our vehicles and protecting our contractual and non-contractual rights.

5.4. Digital parking with SIXT share

Purposes of processing:

When you use SIXT share, we cover the parking costs in the business area in accordance with SIXT share's General Terms and Conditions of Hire. For this purpose, we process your contract data and telematics data.

Legal bases of the above-mentioned processing:

Art. 6 (1) sentence 1 point b) and f) GDPR.

Our legitimate interest in processing your personal data lies in ensuring that our vehicles are parked legally in business areas.

5.5. Digital payment at partner filling stations and charging stations

Purposes of processing:

With SIXT share, you can refuel or charge the vehicle yourself at partner filling stations or charging stations and approve the fuel or electricity costs via the SIXT app. For the fuelling process, select the corresponding fuel pump at a partner filling station in the SIXT app and start the fuelling process. You may only select a fuel pump when you have shared your location data in the SIXT app. It can then be established that you are within 300 metres of a partner filling station. You have the opportunity anytime to deactivate access to your location. If you do not share your location data, this leads to functional impairments. After completion of the fuelling process, the fuel quantity and the costs are sent to SIXT for the purpose of settling accounts. Your contract data, telematics data as well as location data are processed for this purpose.

With SIXT share, you can charge the vehicles at partner charging stations. An overview of these charging station can be found in the SIXT app. We process your location data to enable us to display the closest charging stations. You will find a charging card in the vehicle to activate the charging station. The fuelling process described in the SIXT must be followed.

Legal basis of the above-mentioned processing:

Art. 6 (1) sentence 1 point b) and f) GDPR.

Our legitimate interest in processing your personal data lies in ensuring that refuelling and charging processes at partner filling stations and charging stations can only be settled via the SIXT app if the renter is actually on site with the vehicle, in order to prevent fraud.

5.6. Charging vehicles with SIXT charge

Purposes of data processing

SIXT charge allows you to conveniently charge your vehicle using the SIXT App. With SIXT charge, you can search for charging stations near you, handle the entire charging and payment process and keep an overview of your charging processes.

SIXT uses a charging solution from "Volkswagen Group Charging GmbH" (hereinafter referred to as "Elli"), offered to you in the SIXT App by Sixt GmbH & Co. Autovermietung KG as an intermediary. You can use this service conveniently in the SIXT App with your SIXT account and the payment method stored there. In this context, Sixt GmbH & Co. Autovermietung KG processes your master data, contract data, communication data and financial data as an independent controller. If you have any questions about data protection or wish to exercise your rights as a data subject, you can contact dataprotection@sixt.com at any time.

For the processing of personal data by "Elli", the data protection information of "Elli" applies, which is made available to you in the SIXT app before you start the charging process.

Legal basis for the above processing

Art. 6 para. 1 sentence 1 lit. b) GDPR.

Recipients of your data

For the aforementioned purposes, we disclose your data to our partner "Volkswagen Group Charging GmbH" ("Elli").

5.7. Locking vehicle via the SIXT app

Purposes of processing:

With some products (e.g. SIXT share or similar), you must lock the vehicle via the SIXT app to end the rental. Locking is carried out via the Bluetooth function of your smartphone or via GSM in conjunction with your location data, provided you have shared these. You have the opportunity anytime to deactivate the Bluetooth function or access to your location. If you do not share your location data and you do not activate Bluetooth, this may lead to functional impairments. We process your contract data and telematics data for the purpose of locking the vehicle via the SIXT app.

Legal basis of the above-mentioned processing:

Art. 6 (1) sentence 1 point a) and b) GDPR.

5.8. Returning vehicle via the SIXT app

Purposes of processing:

For the proper return and invoicing of some products (e.g. SIXT-share or similar), we check whether you are in the business area or at a suitable location with the vehicle when you request a return and whether a return can take place. For proper invoicing, we process your period of use, the mileage and the fuel or charge level and check as just mentioned your vehicle location to establish whether a journey can be terminated in accordance with our terms and conditions. For this purpose, we process your master data, contract data, communication data, financial data and telematics data.

Legal basis of the above-mentioned processing:

Art. 6 (1) sentence 1 point b) GDPR.

6. Digital Queue

Purposes of data processing

As part of our digital queue, our “greeters” welcome you at the entrance of selected SIXT branches, provide you with useful information (e.g. the option to skip the queue with Mobile Check-In) and inform our counters about your arrival. Here we also collect time stamps of your arrival and the time at which you are served at the counter. This serves to shorten waiting times, improve our business processes and thus improve service quality and increase customer satisfaction.

For the above-mentioned purposes we process your master data, communication data and contract data.

Legal basis for the above processing

Art. 6 (1) sentence 1 point f) GDPR.

Our legitimate interest in processing your personal data for the above-mentioned purposes is to improve service quality and increase customer satisfaction.

7. Connected vehicles

Purposes of processing:

Our vehicles can be linked via so-called “connected vehicle” functionalities. This enables us to receive various information about the vehicle (cf. [□ Categories of personal data](#)). The vehicle data and telematics data are collected by Sixt or by the respective car manufacturer. They enable us to provide maintenance, care, organisation and protection for our vehicle fleet. For this purpose, we process your contract data, vehicle data and telematics data. The maintenance, care, and organisation of our vehicle fleet is supported by telematics data insofar as, for example, you enable us to receive information in good time about service intervals that are due or when the vehicle has reached a certain number of kilometres and needs to be replaced. Telematics data is used to protect our vehicle fleet to the extent that it is used in specific individual cases where there is reasonable suspicion of unlawful behaviour, e.g. to locate vehicles after misappropriation or theft (cf. also → Breach of contract or unlawful behaviour). In addition, telematics data enables us to identify and verify vehicle damage. The data are only assigned to you and your vehicle rental if this is required for the fulfilment of the respective purpose.

Other data processing procedures associated with connected vehicles are described in this Privacy Policy at the respective points where telematics data are mentioned.

Car manufacturers may also collect data about vehicles independently and at their own responsibility, without SIXT having any influence on this data transmission or having access to these data. In these cases, the privacy policy of the respective car manufacturer applies. It is not always possible for us to individually configure the (privacy) settings of the vehicles we offer and to restrict or prevent such data transmission on the part of the manufacturer. Some vehicles are equipped with privacy settings or a so-called “privacy” mode, which can be activated independently in the vehicle itself via the settings to prevent certain data transmissions. Further information regarding the use of personal data by vehicle manufacturers and the applicable terms and conditions related to vehicle and telematic data may be found on the manufacturers’ websites.

Legal basis of the above-mentioned processing:

Depending on which specific processing of the telematics data is carried out, the corresponding legal basis for the respective data processing in this Privacy Policy applies. Fundamentally, this is, however:

Art. 6 (1) sentence 1 point f) GDPR (maintenance, care and organisation, as well as the protection of our vehicle fleet).

Our legitimate interest in using your personal data for the maintenance, care and organisation of our fleet lies in always providing you with vehicles that are roadworthy, protecting our vehicles from misappropriation and theft and to enable us to provide evidence in the establishment, exercise or defence of legal claims (e.g. in the event of damage).

Art. 6 (1) sentence 1 point b) GDPR (necessary for the performance of a contract in the case of SIXT share).

Recipients of your data:

We transmit your data to service for the above-mentioned purposes to the following recipients: IT service providers.

8. Registration plate recognition

Purposes of processing:

During the handover and return of vehicles, SIXT partially uses automated registration plate recognition systems. In doing so, we process on the one hand the scanned registration number to facilitate ticket-free entry and exit into/out of SIXT car parks or multi-storey car parks for SIXT vehicles. On the other hand, we process the time stamp when the registration plate recognition system captures a vehicle registration to take the correct vehicle return time into account and enable us to fulfil our contractual obligations accordingly.

Furthermore, we use registration plate recognition systems on the basis of our legitimate interest in increasing efficiency, customer satisfaction and legal certainty.

During registration plate recognition, registration plates not belonging to SIXT vehicles may potentially be captured, for example when SIXT is not the exclusive user of the parking place of the multi-storey car park. In this case, we take technical and organisational measures to ensure that the processing procedure for these registration plates is carried out at the least possible level. Thus the data are, for example, erased shortly after capture or not fully captured in the first place.

Legal basis of the above-mentioned processing

Art. 6 (1) sentence 1 point b) and f) GDPR

Our legitimate interest in processing your personal data during registration plate recognition lies in the increase of efficiency and customer satisfaction by facilitating convenient vehicle return for the customer and the correct capture of the return time, whereby errors in invoicing due to incorrect return times are prevented. Complaints, dissatisfied clients and additional costs due to incorrect return times are thus prevented. In addition, registration plate recognition enables us to furnish proof of the return time at any time in the event of a legal dispute.

9. Credit check

Purposes of processing

In order to minimise the risk of payment defaults, a credit check is carried out before the conclusion of rental agreements for which SIXT makes advance payments in accordance with the payment method selected by the customer (e.g. payment on account).

Legal basis of the above-mentioned processing:

Art. 6 (1) sentence 1 point b) and f) GDPR

Our legitimate interest in processing your personal data for credit checks lies in our desire to protect ourselves against payment defaults.

Recipients of your data:

For the above-mentioned purpose we transmit data to credit agencies.

10. Marketing and direct advertising

Purposes of processing

We carry out various measures for advertising purposes, customer loyalty, optimisation of customer offerings as well as market and opinion research. Based on your data from the last 3 years, we can offer you car hire and other mobility offers, suitable extras or additional services, such as kilometre/mileage packages, recommended insurance packages or corresponding additional services, such as a diesel option. We can also use this data to provide you with your preferred vehicle makes and models. New customers can be offered corresponding extras or additional services based on the preferences of similar customers. For this purpose, we process master data, contract data and, where shared, location data.

Our marketing measures also include competitions, which are regularly subject to separate conditions of participation. If you participate in one of our competitions, we process your data you have provided to us (generally by registering in a corresponding entry form on our website or in a station) for the purpose of competition participation, insofar as this is necessary for the execution and implementation of the competition.

We process your email address, which we have received from you in connection with the sale of a product or service, for the purpose of direct advertising for our own similar products or services.

You may object at any time to possible processing or use of your data for the purposes of direct advertising without incurring any costs other than the transmission costs according to the basic tariffs (e.g. internet connection costs, postage). The objection must be addressed to: Sixt GmbH, Liesinger-Flur-Gasse 17/Obj.4, AT-1230 Vienna with the key word "Objection" or via email to: dataprotection@sixt.com

In the event of your objection, your email address will be placed on our advertising blocking file. This ensures that your data is not processed for advertising purposes. If you do not wish to be kept on our advertising blocking file, you may also request us to erase your email address (cf. → Section J: Rights of the data subject). In this case, however, you may again receive advertising messages in the future if the legal requirements are met.

Legal basis of processing:

Art. 6 (1) sentence 1 point a) GDPR for data processing for the purposes of direct advertising measures that require express prior consent.

Art. 6 (1) sentence 1 point b) GDPR for data processing for the performance of a contract (e.g. prize draw agreement) or for the implementation of pre-contractual measures.

Art. 6 (1) sentence 1 point f) GDPR for data processing for the purpose of direct advertising that do not require express prior consent as well as for the marketing measures named (→ purposes of processing);

Art. 6 (1) sentence 1 point f) in conjunction with Art. 21 (3), Art. 17 (3) point b) GDPR for data processing within the scope of the advertising blocking file.

Our legitimate interest in processing your personal data for the purposes of the named marketing measures lies in convincing you of our offers and establishing a long-term customer relationship with you.

Recipients of your data:

We transmit your data to service data to IT service providers, call-centres, advertisement partners and to providers of customer loyalty programmes or incentive programmes for the above-mentioned purposes.

11. Payback

For specific processing of your data in connection with the participation in the PAYBACK programme, PAYBACK Austria GmbH (hereinafter "PAYBACK") and SIXT are in some cases joint controllers. In this respect, they have defined in agreements who fulfils which data protection obligations. The essential content of these agreements is provided by PAYBACK upon request. The contact data of PAYBACK and further data protection information for the participation in the PAYBACK programme can be found at <https://www.payback.at/datenschutz>

12. Business customers / payment by third parties

Purposes of processing:

You can reserve and hire our vehicles at your employer's conditions. In this case, your personal data are processed in accordance with this Privacy Policy. This applies accordingly if a third party is to pay your invoice. We transmit personal data collected during the rental (in particular in the form of invoices and rental agreements, possibly also in the form of monthly statements, as well as potentially traffic tickets and accident reports) to your employer or the third party who is to pay your invoice.

You have the option to conclude a framework agreement with us electronically. We process your master data and telecommunication data for this purpose. You will then receive a personalised link from our service provider, which will enable you to sign the contract electronically.

In addition, we collaborate with service providers to ensure that our business client file is up to date. For this purpose, we transmit business-related data, which may contain personal data, such as regarding the management and contact data of the contact persons, to service providers and if appropriate, receive updates of these files back.

Legal bases of the above-mentioned processing:

Art. 6 (1) sentence 1 point b) GDPR for data processing for the purpose of reservations, conclusion and performance of rental and framework contracts as well as customer support, otherwise Art. 6 (1) sentence 1 point f) GDPR.

If data are processed for the purpose of billing your employer or third parties or to clarify the facts (in particular in the event of accidents or administrative offences), our legitimate interest lies in being able to assert invoice amounts and other claims or to determine the opposing party.

Recipients of your data:

We transmit your data to your employer or the third party who is to settle your invoice for the above-mentioned purposes.

13. Damage and accidents

Purposes of processing:

In the event of damage to our vehicles or accidents with our vehicles, we process your personal data for the following purposes:

- Customer support in the event of a claim,
- Claims settlement,
- Processing of accident damage (processing on the basis of information provided by you and third parties such as, for example, policy, subsequent renters, witnesses, etc.),
- Liquidation of claims,
- Receipt and handling of complaints,
- Help and assistance,
- Securing and asserting own claims.

For these purposes, we process your master data, communication data, contract data, financial data, third-party data, vehicle data, telematics data and, if necessary, special categories of personal data (health-related data).

Legal basis of processing:

Art. 6 (1) sentence 1 point b), c), f) GDPR and Art. 9 (2) point f) GDPR.

Our legitimate interest in using your personal data lies in the proper handling of damage and accidents properly and thereby averting loss to our company. This also includes our legitimate interest in exercising or defending our legal rights in the handling of damage and accidents. We also have a legitimate interest in providing you always with undamaged vehicles. Furthermore, due to contractual relationships with third parties (e.g. insurance companies), we are also obliged to process your data for the purposes of the liquidation of claims. Our legitimate interest in this respect is to be faithful to the contract.

14. Automated damage detection

Purposes of processing

SIXT uses automated damage detection at several locations. In these cases, a so-called "photo gate with several cameras is installed at the entry of the respective return station. The cameras take high-resolution photos of the entire vehicle in order to detect any damage to the vehicle. For this purpose, we process your contract data, vehicle data and photographs.

These data are processed to identify SIXT vehicles driving through the damage detection system, automatically detect any existing damage and document such damage. With the implementation of technical and organisational measures it is ensured that only data from SIXT vehicles are processed further.

Legal basis of the above-mentioned processing

Art. 6 (1) sentence 1 point f) GDPR.

Our legitimate interest in processing your personal data during the course of the automated damage detection lies in the increase of efficiency and customer satisfaction as well as the facilitation of providing evidence in the establishment, exercise or defence of legal claims. The increase in efficiency is reflected in the elimination of manual and time-consuming vehicle inspections. Customer satisfaction is increased in the sense that all damage to a vehicle is always documented with automated damage detection and it is therefore verifiable if a customer has caused a detected damage or whether this damage already existed prior to the customer's use of the vehicle.

Recipients of your data

We transmit your data to service data to providers of damage recognition systems for the above-mentioned purposes.

15. Fraud prevention

Purposes of processing:

We process data to determine the end device and the usage behaviour of the user with the help of cookies and other technologies (→ cf. Cookies and similar technologies). The data are stored in databases for fraud prevention, thus we can, for example, determine whether previous registration processes have already been carried out on your end device and whether it is appropriately "trustworthy". For registrations with unknown end devices, we can point out that this may represent a security risk. The databases also store data on end devices that have already been used to commit (attempted) fraud, as well as any corresponding master data, communication data and contract data. As part of a reservation process, we retrieve a risk assessment on the end device of the user from the database of a specialised service provider. This risk assessment on the likelihood of attempted fraud takes into account, among other things, whether the end device has logged in via various telecommunications providers, whether the end device has a frequently changing geo-reference, how many transactions have been carried out via the end device and whether a proxy connection is used. For risk assessment purposes, we also check whether your email address has shown any anomalies or fraud patterns in the database of a

specialised service provider for fraud prevention in the past and take this into account in our own decision to perform contracts or hand over cars.

Legal basis of processing:

Art. 6 (1) sentence 1 point f) GDPR.

Our legitimate interest in using your personal data to prevent property offences also lies in this processing to protect our vehicle fleet and our contractual and non-contractual rights.

Recipients of your data:

For the above-mentioned purpose, we transmit data to specialised fraud prevention service providers who may be located in countries that do not have an appropriate level of data protection (in such a case, however, the data transfers are made on the basis of appropriate safeguards, cf. → Section E: transfer to third countries).

16. Breach of contract or unlawful behaviour

Purposes of processing:

To prevent damage and to secure ownership of our vehicles, vehicle parts and fuel, we take the following measures in the event of behaviour relevant under criminal law, e.g. suspected theft, misappropriation, criminal conversion and use in breach of contract, e.g. exceeding the maximum permitted rental period or subletting:

- Leaving the contractual territory: Some of our vehicles are equipped with an alarm function to inform you if a vehicle moves outside the agreed contract area. By means of this alarm function, we receive an automatic notification in the event that the vehicle is leaving the agreed contractual area. At the same time as the automatic notification, master data, communication data, contract data and telematics data are assigned to your person so that contact can be made and you can be notified of the breach of contract;
- Location of stolen vehicles: some of our vehicles are equipped with an alarm function for locating stolen vehicles, which is only used if there is reasonable suspicion of unlawful behaviour in a specific individual case. In such a case, vehicle data and telematics data may be assigned to your person;
- Detection of unauthorised tyre change / draining of the tank: Our vehicles are equipped with an alarm function to detect unauthorised tyre changes or draining of the tank. This alarm function generates an automatic notification. Your master data, contract data, communication data and telematics data are only assigned to your person when unauthorised conduct is detected,
- Detection of eligibility for a voucher: To detect eligibility for a voucher for the initial journey with our digital products (SIXT share), your data may be reconciled when you set up a SIXT account. On this occasion, we process your master data, communication data, contract data,
- Disclosure of your data to authorities: We may pass on your master data, communication data, contract data, financial data and telematics data to (security) authorities if there is a connection with behaviour relating to criminal law or if there is a threat to public safety.

If you are suspected by the relevant authorities of having committed an administrative offence with one of our vehicles, e.g. speeding, incorrect parking, or a criminal offence, we process the data transmitted by the relevant authorities in addition to the master data stored by us.

Legal basis of processing:

Art. 6 (1) sentence 1 point f), c) GDPR in conjunction with the respective legal regulation.

Our legitimate interest in using your personal data lies in the protection of our property with the above-mentioned measures, thereby averting loss to our company. We also have a legitimate interest in protecting our vehicle fleet and our contractual and non-contractual rights.

17. Optimisation of processes and offering

Purposes of processing:

To improve the quality of our processes and offerings and optimise our customer service, we carry out potential analyses using probability values on future rentals and use of our offerings in the form of evaluations and reports as well as customer satisfaction surveys in order to meet our customers' expectations with regard to high-quality products and services. This also enables us to set sales targets for our company, optimise capacity planning to improve vehicle coordination and identify and eliminate sources of error. We classify our customers according to certain criteria in order to carry out the potential analyses. These criteria include, in particular, your order history, sales and damage statistics.

We also process your master data, communication data and contract data while collaborating with our agency partners, companies of the SIXT Group as well as SIXT franchise holders and cooperation country companies for the purpose of optimising the relevant processes and services (cf. Reservation of vehicles, Vehicle rental).

The above-mentioned processing operations are carried out using database applications to enable effective management and analysis of the compiled data material. We continue to use the database applications for internal purposes, e.g. business evaluations, marketing strategies, price calculations for our products as well as cost control.

The processing operations in the Data Shop are carried out in anonymised or pseudonymised form.

We also process address data obtained from external service providers to update our address database and to ensure the accuracy of master data for contract processing purposes.

Legal basis of the processing

Art. 6 (1) sentence 1 point f) GDPR or Art. 6 (1) sentence 1 point a) GDPR, where consent is required for measures to improve processes and offerings.

Our legitimate interest in using your pseudonymous or personal data lies in improving our services and constantly develop our products. Beyond this, we have a legitimate interest in increasing customer satisfaction.

18. Customer service

Purposes of processing:

You may contact our customer service by telephone, email, chat and traditional post. Depending on the reason for your request, we process master data, communication data or contract data in this respect.

In the context of our chat service, we store message histories for up to 90 days. You are free to decide at any time which personal data you would like to disclose in the chat. To provide the service, we use a language and chat solution provided by Amazon Web Services, Inc. and its affiliated companies (jointly "AWS"). Further information on the activities of AWS can be viewed online at <https://aws.amazon.com/privacy/>.

You can also contact customer service to rectify a technical fault with a connected vehicle. After checking various security features, customer service can open or close a vehicle for you remotely. You may be asked to provide certain details to identify yourself (e.g. driving licence number, date of birth, self-generated PIN and location requested by telephone). The location can be synchronised with the vehicle's GPS location data. For this purpose, we process your master data, contract data, communication data, telematics data and location data.

Legal basis for processing:

Art. 6 (1) sentence 1 point b) GDPR.

19. Use of mobility products from our cooperation partners

Purposes of processing:

You can rent mobility products (e.g. e-scooters or mopeds) from cooperation partners via our app (see below -> Recipients of your data). For this purpose, we process your master data, communication data, contract data as well as your financial data for the collection of the rental fee and we exchange personal data with the cooperation partner. For specific processing of your data in connection with the use of the mobility products, SIXT and the cooperation partner are in some cases joint controllers. In this respect, we have defined in agreements who fulfils which data protection obligations. The essential content of these agreements is provided by SIXT upon request (contact data see → J: Rights of the data subject).

Legal basis for processing

Art. 6 (1) sentence 1 point b) GDPR Recipients of your data

For the above-mentioned purpose, we transmit data to TIER Mobility SE and MILES Mobility GmbH. Further information on the activities of the cooperation partners can be viewed online at <https://www.tier.app/privacy-notice/> as well as <https://miles-mobility.com/datenschutz>.

20. Cooperation with car manufacturers

Purpose of processing

From time to time SIXT organises promotions with car manufacturers. Thus you may receive, for instance, the opportunity to take a test drive with specific car models or you can use specific manufacturers within the scope of mobility offerings. In these cases, SIXT will name the cooperation partners prior to the start of the promotion.

SIXT regularly forwards the following data to the cooperation partner: Your name, your email address, your telephone number, place of journey and duration of journey (the data may vary according to the promotion and are shown separately with the respective promotion). If you have already registered with the SIXT cooperation partner, e.g. via an app, to identify you, the cooperation partner may also use your identification number, which the cooperation partner has assigned to you as part of the registration process. The SIXT cooperation partner may then contact you with your consent to ask you about your product experience. In addition, SIXT may use these data itself for the purposes of direct advertising (cf. also → Marketing and direct advertising).

In addition, SIXT occasionally develops so-called "white label products" such as websites and apps that are branded with the brand identity of a vehicle manufacturer. Vehicles of the respective manufacturer can be rented from SIXT via these "white label products". The processing of personal data in the context of such "white label products" is carried out by SIXT for the purpose of fulfilment of the contract. Provided you have given your consent, we may pass on your personal data to the vehicle manufacturer. The processing of personal data by the vehicle manufacturer is subject to their privacy policy, which is usually available on their website, unless it is already provided in the "white label product". In the context of such cooperations, marketing measures may also be carried out by SIXT or the cooperation partner, provided there is a suitable legal basis – such as your consent – for this.

Legal basis for processing

For data transfer to cooperation partners depending on the cooperation either Art. 6 (1) sentence 1 point a) GDPR (consent) or Art. 6 (1) sentence 1 point b) GDPR (contract performance), otherwise Art. 6 (1) point f) GDPR (legitimate interests of SIXT).

Our legitimate interest in processing your personal data for the purposes specified above lies in enabling you to participate in such campaigns, increasing customer satisfaction and improving services for our customers.

21. Events and donations

Purposes of processing:

For purposes of customer care and customer retention, we hold various events. We also run charity events, e.g. appeals for donations. For the purposes specified above (sending out invitations to events and appeals for donations), we process your master data and communication data.

Legal basis of the processing:

Art. 6 (1) sentence 1 point f) GDPR

Our legitimate interest in processing your personal data within the context of customer care and customer retention as well as for charitable purposes lies on the one hand in offering you the best possible services and on the other hand increasing customer satisfaction in the long term, while also fulfilling our social responsibility as a large company.

22. Access records

Purposes of processing:

When you access our websites, we process the data that your browser sends to facilitate your visit to the websites. This is a process required for technical reasons, during which data such as IP address, date and time of the enquiry, operating system, browser type including language and version are transmitted. The data are used to ensure stability and security, i.e. to control server capacities, to detect and rectify errors and to defend against and analyse attacks and security incidents. For this purpose, the data are processed in so-called protocols or log files for a limited period of time and deleted or anonymised after the analysis. During anonymisation, the data are modified in such a way that information relating to identified or identifiable person can no longer or only with a disproportionate amount of time, cost and labour be assigned to one person.

Legal basis of the processing:

Art. 6 (1) sentence 1 point f) GDPR

Our legitimate interest in processing your pseudonymous or personal data lies, as just mentioned, in ensuring the stability and security of our websites.

23. Cookies and similar technologies

Purposes of processing:

Our website uses cookies and similar technologies. Cookies are small text files that are copied from a web server to your end device and assigned to the browser you are using, so that certain information can flow to the entity that sets the cookie. Cookies cannot run programmes or place viruses on your computer.

Further information on the cookies and similar technologies we use, their functions and lifespan as well as the data processed in this context can be found in the second layer of our cookie banner, which is automatically displayed when you access the website for the first time, and otherwise at any time via the "Cookie settings" link in the footer of the website.

For more information on the assertion of your right to access in accordance with Art. 15 GDPR with regard to personal data processed in connection with the use of our websites, please refer to section "J: Rights of data subjects" (see → Right of access by the data subject, Art. 15 GDPR).

Legal basis of the processing:

The legal basis of these data processing operations can be found in Art. 6 (1) sentence 1 point a) GDPR (for cookies that are not strictly necessary or us to provide a service requested by you) and point f) GDPR (for cookies which are absolutely necessary so that we can provide a service requested by you), insofar as personal data are processed.

Our legitimate interest in processing data via our website lies in the optimisation of our internet offering and consequently offering our customers the best possible services, thus increasing customer satisfaction.

E: Transfer to third countries

If you use our services to reserve vehicles that are to be rented in a third country, we transmit your personal data and the data of any additional drivers to our business partner in the third country. This also applies if you use partner programmes from third countries. In cases of damage and/or accidents suffered in a third country, we may send your personal data and data of any additional drivers to the competent authorities and to insurance companies in the third country.

The transfer of your data to a third country is based on an adequacy decision by the European Commission. If there is no adequacy

decision by the European Commission for the respective third country, then the transfer to a third country will take place based on the appropriate safeguards within the meaning of Art. 46 (2) GDPR. Copies of these safeguards can be requested from SIXT at the above-mentioned address (cf. → Controller). Third countries are all country outside the European Economic Area. The European Economic Area comprises all countries of the European Union as well as the countries of the so-called European Free Trade Association. These are Norway, Iceland and Liechtenstein.

In addition, some recipients of your personal data based in the USA are certified under the Data Privacy Framework ("DPF"). For such recipients, there is a restricted adequacy decision of the European Commission for certain data categories. To the extent of the valid DPF certification of the data recipient, the transfer of personal data is based on this adequacy decision.

F: Categories of recipients

In order to fulfil our contractual and legal obligations and to fulfil our legitimate interests, we occasionally use external service providers and companies of the SIXT corporate group.

In addition, we may transfer your personal data to other recipients, such as public authorities, e.g. due to statutory reporting obligations to tax authorities and law enforcement authorities or to an administrative authority the event of administrative offences, to credit institutions, e.g. for the processing of payment transactions, to companies for parking management, to experts, e.g. for claims settlement or to lawyers, e.g. for the defence and enforcement of legal claims. Other specified categories of recipients of personal data are recorded under the individual purposes of data processing (cf. → D: The purposes for data processing at SIXT and legal basis)

G: Storage duration

We store your personal data until the purpose on which the processing is based (cf. → D: The purposes for data processing at SIXT and legal bases), no longer applies. If you have not rented with SIXT for six years, your SIXT account will be deleted due to inactivity. We carry out this deletion routine once a year.

Where we have a legal obligation to store personal data, it will be stored for the duration of the legal obligation. These requirements include the statutory limitation periods, which can be between three and thirty years. In addition, there may be retention periods of seven to ten years in accordance with tax and company law provisions under the Austrian Commercial Code and the Federal Tax Code. During this period, your data may be blocked for ongoing operations if there is no other purpose for processing. The legal basis for this storage is Art. 6 (1) sentence 1 point c), c) GDPR in conjunction with the respective legal regulation.

H: Automated decision-making

In the above-mentioned data processing operations, we do not use any automated decision-making in accordance with Art. Art. 22 GDPR.

I: Profiling

To some extent, we process your data automatically with the aim of evaluating certain personal aspects (Profiling). We use profiling in the following cases:

- to facilitate maintenance and care as well as the organisation of our vehicle fleet, data is analysed via so-called "connected vehicle" functionalities. These measures also serve to protect you (cf. → "Connected vehicles").
- we carry out potential analyses to facilitate an improved quality of processes and offerings for you and to optimise our customer service. Our customers are categorised according to certain criteria, such as their order history, sales and damage statistics (cf. "Optimisation of processes and offering").
- we implement various measures to provide you with targeted information and advice on products. These facilitate customised advertising, including market and opinion research. (cf. → "Marketing and direct advertising").

J: Rights of the data subject

You can assert the rights mentioned below. Your requests to assert data protection rights and our responses to them will be stored for documentation purposes for a period of three years after the end of the year in which we responded to your request and in individual cases longer for the establishment, exercise or defense of legal claims.

Legal bases of the above-mentioned processing:

Art. 6 (1) sentence 1 point f) GDPR

Our legitimate interest lies in protecting us and/or our employees against claims or administrative fines under sections 62 et seqq. DSG / Art. 82, 83 GDPR as well as in the fulfilment of our accountability under Art. 5 GDPR.

1. Right of access (Art. 15 GDPR (General Data Protection Regulation))

You have the right to request information from us about your personal data stored by us at reasonable intervals. This includes information about whether SIXT has stored personal data concerning you and, among other things, what data are involved and for what purposes the data are processed. Upon request, SIXT will provide you with a copy of the personal data that are processed.

If you wish that, as part of providing information about your personal data under storage, we also provide information about data collected through cookies or similar technologies when using our websites, we kindly ask you to provide us with your cookie IDs. You can find these in your browser, e.g. by opening the Developer Tools, selecting the "Console" tab, then entering the command "document.cookie" and confirming by pressing the Enter key. The cookie IDs will then be displayed.

2. Right to rectification (Art. 16 GDPR)

You also have the right to obtain from SIXT the rectification of inaccurately stored data or to complete incomplete data.

3. Right to erasure (Art. 17 GDPR)

You furthermore have the right to obtain from SIXT the erasure of your personal data. We are under an obligation to erase your personal data if the data are no longer necessary in relation to the purposes for which they were collected or otherwise processed, if you have withdrawn your consent once given, or if the data have been processed unlawfully.

4. Right to restriction of processing (Art. 18 GDPR)

Under certain circumstances, you have the right to restrict the processing of your personal data. These include circumstances in which you contest the accuracy of your personal data and us having to check your objection. In such cases, we must refrain from further processing your personal data, with the exception of storage, until the question of accuracy has been clarified.

5. Right to data portability (Art. 20 GDPR)

If you wish to switch to another vehicle hire company, you have the right to request that we hand over the data that you have provided to us on the basis of your consent or on the basis of an existing contractual relationship with you in a machine-readable format to you or, at your discretion, transfer it to a third party.

6. Right to object (Art. 21 GDPR)

a) Right to object on a case-by-case basis

If the processing of your data by SIXT is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested (Art. 6 (1) sentence 1 point e) GDPR) or if the data processing is necessary for the legitimate interests of SIXT (Art. 6 (1) sentence 1 point f) GDPR), you have the right based on GDPR to object at any time, on grounds relating to your particular situation, to the processing of your personal data. This also applies to profiling based on this provision within the meaning of Art. 4 No. 4 GDPR, which we use for so-called "connected vehicle" functionalities for the optimisation of processes and offering or for advertising purposes. We will then end the processing, unless we can demonstrate compelling grounds worthy of protection for the processing which override your interests in stopping the processing.

b) Right to object to processing of data for the purposes of direct advertising (within the meaning of Cl. D: 9 of this Privacy Policy)

In individual cases, we process your personal data for direct marketing purposes. You have the right to object to the processing of personal data concerning you for the purposes of such advertising; this also applies to profiling insofar as it is related to such direct advertising.

If you object to the processing for the purposes of direct advertising, we will no longer process your personal data for these purposes.

The objection can be made informally and should be addressed to:

Sixt GmbH, Liesinger-Flur-Gasse 17/Obj.4, AT-1230 Vienna, Austria

or to the email address: dataprotection@sixt.com

7. Right to withdraw consent (Art. 7 (3) GDPR)

If the data processing at SIXT is based on your consent, then you have the right to withdraw the consent you granted to us at any time. The withdrawal of consent does not affect the lawfulness of processing carried out based on consent up to the withdrawal.

8. Contact information to exercise the rights of data subjects

The exercise of the rights of data subjects should be sent to the email address: dataprotection@sixt.com.

9. Right to lodge a complaint (Art. 77 GDPR)

You have the right to lodge a complaint with a supervisory authority (Art. 77 GDPR). You may exercise this right before a supervisory authority in the Member State of your habitual residence, place of work or place of the alleged infringement. In Austria, the responsible supervisory authority is:

Österreichische Datenschutzbehörde
Barichgasse 40-42
1030 Vienna
Austria

Last updated: February 2024

General note

We reserve the right to change and adapt this Privacy Policy with effect for the future.