

## The general conditions of use and sale below apply only to vehicles equipped with a telematic box

### INFORMATION ABOUT THE GENERAL CONDITIONS OF USE AND SALE OF CONNECT ONE SERVICES

#### PREAMBLE

Whereas:

- a. The SUPPLIER offers a series of services on its VEHICLES, as defined herein, relating to the factory DEVICE installed on the VEHICLE
- b. The services offered relating to the DEVICE are the following:
  - **Connect ONE Services:** these are the services available automatically and without additional costs from the time of delivery of the VEHICLE from the dealer some of which may require Customer or User (as applicable) activation;
  - **Connect PLUS Services:** these are additional services, where available, which require an additional subscription and Customer or User (as applicable) activation upon acceptance, and where applicable, payment
- c. These GENERAL TERMS AND CONDITIONS refer exclusively to the Connect ONE Services hereinafter referred to for simplicity as "SERVICES".
- d. For a detailed description of the Connect PLUS Services, where and when available, please refer to their respective general conditions of use and sale available on the WEBSITE. If Connect Plus Services are not available, please refer to the general conditions of sale and use of individual services offered in the WEBSITE.
- e. SERVICES might be sold, where applicable, by the LOCAL SUPPLIER. Please check the invoice for further information.

The CUSTOMER acknowledges that this document, constitutes an integral part of the contract concerning the purchase of vehicles equipped in factory with said DEVICE (the "Purchase Agreement"). The signing of the Purchase Agreement, including the GENERAL TERMS AND CONDITIONS, is mandatory in order to receive the SERVICES. By signing the Purchase Agreement, the CUSTOMER confirms that he or she has read and been fully informed about all the measures of these GENERAL TERMS AND CONDITIONS. The CUSTOMER understands and accepts that the SERVICES subscription is tied to the VEHICLE. The transfer of the DEVICE and SERVICES to another vehicle other than the VEHICLE identified by this Purchase Agreement is not permitted. Core elements of the SERVICES are set out in Appendix I. Some of the SERVICES are provided in accordance with certain type approval laws and regulations applicable in the country where the VEHICLE is sold. Some of the SERVICES described in Appendix I might require a further online activation.

These SERVICES have the following characteristics:

- duration: details concerning the duration of the period of validity of the SERVICES if not included in Appendix I are available on the WEBSITE;
- the SERVICES may evolve in line with new technical and/or regulatory requirements; CUSTOMER should also read carefully Appendix I which contains points of attention, parameters and eventual limitations of the SERVICES: It is understood that these GENERAL TERMS AND CONDITIONS constitute the set of rules to be followed by all CUSTOMERS who should also ensure that other USERS are informed of them and comply accordingly.

Some of the Services described in Appendix I may not be immediately available. This will depend on the Brand and Vehicle model/engine type and territorial availability. The CUSTOMER is invited to check their effective availability on the WEBSITE and the eligibility of their Vehicle.

#### 1. DEFINITIONS

- "OPERATING CENTRE" means the operational control centre managed independently by the SERVICE PROVIDERS through which the CUSTOMER (or USERS of the VEHICLE) are provided with assistance services in the event of an accident and/or need of roadside assistance.
- "GENERAL TERMS AND CONDITIONS": these refer to these General Terms and Conditions for the use and sale of the SERVICES.
- "CONTRACT" means the agreement made from these GENERAL TERMS AND CONDITIONS and the acceptance of such by the SUBSCRIBER.
- "ONLINE" means either through the Website, Mobile Application or In-Vehicle Application connected to the internet, where applicable.
- "DEVICE" means the computerised device installed in factory on the VEHICLE that allows the use of the SERVICES – including without limitation telecommunication box, touch screens or any connectivity equipment required to use the SERVICES – and purchased by the CUSTOMER together with the VEHICLE. The DEVICE is designed to acquire the data and information regarding the VEHICLE, including but not limited to its location, speed, direction, distance travelled and other diagnostic data.
- "LOCAL SUPPLIER" means the entity that has a mandate from SUPPLIER to sell the SERVICES as identified in the invoice provided to CUSTOMER.
- "SUPPLIER": this is either (i) the company STELLANTIS EUROPE S.p.A., with head office in Turin, Corso Giovanni Agnelli No. 200, Post Code 10135, Tax ID and VAT 7973780013, with fully paid share capital of: EUR 850,000,000, registered in the Economic and Administrative Index (R.E.A.) of Turin under no. 07973780013, for the brands Fiat, Fiat Professional, Alfa Romeo, Lancia, Jeep and Abarth, or (ii) PSA Automobiles SA Société par actions simplifiée (Stellantis Auto S.A.S.) with capital of 300 176 800 euros, registered with the Versailles Trade and Companies Registry under number 542 065 479, having its registered office at 2 à 10 Boulevard de l'Europe, 78 300 Poissy, France for the brands Peugeot, Citroën, DS Automobiles, Vauxhall and Opel. Both Stellantis Europe SpA and PSA Automobiles SA (Stellantis Auto S.A.S.) are controlled by Stellantis N.V. SUPPLIER of the SERVICES pursuant to these GENERAL TERMS AND CONDITIONS is specified in the Appendix I for the relevant Brand.
- "SUPPLIER ASSISTANCE NETWORK": means retailers authorised by the SUPPLIER to sell or

service VEHICLES or any other person authorized by the SUPPLIER to provide assistance services.

- "SERVICE PROVIDER": means any person or entity who provides any service, equipment or structure connected to the VEHICLE's connectivity SERVICES.
- "THEFT": means an offence committed by anyone who steals or takes without authority another person's property within the meaning of the relevant applicable laws;
- "ROBBERY": means an offence envisaged by relevant applicable laws, committed by anyone who steals a person's property, and immediately before or at the time of doing so, and in order to do so, uses force on any person or puts or seeks to put any person in fear of being then and there subjected to force.
- "BRAND" means either Fiat, Fiat Professional, Alfa Romeo, Lancia, Jeep, Abarth, Peugeot, Citroën, DS Automobiles, Vauxhall or Opel (as applicable).
- "VEHICLE LOCATION": this is the DEVICE function which, if activated, makes it possible to locate the position of the VEHICLE (geolocation).
- "OPERATING SYSTEM": this is the computerised system connected with the DEVICE installed on the VEHICLE, via which the SERVICES are provided.
- "SERVICE/S": means the services described in these GENERAL TERMS AND CONDITIONS in more detail in Appendix I.
- "SERVICES DESCRIPTION" means the description of the Services set out in Appendix I.

- "WEBSITE": means the portal reached via the Internet address indicated in the connectivity section of the website of each VEHICLE BRAND, on which the CUSTOMER can find any further information on the features and operation of the SERVICES, as well as on their availability and coverage based on the model and country of sale of the VEHICLE;
- "CUSTOMER" or "SUBSCRIBER": the customer who has signed the Purchase Agreement and uses the SERVICES, and where he/she is any natural person who, in relation to these GENERAL TERMS AND CONDITIONS, is acting for purposes which are outside that person's trade, business, craft or profession such CUSTOMER is referred to as a CONSUMER in these General Terms and Conditions.
- "VEHICLE": this refers to an eligible new vehicle of the relevant Brand as listed in Appendix I and equipped with the DEVICE;
- "MOBILE APPLICATION" or "APPLICATION": means the application for Smartphone, Smartwatch devices on which the CUSTOMER can use the SERVICES and set the related configurations;
- "USER": means the driver, using the VEHICLE and related SERVICES other than the CUSTOMER.
- "SERVICE PERIOD": means the term in which the SERVICES are provided. The service period is specified on the WEBSITE.
- "DATA PROTECTION LEGISLATION": means, for the periods in which they are in force, the General Data Protection Regulation ((EU) 2016/679) ("GDPR") and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, and then any successor legislation to the same.

## 2. PURPOSE

The purpose of these GENERAL TERMS AND CONDITIONS is to define and regulate the relationship with the CUSTOMER who uses the SERVICES.

## 3. Functions of the DEVICE and Remote Device management

### 3.1. Network communication link and data disclosures

Following the installation of the DEVICE on the VEHICLE a network communication link is established between the VEHICLE and the respective OPERATING SYSTEM and maintained to perform the necessary data disclosures for the provision of the SERVICES. Such network communication link allows, depending on the type of services provided, the transmission to the OPERATING SYSTEM, via the mobile network (where the coverage allows) of certain VEHICLE data, including but not limited to the following:

- VEHICLE status or diagnostic data such as, for example but not limited to, engine temperature, oil pressure, fuel consumption, mileage, current charge of the battery, default codes, logs, maintenance issues.
- VEHICLE "alarms" such as, for example but not limited to, cut battery cables, disconnected and/or uncharged battery, movement of the VEHICLE with the key removed, notification of presumed crashes.
- VEHICLE usage such as, for example but not limited to, position, distance travelled, hours of VEHICLE engine having been running or not running, speed, use of ADAS.
- Data necessary for SERVICES such as, for example but not limited to, navigation information, vocal requests, messages.

If the CUSTOMER wishes to have control of the data disclosures, the CUSTOMER can choose at any time to restrict the respective data disclosures, by changing the relevant privacy settings for the VEHICLE. The way to change the respective privacy settings depends on the equipment of the VEHICLE. Please refer to the Owner's Manual or Handbook or please contact the SUPPLIER Contact Centre for more information.

If the CUSTOMER chooses to restrict the data disclosure, in particular the disclosure of geolocation data where applicable, this may limit the provision of the SERVICES.

In the event that a THEFT is effectively confirmed by the Customer, and he has chosen to restrict geolocation data disclosure, this "off" setting where previously selected, is ignored by the OPERATING CENTRE in order to be able to track the VEHICLE.

Due to the nature of the new and evolving technology behind the SERVICES, the CUSTOMER and USERS are recommended to avoid sharing personal/private information when making voice commands or asking questions through voice command features.

Data disclosures necessary to perform the connection, device management, SERVICES that are provided in accordance with certain type approval laws and regulations, soft- and firmware updates and to manage default codes are not affected by Privacy Settings.

### 3.2 Data Use - Product Quality Improvement

The CUSTOMER acknowledges and agrees that to improve the quality of the products produced by SUPPLIER, vehicle data (as defined in APPENDIX II) – excluding the geolocation of the VEHICLE – are transferred to SUPPLIER for the purpose of anomalies avoidance, aggregated data analysis for product improvement or

creation of new products. Further information on this and other purposes are described in the "European Connected Vehicles Privacy Policy".

### 3.3. Remote DEVICE management and Updates

Without prejudice to condition 12 below, as an integral part of the Service, necessary device management and necessary software and firmware updates related to the soft- and firmware for the SERVICE will be performed remotely, in particular by using "over the air" - technology. "Over the air" technology means all communications without a physical network link (e.g. GSM 4G, WiFi).

For this, a secure radio network connection between the Vehicle and the device management server will be established after each "ignition on" when a mobile telephone network is available. Depending on the equipment of the Vehicle, connection configuration must be set to "Connected vehicle" to allow the establishment of the radio network connection.

Irrespective of a valid connected service subscription, remote product security or product safety related device management and software and firmware updates will be performed when the processing is necessary for the compliance with a legal obligation to which the respective manufacturer of the VEHICLE is subject (e.g. applicable product liability law, e-call regulation) or when the processing is necessary in order to protect the vital interests of the respective vehicle users and passengers.

The establishment of a secure radio network connection and the related remote updates are not affected by Privacy Settings and will be performed in principle after an initiation by the Vehicle user following a respective notification.

## 4. Acceptance, Activation, Amendment and Enforceability

### 4.1.1 Acceptance of the GENERAL TERMS AND CONDITIONS

By signing the Purchase Agreement or by using the DEVICE and the SERVICES, the CUSTOMER is deemed to have acknowledged and accepted these GENERAL TERMS AND CONDITIONS.

### 4.1.2 Activation

As stated in Appendix I, certain SERVICES – already available at the Purchase Agreement signature – might require further online activation. In such case the CUSTOMER shall follow the relevant activation process online to use the related SERVICES.

Subject to completion of the other steps set out below, the Services are activated once the Customer has used the VEHICLE in drive mode in an area with GSM network coverage.

The SERVICES may be enabled on the VEHICLE "over the air"

### 4.2. Amendments to the GENERAL TERMS AND CONDITIONS

SUPPLIER has the right to amend these GENERAL TERMS AND CONDITIONS at any time and periodically at its own discretion.

CUSTOMERS are informed that the SERVICES may be modified in case of any amendment in the regulations or legislation requiring the same. Any changes that do not significantly affect these GENERAL TERMS AND CONDITIONS (including addition of new SERVICES or features) will be published on the WEBSITE and will be valid from their publication date.

Should a change significantly affect the CUSTOMER'S rights and/or use of their personal data pursuant to these GENERAL TERMS AND CONDITIONS ("Significant Change"), where SUPPLIER is able to contact the CUSTOMER, then on top of the publication of such Significant Change on the WEBSITE, SUPPLIER shall notify the CUSTOMER of said Significant Change via e-mail (if available) or by any other means available to SUPPLIER.

Should a Significant Change negatively impact the Customer's access to or use of the SERVICES, unless such negative impact is only minor, the CUSTOMER shall be entitled to terminate these GENERAL TERMS AND CONDITIONS free of charge within 30 days of the Significant Change by contacting the SUPPLIER Assistance Network and/or SUPPLIER Customer Service. Provided however that Customer may not terminate the SERVICES that are provided pursuant to applicable laws.

The provisions of these GENERAL TERMS AND CONDITIONS and any updates currently in effect are available on-line at any time on the WEBSITE. The GENERAL TERMS AND CONDITIONS published on the WEBSITE shall prevail over any earlier version.

### 4.3. Enforceability

These GENERAL TERMS AND CONDITIONS are deemed to be enforceable against the CUSTOMER from the earlier of the moment the CUSTOMER signs the Purchase Agreement or starts using the SERVICES. Changes to the GENERAL TERMS and CONDITIONS shall be enforceable against the CUSTOMER in case the CUSTOMER continues to use the SERVICES following such changes.

## 5. RIGHT OF WITHDRAWAL/CANCELATION

The CUSTOMER shall have the right to cancel the SERVICES provided under these GENERAL TERMS AND CONDITIONS only in case of exercising rights of withdrawal from the Purchase Agreement.

## 6. Prerequisites - Conditions for DEVICE to work properly and limitation of liability – Territorial availability

### 6.1 Prerequisites

The CUSTOMER may use the SERVICES offered in accordance with the following prerequisites:

- the VEHICLE must be equipped with the DEVICE;
- it is necessary for the CUSTOMER to have the legal capacity to purchase the VEHICLE and sign the Purchase Agreement;
- certain SERVICES might require a specific further online activation as better described in Appendix I;
- where required, it is necessary to download the MOBILE APPLICATION.

The CUSTOMER acknowledges through these GENERAL TERMS AND CONDITIONS that the SERVICES are provided to be used on board the VEHICLE and confirms that he/she possesses sufficient technical knowledge to access and use the SERVICES.

BY SIGNING THESE GENERAL TERMS AND CONDITIONS, THE CUSTOMER UNDERSTANDS THAT GEOLOCATION DATA OF THE VEHICLE WILL BE PROCESSED AND TRANSMITTED ELECTRONICALLY TO THE OPERATING SYSTEM WHEN NECESSARY TO ENABLE THE SERVICES TO BE PROVIDED, AS REQUIRED BY THE PROVISIONS OF THE PRIVACY NOTICE.

### 6.1.1 Data Connectivity

The data connection between the DEVICE and the OPERATING SYSTEM is established via a SIM card installed in the DEVICE. Connectivity is active only in the countries indicated on the WEBSITE, except where otherwise detailed in the SERVICES DESCRIPTION.

## 6.2 Conditions for DEVICE to work properly and limitation of liability

The CUSTOMER acknowledges that the correct installation and activation of the DEVICE are essential conditions for the supply of the SERVICES. The installation and activation of the DEVICE is carried out by SUPPLIER. The CUSTOMER acknowledges that the DEVICE carries no risk to health or to the safety of the VEHICLE and not to alter same in any way.

Any installation, de-installation, replacement, repair, maintenance or other intervention on the DEVICE during the warranty period granted for the VEHICLE must be carried out by a Supplier authorized installer that the CUSTOMER can contact via Supplier Customer Care.

In such case, in the event of a malfunction or failure of the DEVICE, the CUSTOMER will arrange for the VEHICLE to be brought to the delivery centre where the VEHICLE was collected or to another centre authorised by Supplier. CUSTOMER may contact Customer Care for more information for any intervention that might be required by the DEVICE.

SUPPLIER will be able to provide the SERVICES on condition that:

- the GPS network is operative and correctly functioning;
- the mobile network and the fixed line telephone lines are operative and correctly functioning;
- the map database of the entire national and European territory is updated. Status update of the maps is available on the MOBILE APPLICATION and on the WEBSITE.

In the case of:

- I. a lack of maps;
  - II. insufficient coverage of the GPS signal and/or the mobile network signal (where available) and/or network unavailability;
  - III. the VEHICLE is in an area not covered by the telephone operator;
  - IV. the VEHICLE is in a country where provision of the SERVICES is not available; or
  - V. SERVICE disruptions resulting from short-term capacity bottlenecks due to peak loads on the SERVICES or from disruptions in the area of third-party telecommunications systems;
- the SERVICES are not guaranteed to operate for which it is understood that SUPPLIER will not be liable in any way.

The CUSTOMER acknowledges that SUPPLIER has the right to suspend, even temporarily, SERVICES for maintenance or improvements to the network or system, or in the event of network congestion or for reasons of safety and compliance with regulations, or following a complaint for THEFT of the VEHICLE by the CUSTOMER or at the request of relevant authorities. It is understood and agreed that no compensation or reimbursement will be due by SUPPLIER to the CUSTOMER in the cases of suspension or interruption outlined above.

## 6.3. Territorial availability of the SERVICES

The CUSTOMER acknowledges that as of now the SERVICES are available in the countries detailed in the list on the WEBSITE, subject to the provisions of these GENERAL TERMS AND CONDITIONS. SUPPLIER does not deliver the

SERVICES outside of these countries and therefore, in such cases, does not assume any responsibility towards the CUSTOMER and/or the users of the VEHICLE with reference to the SERVICES.

For any information concerning the availability and activation of the SERVICES, please refer to the WEBSITE, except where already detailed in the Services Description.

## 7. CUSTOMER'S RESPONSIBILITIES

### 7.1 General Responsibilities

Each CUSTOMER is legally responsible for his/her connection to the DEVICE.

More generally, the CUSTOMER undertakes to comply with the applicable regulations concerning:

- the protection of personal data;
- the confidentiality of the correspondence and the prohibition on intercepting Internet communications.

When using the SERVICES, the CUSTOMER undertakes:

- not to commit any forms of violations, infringement or piracy against the rights of others and the safety of persons and in particular not to defame, harass, stalk or threaten anyone;
- to take all necessary precautions in relation to their devices, in order to prevent and avoid the transmission of viruses or any other type of program or code that may be dangerous or destructive;
- to keep their access code/passwords strictly personal;
- not to intentionally perform operations that result in hiding his/her true identity;
- not to alter, modify or access to information belonging to another customer; or
- not to interrupt or disrupt the normal operation of SUPPLIER's network or any systems connected to the aforementioned network.

The CUSTOMER acknowledges that he or she is fully informed about the lack of reliability of the Internet and especially of the fact that there is no guarantee of security in the transmission and reception of data and in the performance of the network.

The CUSTOMER acknowledges that he or she has been informed that the integrity, authenticity and confidentiality of the information, files and any type of data exchanged on the Internet for the use of the SERVICES cannot be guaranteed. The CUSTOMER must refrain from any fraudulent, abusive or excessive use of the SERVICES, such as a voluntary or involuntary congestion of the servers and could interrupt the availability of the servers or the SUPPLIER network.

The CUSTOMER is to be understood as the only person responsible for any direct or indirect damage, material or non-material, caused to third parties by the use of the SERVICES.

### 7.2. Updating the account

The CUSTOMER acknowledges and accepts that the correct provision of the SERVICES may be subordinate to the registration of a personal account on the WEBSITE and/or the Mobile Application and to all other requirements listed below. The SUBSCRIBER undertakes to keep up to date his/her personal account and related data.

### 7.3. Password/Username/Phone contacts

The CUSTOMER is wholly responsible for protecting his/her password and username. Anyone who knows the SUBSCRIBER's password and username could access the SERVICES, and neither SUPPLIER nor the SERVICE PROVIDERS

are responsible for the use the SUBSCRIBER makes of his/her own password or username or any other information which could be used to identify the account in order to request services for the VEHICLE.

Where applicable, the SUBSCRIBER might be required to provide a telephone number at his/her own expense and responsibility, and in any case in compliance with DATA PROTECTION LEGISLATION, in order to permit the provision of the SERVICES.

The SUBSCRIBER undertakes to inform SUPPLIER of the information needed as may be set out in the Appendix 1 and to promptly notify SUPPLIER of any change in telephone number if applicable. The SUBSCRIBER shall hold SUPPLIER harmless of any damage suffered by SUPPLIER as a result of the failure of the SUBSCRIBER to comply with the obligations laid down in condition 7.3 herein.

## 8. CUSTOMER LIABILITY

### 8.1. General principles: correct use of the DEVICE and of the SERVICES

The CUSTOMER may use the DEVICE and the SERVICES in good faith, and compliance with the present GENERAL TERMS AND CONDITIONS and applicable laws and regulations, notably the laws relating to intellectual and industrial property, IT, file management and protection of personal data. The CUSTOMER:

- must not divert the use of the DEVICE for commercial reasons or to sell products and/or SERVICES;
- must not use the DEVICE or SERVICES to harm others or for a purpose that is contrary to public order or morality, or that infringes any third party's rights;
- must not commit any infringing act, or reproduce, download, represent, modify all or part of the DEVICE, or use a "robot" or a website "copier";
- must not access and/or tamper with the DEVICE,
- must not obstruct or alter the functionality of the DEVICE, or suppress or modify data contained therein;
- must not disrupt the normal operation of the DEVICE, nor introduce any virus or any other technology that is harmful to the application or related SERVICES.

The CUSTOMER is required not to tamper with, interfere with, remove and/or compromise the functionality of the DEVICE. The CUSTOMER acknowledges that any tampering or removal of the DEVICE compromises the possibility of providing the SERVICES. SUPPLIER therefore assumes no responsibility for failure to provide the SERVICES due to tampering with or removal of the DEVICE.

SUPPLIER reserves the right to treat any unauthorised access or tampering with the DEVICE as unlawful activity and refer the same to the relevant authorities.

The CUSTOMER must not commit any action that could put at risk the IT security of SUPPLIER and SERVICE PROVIDER or of the CUSTOMER or USER themselves, nor should he or she interfere with or interrupt the regular operation of the WEBSITE.

SUPPLIER reserves the right to suspend the use of the DEVICE by each CUSTOMER that violates these GENERAL TERMS AND CONDITIONS and to communicate all the necessary information to the relevant authorities.

The CUSTOMER undertakes not to use any of the SERVICES for fraudulent, illicit or abusive purposes, or for purposes which infringe the rights of others or, in any case, for purposes not

in line with the provisions of these GENERAL TERMS AND CONDITIONS. The CUSTOMER undertakes not to use the SERVICES or operate them improperly in such a way as to damage commercial operations, services, reputation, employees, or facilities of SUPPLIER or of the SERVICE PROVIDERS. The CUSTOMER therefore acknowledges and expressly agrees that he or she is liable for any amount claimed by others against SUPPLIER, plus any expenses, arising in whole or in part from such improper use or from his or her own actions.

The CUSTOMER therefore acknowledges and expressly agrees that he or she cannot resell, copy, store, reproduce, distribute, modify, exhibit, publish, perform, transmit, disseminate or create derivative works from the contents received through the SERVICES and cannot use the contents received through SERVICES for commercial purposes. Some information received via the SERVICES belongs to SUPPLIER, the SERVICE PROVIDERS or to other third parties (which provide the SERVICES through SUPPLIER or otherwise). Such information could be covered by one or more copyrights, commercial trademarks, service trademarks, patents or other legal protection. The CUSTOMER undertakes not to use and/or copy the contents received through the SERVICES unless explicitly authorised by SUPPLIER or the SERVICE PROVIDER. CUSTOMER also undertakes to ensure USERS comply with these obligations.

With reference to the provision of the SERVICES, the CUSTOMER undertakes to promptly notify SUPPLIER of any change in telephone numbers and/or emails and/or addresses, relieving SUPPLIER of any harmful consequences that the CUSTOMER may suffer as a result of failure to do so.

The CUSTOMER and any USER must be an adult and by using the SERVICES confirms that he or she is competent and has all the means necessary to access and use the SERVICES.

The CUSTOMER is fully liable for his/her use of the DEVICE, its related SERVICES and the information he/she provided.

**8.2. Other users or occupants of the VEHICLE**  
The CUSTOMER IS THE SOLE PARTY RESPONSIBLE FOR ANY USE OF THE SERVICES IN THE VEHICLE, EVEN IF OTHERS USE THEM AND EVEN IF THE USE WAS NOT AUTHORISED. THE CUSTOMER IS SOLELY RESPONSIBLE FOR THE SERVICES REQUIRED BY SAME OR BY ANYONE WHO USES HIS OR HER VEHICLE, OR ACCESSES THE SERVICES THROUGH SAME. The CUSTOMER therefore undertakes to inform all Users and occupants of their VEHICLE about the SERVICES and the system functions and restrictions, as well as the terms of these GENERAL TERMS AND CONDITIONS, including the attached PRIVACY NOTICE.

No liability can be ascribed to the SERVICE PROVIDER or to SUPPLIER as regards the way in which the VEHICLE is used by the CUSTOMER and/or the USER.

If the CUSTOMER and/or the USER of his/her VEHICLE uses the SERVICES to commit an offence or for other improper purposes, the CUSTOMER shall be liable for any damages attributed to SUPPLIER as a result of such use.

**8.3. Compliance with road safety regulations**  
Compliance with road safety regulations is a priority and SUPPLIER is not responsible for any violations committed when using the VEHICLE, including violations committed in relation to every applicable regulation or the Highway Code.

## **9. DURATION, RENEWAL AND TERMINATION OF SERVICES**

### **9.1.1 Duration**

Subject to the clause 9.1.2 below, these GENERAL TERMS AND CONDITIONS have a duration and expiry which is shown on the WEBSITE, except where detailed in the Services Description in Attachment I. Except for SERVICES required by applicable law, availability of the SERVICES cannot be guaranteed permanently due to potential future technical developments (including but not limited to: smartphones, operating systems, network availability, obsolescence of technical environment, ...). Consequently, the SERVICES will function as long as the technologies known at the time of the Purchase Agreement and used to provide the SERVICES do not become obsolete compared to the technology commonly used in the market. Upon expiry of the duration period, these GENERAL TERMS AND CONDITIONS shall be understood as automatically terminated without the need for any notification to this effect by the CUSTOMER or SUPPLIER.

Without prejudice to the above, the CUSTOMER may have the possibility to renew some or all of the SERVICES (on the terms articulated in specific packages that may be discretionally offered by SUPPLIER) by renewing the same through the WEBSITE.

For VEHICLES equipped with certain type approval requirements of connected services, (as an example mandatory "eCall"), the SIM will remain active beyond the duration and expiry of these GENERAL TERMS AND CONDITIONS.

The renewal of the GENERAL TERMS AND CONDITIONS will be effective for the period chosen by the CUSTOMER among the available options and according to the procedures published on the WEBSITE when the procedure is activated.

Due to technical limitations of the DEVICE, the renewal must take place within one year from the expiry date of these GENERAL TERMS AND CONDITIONS.

After such deadline, the SERVICES can no longer be renewed.

In the event that the CUSTOMER wishes to use the SERVICES again, he or she must request the installation of a new DEVICE on the VEHICLE at his or her own expense.

### **9.1.2 Automatic Termination and SUPPLIER Withdrawal**

The Services will terminate automatically if the communication network(s) used for their delivery is (are) no longer available or is (are) strongly saturated due to 2G and/or 3G and/or 4G network switch off decided by the telecommunication carriers. Please check the WEBSITE and contact Customer Care, to check if your VEHICLE model will be affected by such network switch off.

The termination information will be made available on the Brand Websites at least 30 days before the end of the Service.

The Services will terminate automatically in case of scrapping/destruction of the Vehicle, or Customer compensation by his/her insurance company following the Theft of the Vehicle. In case of scrapping/destruction/Theft of the Vehicle, Customer shall promptly inform the SUPPLIER about such occurrence pursuant to clause 9.3 below, and he/she shall forward to SUPPLIER the supporting documents (copy of certificate of scrapping/destruction or compensation from the insurance company). SUPPLIER reserves the right to withdraw SERVICES and therefore terminate all or part of

these GENERAL TERMS AND CONDITIONS if the technology employed for the provision of the relevant SERVICES becomes obsolete compared to the technology commonly used in the market. SUPPLIER will provide CUSTOMER with reasonable notice in accordance with applicable law.

### **9.2. SUPPLIER's right to termination**

SUPPLIER has the right to immediately terminate the SERVICES if the CUSTOMER violates any part of these GENERAL TERMS AND CONDITIONS or uses the SERVICES for illegal or improper purposes. Improper use includes, but is not limited to those in specified in condition 8 above, and in particular, tampering with the DEVICE and/or removing it from the VEHICLE when not authorised by SUPPLIER.

No compensation or reimbursement will be due by SUPPLIER to the CUSTOMER in the cases of termination indicated above.

### **9.3. Sale of the VEHICLE or loss of possession of the VEHICLE - Notification to SUPPLIER and CUSTOMER Termination Right**

If the CUSTOMER decides to sell the Vehicle, terminate the rental/lease of the VEHICLE or in case of Theft or scrapping/destruction of the VEHICLE, Customer shall:

- promptly notify SUPPLIER of the same either through the APPLICATION/the WEBSITE/ by contacting the SUPPLIER ASSISTANCE NETWORK and/or SUPPLIER Customer Service/Contact Centre; and

- ensure that his/her account is no longer linked to the VEHICLE, by contacting the SUPPLIER ASSISTANCE NETWORK and/or SUPPLIER Customer Service/Contact Centre.

In the case of sale or transfer of the VEHICLE - for any reason – to a third party, the CUSTOMER:

- shall ensure that all personal data stored in the VEHICLE is deleted; and

- is required to expressly communicate to the new owner or possessor of the VEHICLE the existence of the aforementioned SERVICES.

In relation to certain SERVICES requiring a further activation and requiring the Customer's email address, phone number and/or the download of the Mobile Application, the CUSTOMER will be required to terminate such SERVICES. The new CUSTOMER will be allowed to subscribe the SERVICES requiring the Customer's email address, phone number and/or the download of the Mobile Application following the termination from the previous owner.

Depending on the SERVICES concerned, the new owner of the VEHICLE, (i) within the period of validity of the SERVICES, will be able to use the SERVICES for the remainder of the duration of the GENERAL TERMS AND CONDITIONS in which case he/she shall be deemed to be the new CUSTOMER, subject to these General Terms and Conditions or (ii) he will be required to re-subscribe to the SERVICES for a new duration as specified in more detail in Appendix I.

Should the CUSTOMER sell the VEHICLE without having previously informed the new owner: (i) SUPPLIER will not be in any way responsible for the further collection of the data, believing in good faith, that they belong to the CUSTOMER and (ii) the CUSTOMER will remain liable pursuant to these GENERAL TERMS AND CONDITIONS for the proper or improper use of the SERVICES by the new owner.

It also remains understood that (i) SUPPLIER is not responsible for damages deriving from violations connected to the processing of personal data in the event of failure of notification about the aforementioned circumstances and (ii) CUSTOMER will not access

or use any data relating to the VEHICLE following the sale to third parties and/or at the end of the rental of the VEHICLE.

No compensation or reimbursement will be due by SUPPLIER to the CUSTOMER in the case of termination indicated in this article 9.3.

## 10. SPECIAL INFORMATION ON SERVICE AND SYSTEM RESTRICTIONS

### 10.1. Ownership of the technology

SUPPLIER and its SERVICE PROVIDERS, as far as they are liable, are and will remain at any time owners of all rights, titles and interests in respect of (i) any hardware, software and related technology used together or in connection with the SERVICES, and (ii) any intellectual property right or other proprietary right, including without limitation all patents, copyrights, rights in trademarks and trade secrets contained therein. The CUSTOMER accepts that it is prohibited, and agrees not to copy, decompile, decompose, reverse engineer, reduce derivative works or manipulate any technology or data or content stored or integrated into the equipment used to receive or operate the SERVICES (collectively the "Equipment Technology") or otherwise modify or tamper with such equipment. The CUSTOMER also agrees not to upload, publish, transmit or otherwise make available any material containing software viruses or other codes, files or computer programs designed to interrupt, disable or limit the functionality of the SERVICES. Any software contained in the VEHICLE is only granted under licence for use together with the SERVICES. Furthermore, any data or other contents of the SERVICES is protected by the laws on copyrights and by other legislation on intellectual property and all the rights of property are attributed to SUPPLIER and to the SERVICE PROVIDERS. The CUSTOMER has the right to use the equipment technology only for personal and non-commercial, non-professional use and in relation to the SERVICES.

## 11. SUPPLIER WARRANTY AND RESPONSIBILITIES

### 11.1 Warranty

Subject always to the CUSTOMER complying with its obligations in these GENERAL TERMS AND CONDITIONS, and except in circumstances set out in articles 6, 9 and 13.1:

(i) The warranty granted by applicable law on the VEHICLE and/or the warranty of the hardware manufacturer (if applicable) includes the DEVICE installed in factory in the VEHICLE. If CUSTOMER is a CONSUMER the SERVICES shall be covered by warranty as foreseen by law, including the warranty that SUPPLIER shall be liable for any lack of conformity of the SERVICES that occurs or becomes apparent within the period of time during which the SERVICE is to be supplied under these GENERAL TERMS AND CONDITIONS. In case of lack of conformity, the CUSTOMER has the benefit of the remedies provided by the applicable law governing the sale of goods with digital contents and digital services;

(ii) The SUPPLIER uses reasonable efforts to ensure the availability of the SERVICES.

However CUSTOMER should note the following limitations:

The SUPPLIER does not guarantee that the SERVICES will be provided without interruption or will operate error free. In addition due to the

nature of the new technology concerned, there may be further limitations to the SUPPLIER's liability as may be detailed in Appendix I attached.

If the CUSTOMER has not completed the update supplied by SUPPLIER and necessary to keep the SERVICES in conformity, upon its availability, then SUPPLIER shall not be liable for any lack of conformity of the SERVICES that occurs or becomes apparent within the period of time during which the SERVICE is to be supplied under these GENERAL TERMS AND CONDITIONS.

Notwithstanding the warranties above, except for SERVICES required by applicable law, availability of the SERVICES cannot be guaranteed permanently due to potential future technical developments (including but not limited to: smartphones, operating systems, network availability, obsolescence of technical environment, ...). Consequently, the SERVICES will function as long as the technologies known at the time of the Purchase Agreement do not become obsolete compared to the technology commonly used in the market.

### 11.2. LIABILITY

Nothing in these GENERAL TERMS AND CONDITION shall operate so as to 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 exclude liability for fraudulent misrepresentation.

#### 11.2.1 Liability to CONSUMERS

In case CUSTOMER is a CONSUMER, if the SUPPLIER fails to comply with these GENERAL TERMS AND CONDITIONS, the SUPPLIER is responsible for loss or damage the CUSTOMER suffers that is a foreseeable result of its breach of the GENERAL TERMS AND CONDITIONS or the SUPPLIER's negligence, but the SUPPLIER 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 SUPPLIER's breach or if they were contemplated by the CUSTOMER and the SUPPLIER at the time of conclusion of the contract under these GENERAL TERMS AND CONDITIONS. Consequently, SUPPLIER will have no liability to CUSTOMER for any loss of profit, loss of business, business interruption, consequential damages, indirect damages, or loss of business opportunity. The SUPPLIER only supplies the SERVICES for domestic and private use. The CUSTOMER agrees not to use the Services for any commercial, professional, business or re-sale purpose, and the SUPPLIER has no liability to the CUSTOMER for any loss of profit, loss of business, business interruption, or loss of business opportunity. It is therefore intended for general guidance and information purposes only, and not for formal record keeping or logging purposes, as there is always the risk of data loss or data corruption, so the SUPPLIER does not provide any assurance that any data which you record with the Services will be available at all times.

#### 11.2.2 Liability of SUPPLIER towards all CUSTOMERS

Without prejudice to the above, SUPPLIER is in no way liable and under no circumstance shall it be held liable for any type of loss, damages including those to the CUSTOMER in the event of THEFT, ROBBERY and/or damage to the VEHICLE and/or persons and/or material present on board the VEHICLE, responsibilities, claims and

expenses (including but not limited to legal costs, defence costs and termination), direct, indirect or consequential, arising from or relating to the provision or the use of the SERVICES, regardless of the cause, arising from the contract, unlawfulness (including negligence), regulations or otherwise. SUPPLIER shall not be liable for any loss or damage whatsoever (even where predictable) arising from or relating to the use (including, but not limited to those arising from any breach of the Highway Code), or the inability to use the SERVICES, or the use or dependency on said SERVICES.

Moreover, if CUSTOMER is not a CONSUMER SUPPLIER is not liable for:

- the quality of the SERVICES, as the SERVICES are offered "as is";
- any disruption in the use of the WEBSITE;
- temporary or permanent and complete or partial unavailability of the WEBSITE;
- any difficulty with response time, and, generally speaking, any failure to perform;
- any impossibility to use the WEBSITE;
- breaches of information security that could damage the equipment/devices of the CUSTOMER and the data, unless otherwise specified by law;
- any violation of the CUSTOMER's rights in general.

Under no circumstance shall SUPPLIER be held liable for any interruptions or restrictions to the SERVICES for the following reasons:

- provisions of law or supervised administrative and/or regulatory measures;
- provisions issued by the relevant Authorities.

Where the CUSTOMER is not a CONSUMER, the SUPPLIER 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 SERVICES by the SUPPLIER, or its Services Provider, in a sum which is greater than the total price paid by the CUSTOMER for the Services.

### 11.3. Internet security

SUPPLIER makes all efforts possible to ensure the security of the SERVICES, considering the complexity of the Internet. SUPPLIER cannot however guarantee absolute security.

The SUBSCRIBER accepts the characteristics and limits of the Internet network.

The SUBSCRIBER confirms his/her awareness of the intrinsic nature of the Internet network and, in particular, of its technical prerogatives and the response times necessary to consult, analyse or transfer data.

The SUBSCRIBER must inform SUPPLIER of any defect or problems encountered in the SERVICES.

The SUBSCRIBER is aware that data flows on the Internet are not necessarily protected, particularly in terms of potential misappropriation.

The SUBSCRIBER agrees to take all appropriate measures to protect his/her own contents, data and/or software from the contamination of potential viruses circulating on the Internet.

## 12. UPDATES OF THE SERVICES

CUSTOMER is informed of and supplied with updates, including security updates, that are necessary to keep the DEVICE in conformity. Where applicable, SUPPLIER shall be entitled to use the "over the air" technology, as described in Appendix I, to access remotely to the DEVICE and supply it with updates.

The CUSTOMER accepts and acknowledges that “over the air” updates will be communicated to the CUSTOMER by means of an information message displayed on the radio device display in all other cases.

The update will be scheduled when the VEHICLE is switched off. In case of need of CUSTOMER to use the VEHICLE while the update or installation is in progress, the VEHICLE can be switched on, but the SERVICES might be temporarily unavailable. For such updates, depending on the BRAND concerned (Fiat, Fiat Professional, Alfa Romeo, Lancia, Jeep, Abarth), the CUSTOMER will have the possibility to postpone the update over time up to a maximum number of referrals beyond which the installation will start automatically.

The SUPPLIER recommends CUSTOMER to download the updates as soon as available. If the CUSTOMER has not completed the update supplied by SUPPLIER and necessary to keep the SERVICES in conformity, upon its availability, then SUPPLIER shall not be liable for any lack of conformity of the SERVICES that occurs or becomes apparent within the period of time during which the SERVICE is to be supplied under these GENERAL TERMS AND CONDITIONS.

The CUSTOMER accepts and acknowledges that “over the air” technology will be also used by SUPPLIER to perform the following activities without any further action required by CUSTOMER:

- updates necessary for legal, regulatory or cybersecurity compliance
  - installation of updates in case of bug-fixing;
  - updates required on any replacement of the network Service Provider;
  - installations necessary to make available a new service previously activated by CUSTOMER;
- In this case, the update or installation will be scheduled when the VEHICLE is switched off. In case of need of CUSTOMER to use the VEHICLE while the update or installation is in progress, the VEHICLE can be switched on, but the SERVICES will be temporarily unavailable, until the completion of the update or installation.

### **13. GENERAL PROVISIONS**

#### **13.1. Force majeure**

In case of a force majeure event, the services referred to in these GENERAL TERMS AND CONDITIONS will initially be suspended. If a force majeure event lasts for more than thirty (30) days, these terms and conditions shall be automatically terminated, unless otherwise agreed by the parties. It is expressly agreed between the parties that force majeure or fortuitous events, in addition to those usually deriving from court decisions, are understood as including but are not limited to: general strikes, lock-outs, epidemics, telecommunications network failures, earthquakes, fires, storms, floods, water damage, governmental restrictions, legal or statutory modifications preventing the performance of the SERVICES. If either party is prevented from, or delayed in performing any of its obligations under these GENERAL TERMS AND CONDITIONS by a force majeure event, said party will promptly notify the other party.

#### **13.2. Non waiver**

The failure of SUPPLIER to exercise or enforce any right under these GENERAL TERMS AND CONDITIONS shall not be deemed to be a waiver of that right nor can it serve to impede the exercise or enforcement of it at any time thereafter. Nothing in these GENERAL TERMS AND CONDITIONS is intended to constitute a partnership, franchise, joint venture, or agency relationship.

#### **13.3. Independence of the Parties**

Neither party has the authority to assume or create an obligation in the name and/or on behalf of the other party. Furthermore, each party remains solely responsible for its acts, allegations, commitments, SERVICES, products and personnel.

#### **13.4. Severability**

If one or more provisions of these GENERAL TERMS AND CONDITIONS is deemed invalid or so declared by a law, a regulation or a final decision having res judicata effect rendered by a court

having proper jurisdiction, the other provisions shall remain in full force and effect. The Parties agree to substitute for any such invalid, illegal, or unenforceable provision a new provision which serves the purpose of the invalid provision to the furthest possible extent.

#### **13.5. Good faith**

The parties declare that the undertakings referred to in these GENERAL TERMS AND CONDITIONS are made fully in good faith.

#### **13.6. Completeness of the agreement**

These GENERAL TERMS AND CONDITIONS supersede all prior agreements, arrangements and undertakings between the parties and constitute the entire agreement between the parties relating to the subject matter of these GENERAL TERMS AND CONDITIONS. Where applicable, the obligations of the parties under any pre-existing non-disclosure agreement shall remain in full force and effect in so far as there is no conflict between the same. The parties confirm that they have not entered into these GENERAL TERMS AND CONDITIONS on the basis of any representation that is not expressly incorporated into these GENERAL TERMS AND CONDITIONS.

#### **13.7. Applicable legislation and competent court**

The present GENERAL TERMS AND CONDITIONS and any dispute arising from or resulting from same will be governed by the laws of England. The CUSTOMER and SUPPLIER accept that any disputes arising from or resulting from these GENERAL TERMS AND CONDITIONS or from the use of the SERVICES by the CUSTOMER, will be subject to the jurisdiction of the Courts of England and Wales, except in cases of exclusive jurisdiction of the residence of the CUSTOMER provided for by law concerning the determination of the presiding court in disputes between professional and CONSUMER.

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## Appendix Ia - SERVICES for Fiat, Fiat Professional, Alfa Romeo, Lancia, Jeep and Abarth

SUPPLIER of the SERVICES is Stellantis Europe S.p.A., with head office in Turin, Corso Giovanni Agnelli No. 200, Post Code 10135, Tax ID and VAT 7973780013, with fully paid share capital of: EUR 850,000,000, registered in the Economic and Administrative Index (R.E.A.) of Turin under no. 07973780013 (hereinafter, also, "STELLANTIS EU").

As a general consideration, duration of services presented here under is 10 years from warranty start date, except if explicitly mentioned. Notwithstanding the above, the Services will terminate automatically if the communication network(s) used for their delivery is (are) no longer available or is (are) strongly saturated due to 2G and/or 3G and/or 4G network switch off decided by the telecommunication carriers. Please check the WEBSITE and contact Customer Care, to check if your VEHICLE model will be affected by such network switch off.

Some of the Services (marked with +) described here may not be available yet. This will depend on the Brand and Vehicle model/engine type and territorial availability. The CUSTOMER is invited to check their effective availability on the WEBSITE and the eligibility of their Vehicle.

### 1 PAIRING PROCESS

Pairing process may be required to activate some services, such as E-Remote Control, Remote Control or Connected Alarm (non limitative list). As well as the steps below the CUSTOMER should check the eligibility of the VEHICLE for the Service and that his SmartDevice is compatible with the VEHICLE by checking on the connectivity section of the Brand WEBSITE.

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.

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.

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.

The SUPPLIER shall not be liable where the Pairing Process is not completed properly.

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.

Only one CUSTOMER at a time can pair and use the Service concerned

#### 1.1 Definitions

«Pairing» and/or «Pairing Process»: the connection of the Vehicle with the Customer's MyBrand Account (being the account on the relevant Mobile Application) resulting from the Pairing Process, described in these T&Cs, successfully completed by the Customer. The Customer may only have one MyBrand Account paired to the same Vehicle.

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

«Trusted SmartDevice»: SmartDevice (Smartphone, Smartwatch etc) registered by the Customer in his/her MyBrand Account, by using his/her Trusted phone number.

#### 1.2 Process

##### 1.2.1 Prerequisites

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

- downloaded the Mobile Application on his SmartDevice;
- created a MyBrand Account.

##### 1.2.2 Three steps Pairing process

Once the Customer has ensured that he/she completed all of the prerequisites mentioned in Article 1.2.1 above, the Customer may sign in to his/her MyBrand Account via the Mobile Application.

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

In case of a disconnection of the Mobile Application and/or MyBrand 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 MyBrand Account to finish his/her Pairing Process.

##### Step 1: Trusted phone number certification

The Mobile Application prompts the Customer to enter, in his/her MyBrand Account, the mobile phone number on which Customer shall receive, by SMS, a verification code. The Customer must enter the full verification code in his/her MyBrand Account in order to certify the mobile phone number registered in his/her MyBrand Account, so that it becomes his/her Trusted phone number.

##### 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 MyBrand 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 MyBrand Account.

*Step 3a (Applies to all vehicles except Peugeot Boxer, Citroën Jumper and Opel Movano) : Pairing via the Vehicle's key*

Prior to completing this step of the Pairing Process the Customer must ensure that:

- the Trusted SmartDevice is connected either via a mobile internet connection (minimum 3 G) 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 Brand WEBSITE;
- the "Privacy" mode is disabled from the Vehicle touch screen by referring, if necessary, to the owners' manual, available online on the Brand WEBSITE;
- He is in possession of a Vehicle key

This step allows 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.

To complete this step successfully, the Customer must:

- Access to the Vehicle and pair the Trusted SmartDevice to the Vehicle via Bluetooth
- Turn on the Vehicle ignition (instrument panel switched on) or start the engine
- Pair the Vehicle with the Customer's MyBrand Account by pressing the button "LOG IN" displayed on the screen of his/her Trusted SmartDevice.

*Step 3b (Applies only to Peugeot Boxer, Citroën Jumper, Opel Movano) : Pairing using the Vehicle total mileage*

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

- the Trusted SmartDevice is connected either via a mobile internet connection (minimum 3 G) or Wi-Fi;
- the "Privacy" mode is disabled from the Vehicle touch screen by referring, if necessary, to the owners' manual, available online on the Brand WEBSITE;
- he/she is in possession of a Vehicle key

This step allows 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.

The Customer is aware that this process relies on data sent by the Vehicle to Stellantis cloud. Such data include (and are not limited to):

- The timestamps of "vehicle start" and "vehicle stop" events
- The total mileage of the vehicle

To complete this step successfully, the Customer must:

- Access to the Vehicle
- Start the engine when prompted by the Mobile Application to do so
- Enter in the Mobile Application the Vehicle total mileage as displayed on the dashboard
- Stop the engine when prompted by the Mobile Application to do so
- Confirm the end of the pairing process by validating in the Mobile Application on his/her Trusted SmartDevice.

*Step 3c (Applies to all IVI R1High and only NAC vehicles which haven't performed pairing via Vehicle's key) : Pairing via the QR code*

Prior to completing this step of the Pairing Process the Customer must ensure that:

- the Trusted SmartDevice is connected either via a mobile internet connection (minimum 3 G) or Wi-Fi;
- the "Privacy" mode is disabled from the Vehicle touch screen by referring, if necessary, to the owners' manual, available online on the Brand WEBSITE;
- He/she is in possession of a Vehicle key

This step allows 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. He is the only one that can use services requiring this pairing. To complete this step successfully, the Customer must:

- Access to the Vehicle
- Turn the Vehicle Engine on
- Generate QR code in car display by pressing the button "I confirmed, I started the car" on the screen of his/her MyBrand Account in Trusted SmartDevice.
- Pair the Vehicle with the Customer's MyBrand Account by scanning QR code displayed in car display via camera via his/her Trusted SmartDevice account.

*Step 3d (Applies to vehicles equipped with the Digital Key) : High Level Association*

Prior to completing this step of the Pairing Process the Customer must ensure that:

- the Trusted SmartDevice is connected either via a mobile internet connection (minimum 3 G) or Wi-Fi;
- the "Privacy" mode is disabled from the Vehicle touch screen by referring, if necessary, to the owners' manual, available online on the Brand WEBSITE;
- He/she is in possession of all Vehicle keys and/or cards.

This step allows the Customer to prove that he/she is the owner of the Vehicle, by showing that he/she possesses the Vehicle all physical Vehicle keys.

To complete this step successfully, the Customer must:

- Access to the Vehicle
- Turn the Vehicle Engine on
- Run the Mobile Application and click on the icon: Set up your digital key
- Proceed as instructed by the Mobile Application and the vehicle infotainment, presenting all physical keys when requested.

After performing the association, customers can create their digital keys on their phone native wallet.

In the event of a technical incident and/or loss of internet connection during the Pairing Process, the Mobile Application will inform the Customer of the problem. In this case, the Customer may have to redo part of or all of the Association Process.

If the problem persists, and it is not due to a total or partial loss of connection, the Customer should contact the Customer Contact Center.

## 2 Accident Assistance

This SERVICE offers the CUSTOMER functions outlined in 1.1 to 1.3 below in the event of an accident.

The CUSTOMER acknowledges that the DEVICE is able to detect the impact only if in operation at that time.

This SERVICE is available based on the legislation in force in the country of registration of the VEHICLE.

The supply of the SERVICE as described in article 2.1. excludes the simultaneous supply of the SERVICE as described in article 2.2.

### 2.1. e-Call

This function will be provided for the entire life cycle of the VEHICLE.

This function, where operational, is provided through the Public Emergency service of each country.

In the event of a significant impact recorded by the DEVICE on the VEHICLE, with consequent shutdown of the VEHICLE itself, a call is automatically forwarded from the VEHICLE to the respective Public Emergency number, together with the transmission of the data needed for identification and location of the VEHICLE. The Public Emergency Services will act according to local legislation and its own operating procedures.

**In the event of an eCall the system will disconnect all the other connected services for the next 60 minutes, in order to allow the Public Emergency service to contact the customer without interference.\***

The VEHICLE user always has the choice to send a request for manual assistance to the public emergency number by pressing a special button on board the VEHICLE.

\* only for some models / versions; for further details, consult the WEBSITE - connectivity section.

### 2.2. SOS call / Help

This SERVICE, where available, is provided by a SERVICE PROVIDER external to STELLANTIS EU.

In the event of a significant impact registered by the DEVICE on the VEHICLE, with consequent shutdown of the VEHICLE itself, a request for assistance is automatically sent from the VEHICLE to the OPERATING CENTRE, together with the transmission of the data needed for the identification and the location of the VEHICLE. The OPERATING CENTRE will then attempt to answer the call received or to recall the occupant on board the VEHICLE, to verify the need for assistance and to alert the public medical emergency services if necessary.

The VEHICLE occupant also has the option of manually requesting assistance from the OPERATING CENTRE by pressing the appropriate button or by selecting the appropriate menu on the radio set (where available).

Warning: The SOS Call functions may not be available in the first minute after starting the car.

### 2.3. Automatic EMERGENCY voice call

In countries where the SERVICE is not available in the manner described in the previous article 1.1. or 1.2. and/or upon expiry of the SERVICE referred to in Article 1.2., in the event of a significant impact recorded by the DEVICE on the VEHICLE, with consequent shutdown of the VEHICLE itself, a voice assistance call is automatically forwarded from the VEHICLE to the Public Emergency number for the relevant territory, without simultaneous sending of data. The Public Emergency Services will act according to local legislation and its own operating procedures.

With reference to conditions 1.1; 1.2; 1.3, the CUSTOMER acknowledges that for the correct sending of the request for assistance, the VEHICLE must be in a position covered by the mobile signal and GPS satellite coverage and that these networks are functioning correctly.

Territorial coverage: the details relating to the territorial coverage of the SERVICES described above (articles: 1.1; 1.2; 1.3) are available in the Connectivity section of the WEBSITE.

Warning: The EMERGENCY Automatic Voice Call functions may not be available in the first minute after starting the car.

## 3 Advanced Roadside Assistance (B Call)

If applicable by virtue of a separate agreement for Advanced Roadside Assistance between the CUSTOMER and STELLANTIS EU, in case of breakdown, accident or other inconvenience of the VEHICLE, the following applies:

This SERVICE, where available, is provided by a SERVICE PROVIDER appointed periodically by STELLANTIS EU and is available through an automatic mode (currently not yet available; for information on activation, refer to the WEBSITE) and a manual mode.

In automatic mode, when available, in the event of faults or serious damage caused by the DEVICE on the VEHICLE, a request for assistance is automatically sent from the VEHICLE to the OPERATING CENTRE, together with the transmission of useful data for the identification and location of the VEHICLE, as well as for the identification of the detected fault; the OPERATING CENTRE will then try to answer the call received, to check for the need for assistance and if necessary send a suitable roadside assistance vehicle to the site.

In manual mode, the VEHICLE occupant also has the option of manually requesting assistance from the OPERATING CENTRE by pressing the appropriate button ASSIST or by selecting the appropriate menu on the radio set (where available).

Territorial coverage:

Details of the Territorial coverage of the Service are available in the Connectivity section of the WEBSITE of the VEHICLE.

**Warning: The Advanced Roadside Assistance functions may not be available in the first minute after starting the car.**

#### **4 Customer service**

This service, where available, offers the CUSTOMER assistance in the event of problems or the need for information on issues relating to the VEHICLE and/or use of the SERVICES.

The occupant of the VEHICLE has the possibility to make the manual call directly to the STELLANTIS EU Customer Service by pressing the appropriate dedicated button or by selecting the appropriate menu on the radio device (where available).

The request is made to the STELLANTIS EU Customer Service together with the transmission of data needed for the identification and location of the VEHICLE to enable the Customer Service to provide the requested information.

#### **5 Vehicle Health Report (VHR)**

This Service, where available, may be provided on condition that the CUSTOMER has previously communicated a valid e-mail address to the STELLANTIS EU Assistance Network.

VHR provides information on the status and condition of the vehicle and communicates the potential maintenance needs through periodic e-mails to the CUSTOMER, based on the data collected and reported through the on-board instrumentation of the VEHICLE.

This Service, where available, also includes the communication in the Vehicle Health Report of a dedicated "Dealer Locator" link for the identification and selection of the service center of the official STELLANTIS EU network where you can go to have the necessary assistance interventions carried out.

The selection criteria of this service center are as follows:

- proximity of the aforementioned center to the place indicated by the CUSTOMER;
- of the corporate name of the assistance center of the official STELLANTIS EU network by the CUSTOMER.

#### **6 Eco Score**

Eco Score is a SERVICE, where available, which gives the CUSTOMER advice to help improve his/her driving style. Data on acceleration, deceleration, speed and gear changes are recorded in real time and are used to produce a score which is shown on the radio appliance screen.

The user can also view the scores related to previous trips in the MOBILE APPLICATION

#### **7 On Board Fuel Consumption Monitoring (OBFCM)**

In accordance with Article 9 of Implementing Regulation (EU) 2021/392 ("OBFCM"), this regulatory service allows the European Environment Agency (EEA) to collect vehicle data related to usage (such as VIN, total distance travelled, total fuel consumed, total grid energy into battery when applicable).

These data are used by EEA to monitor in real time the fuel and energy consumption and the CO2 emission of the new vehicles, in an anonymized and aggregated way.

This SERVICE is provided for 15 years after the vehicle is firstly put into circulation. As mentioned in OBFCM regulation, the CUSTOMER can refuse the collection and transmission of vehicle's data for regulatory OBFCM purpose. This can be done by contacting the Customer Care Center (contact information available on the brand website available for your country).

#### **8 Mileage disclosure to CAR PASS association (Belgium only)**

*This service is active in Belgium only, as an answer to regulatory requirement since 2020*  
In order to prevent fraud, it consists in providing 4 times a year the mileage of any vehicle registered in Belgium to CarPass, an association delegated by Belgian authorities to collect and control this data.

For connected vehicle, this mileage is collected over the air, if another service of the CONNECT ONE pack already requires this collection. This data is transmitted to CarPass, upon request of this organism

This service is provided lifetime, as long as CarPass requests the data (vehicle registered in Belgium)

#### **9 Application Over The Air (AOTA)**

This SERVICE, where available, is provided by a SERVICE PROVIDER external to STELLANTIS EU.

The AOTA (Application Over The Air) allows the OPERATING SYSTEM remotely to update the software of the computerised DEVICE and the application software of the radio apparatus, in order to make more recent software versions available to the CUSTOMER that include new features or improvements/enrichments of the features already offered.

The above updates are made at the discretion of BRAND.

These updates could affect the data stored in the VEHICLE SERVICES or eliminate them. The CUSTOMER acknowledges and expressly accepts that STELLANTIS EU is not responsible for any loss of data. The CUSTOMER is neither the owner of the SERVICES software nor does he or she

acquire the rights to use or modify such software independently. The CUSTOMER accepts that STELLANTIS EU has the right to operate remotely to update the software.

The CUSTOMER accepts and acknowledges that updates will be communicated to the CUSTOMER by means of an information message displayed on the radio device display.

Some necessary and crucial upgrades (for example but not exhaustive the firmware of the radio apparatus) will be performed immediately, while for others (for example, the applications performed on the radio apparatus) the CUSTOMER will have the possibility to postpone the update over time up to a maximum number of referrals beyond which the installation will start automatically.

If the update was still in progress at the next power-up, the radio will inform the CUSTOMER of the process in progress, warning of the temporary unavailability of the SERVICE.

Territorial coverage:

Details of the Territorial coverage of the SERVICE are available in the Connectivity section of the WEBSITE.

#### **10 In-Vehicle Notifications and Apps**

This SERVICE, where available, offers the Customer the possibility of receiving messages and/or notifications and/or apps relating to the supply of the SERVICES and reminder messages for recall campaigns or scheduled maintenance or other services.

The CUSTOMER may contact the STELLANTIS EU Customer Service to request further information regarding the messages received.

For recall campaigns, the CUSTOMER must always refer to the information provided in the written communication of the individual recall campaign received by mail from the VEHICLE owner.

Territorial coverage:

Details of the Territorial coverage of the Service are available in the Connectivity section of the WEBSITE.

#### **11 Preventive Maintenance (only for eligible Light Commercial Vehicles for professional or business customers)**

This Service forms part of the General Conditions of Use and Sale of Connect One and is therefore incorporated into and part of the Purchase Agreement

This Service may be provided on condition that the Customer has previously communicated a valid email address during the Vehicle purchasing process. The Service is only provided for the following models: Citroen Berlingo MY23, Citroen Jumpy MY23, Citroen Jumper MY23, Peugeot Partner MY23, Peugeot Expert MY23, Peugeot Boxer MY23, Opel Combo MY23, Opel Vivaro MY23, Opel Movano MY23, Fiat Doblo MY23, Fiat Scudo MY23, Fiat Ducato MY23. From time to time the Supplier may extend the range

of eligible Vehicles as further described on the Website

#### 11.1. Definition

"Authorised repairer" is an approved repairer of the Vehicle manufacturer's network authorised to carry out repairs on the Vehicle.

LCV or Light Commercial Vehicle(s): Light commercial vehicle(s)

"Platform" is the Service Provider's website or platform at [www.free2move-connectfleet.com](http://www.free2move-connectfleet.com) where the Customer may manage the settings of the Service and receive the Warnings.

"Warning": a warning and accompanying information produced by the Service Provider's information systems, using the technical information transmitted from the Vehicle's Device which includes maintenance alerts.

#### 11.2. Provision of Service and Activation

This Service is provided through a Service Provider which is Free2Move SAS 45 Rue de la Chaussée d'Antin 75009 PARIS - France Capital de 182 047 € Siret: 790 020 606 00022 N°TVA : FR11790020606 / EORI = FR79002060600022 ("F2M").

The Customer may use the Service through the Platform. If the Customer decides to do so, the Customer agrees to make use of it in accordance with the provisions of the Service Provider's own terms and conditions of use. The Personal Data of the Customer will be processed by the Service Provider acting as autonomous Controller according to the Privacy Notice available at the web site of the Services Provider <https://www.free2move.com>

On or after delivery date of the Vehicle, the Customer's valid email address is sent to the Service Provider. The Customer will receive an email from the Service Provider containing a brief description of the Service, which is already activated, and the process to access the Platform and/or to change the settings if needed (including deactivating the Service).

Starting from the warranty start date, and as an exception to the duration set out for Connect One pack of Services, the Service is provided for four years as part of the Connect One pack of Services. After that time, the Service will become an additional service outside of Connect One pack of Services, which will require a new additional subscription that can be optionally subscribed for by the Customer upon acceptance and payment through the Platform.

#### 11.3. Service Description

When a Warning requires the intervention of a technician on the Vehicle, the Customer will receive an alert by email and/or on the Platform with the content of the Warning and a link to the online booking system, which will enable the Customer to make an appointment booking online with the Authorised repairer of his choice located in Registration Country. In the event that the Vehicle is not in Registration Country but is in a country specified in condition paragraph 9.5 below, the Customer will be offered an appointment on their return to the Registration Country or be advised to use the relevant Roadside Assistance service.

This appointment will only be made following agreement with the Customer and will take place at an Authorised repairer of his choice located in Registration Country. In the event that the Vehicle is not in Registration Country but is in a country specified in condition paragraph 10.4 below, the Customer will be offered an appointment on their return to the Registration

Country or be advised to use the relevant Roadside Assistance service.

A weekly report will be sent by e-mail to the Customer and/or on the Platform with a summary of the Warnings (if any) that occurred on his Vehicle in the 7 days prior to the date of the report.

A monthly report will be sent by e-mail to the Customer and/or on the Platform with a summary of the next or exceeded maintenance date (when available) and/or the next or exceeded maintenance odometer readings (when available).

A Warning is detected and understood using the technical information transmitted from the Vehicle to the Service Provider information systems by the Telematics Unit/Device.

On the basis of this information, a Warning may be triggered for the following equipment categories (not limited):

- Vehicle maintenance system (such as the service light)
- Security systems (such as the Airbags) - Driving aid system (such as ESP)
- Power train (including the engine)
- Brake system (such as ABS)
- Fluid levels (such as the oil level)

If, from amongst these categories, any equipment is not fitted or is not technically able to transmit a Warning, due to the model or the Vehicle finish, no Warning can be transmitted for the equipment concerned.

Customer can deactivate the Service writing to following F2M email address: [support-connectfleet@free2move.com](mailto:support-connectfleet@free2move.com)

#### 11.4. Operation conditions

Vehicle technical information and Warnings can only be transmitted to the Customer where the following conditions are met:

- the Customer has previously communicated a valid e-mail address during the Vehicle purchasing process.
- the Vehicle engine must be running and the Vehicle must be located in an area with mobile phone operator coverage (without technical, atmospheric or topographical disturbances to the coverage) and in one of the countries listed in paragraph 10.5 (Territoriality) below
- If the engine is not running or if the Vehicle is not in an area covered by a mobile phone operator network, the information is stored and transmitted when the engine is next running, or on re-entry to an area covered by a mobile phone operator.
- the Device, or the units required for the operation of the Device, must not have been damaged during an accident, theft or any other event.

The monthly email report referred to in the Service description may not reflect all relevant data if any of the above conditions were not met.

#### 11.5. Territoriality

The technical information necessary for the detection and interpretation of Warnings can only be transmitted by the Vehicle in the following countries, subject to the coverage of the telephone network and geolocation satellite systems in the area in which the Vehicle is located: Italy, Spain, Portugal, UK, France, Austria, Germany, Belgium, Luxembourg, Nederland, Poland.

#### 11.6. Liability

The Warnings and associated information do not cover all possible malfunctions and units, but only the Warnings that may be triggered by the equipment categories listed in paragraph 10.2 above, to the extent such equipment is fitted to the relevant Vehicle.

The detection of Warnings and the associated Customer contact are for information purposes only. Their existence does not exempt the Vehicle Customer or User from:

- complying with the instructions in the Vehicle user manual/handbook,

- paying attention to the mileage appearing on the Vehicle's odometer, the passage of time, the alerts appearing on the Vehicle dashboard, the fluid levels, the Vehicle condition and any other indicator of a malfunction or technical problem, and subsequently taking all appropriate actions and particularly ensuring that all required technical operations are carried out.

It is Customer's responsibility to book an appointment with an Authorised repairer when needed / required. The Service Provider is not responsible for any services provided by the Authorised repairer.

#### 11.7. Sale or transfer of the Vehicle

For the avoidance of doubt, pursuant to Article 9.3 in such circumstances, the Customer will be required to terminate the Service and any new owner or transferee of the Vehicle will be required to re-subscribe to the Service. In such case, new owner or transferee shall only be entitled to use the Service for the remainder of the initial duration of the Service for which the immediately preceding original Customer subscribed

#### 12 E-control\*

is a feature that allows the SUBSCRIBER to control remotely several functions based on electric vehicles (EV) services. This feature is divided in 3 different sub-features available in the mobile App and in the radio; namely, charge now, charge schedule, climate schedule.

\* E-control functions are only available for electric or PLUG-IN Hybrid vehicles.

**12.1. E-control Charge now** allows the SUBSCRIBER to start instantly the recharge if the VEHICLE is already connected through a single button displayed on the desired touch point.

**12.2. E-control Charge Schedule** allows the SUBSCRIBER to access a preferred calendar where starting time, end time, day of the week, recursion of the operation can be set.

**12.3. E-control Climate schedule** allows the SUBSCRIBER to access a preferred calendar where departure time, day of the week, recursion of the operation can be set. The feature doesn't allow you to choose a precise temperature. Given a departure time, the feature will compute

automatically a comfortable temperature to be reached inside of the VEHICLE.

### 13 Digital Keys

**Digital Keys is only available for Jeep vehicles, model year 2026.**

The service leverages the native wallet application in smartphones, allowing those to store a digital version of the vehicle keys. It is available on a limited number of smartphones that support ultrawide band, NFC (near field communication) and wallet based digital car keys. It is possible that certain geographical regions do not support the smartphone wallet, in this case, it may not be possible to create a Digital Key for the vehicle. Ultra-wide band technology operates on an operational frequency range that may not be available for civilian use in some regions, in this case the Digital Key can only be used as a 'tap access' NFC digital key. Digital Keys will operate without using the connected vehicle application post initial owner key pairing process. There can be only one owner key at any point in time and creating an owner key requires the user to be in possession of physical keys to the vehicle.

- Digital Key services are intended to replace the traditional vehicle key fob.
- Users need to treat Digital Keys and associated NFC cards with the same level of security and importance as they would a traditional physical key.
- In case of misplacement or theft of the digital key or NFC card, users are expected to report the same to local police authorities and preferably have the lost keys disabled by their authorized service dealer.
- Sharing and delegating a digital key from the wallet is done at the discretion of the user and the vehicle manufacturer should not be held responsible for any misuse of the shared digital key.
- It is recommended that users always share a digital key with an activation code for added security.
- Digital Key services need to be terminated by the current owner before sale of the vehicle to a new user.
- Digital Key management on the vehicle requires the vehicle to be connected to cloud services. In case of network coverage issues, it is possible that the Digital Key services may not function as intended, this could lead to concerns in relation to vehicle access.
- Users should be aware of vehicle connectivity status before sharing and terminating keys.

- Suitable backup access is always recommended to ensure users are not stranded due to device connectivity, device state of charge or other technology related issues.
- The vehicle manufacturer will not be responsible for issues arising from keys that were not deleted by the previous owner.

For more information please verify the vehicle's manufacturer website or contact the Customer Contact Center.

### SERVICES TERRITORY COVERAGE

The Services' geographic coverage provided by the Service SUPPLIER for Customers having subscribed to these in their country of residence is indicated in the WEBSITE.

It applies when travelling inside and outside of this country of residence.

## Appendix Ib - SERVICES for Peugeot, Citroën, DS, Opel and Vauxhall

SUPPLIER of the SERVICES is PSA Automobiles SA a Société par actions simplifiée (Stellantis Auto S.A.S.) with capital of 300 176 800 euros, registered with the Versailles Trade and Companies Registry under number 542 065 479, having its registered office at 2 à 10 Boulevard de l'Europe, 78 300 Poissy, France (hereinafter, also, "PSA").

As a general consideration, duration of services presented here under is 10 years from warranty start date, except if explicitly mentioned.

Notwithstanding the above, the Services will terminate automatically if the communication network(s) used for their delivery is (are) no longer available or is (are) strongly saturated due to 2G and/or 3G and/or 4G network switch off decided by the telecommunication carriers. Please check the WEBSITE and contact Customer Care, to check if your VEHICLE model will be affected by such network switch off.

Some of the Services (marked with +) described here may not be available yet, until later in 2024 or after. This will depend on the Brand and Vehicle model/engine type and territorial availability. The CUSTOMER is invited to check their effective availability on the WEBSITE and the eligibility of their Vehicle.

### 1 PAIRING PROCESS

Pairing process may be required to activate some services, such as E-Remote Control, Remote Control or Connected Alarm (non limitative list). As well as the steps below the CUSTOMER should check the eligibility of the VEHICLE for the Service and that his SmartDevice is compatible with the VEHICLE by checking on the connectivity section of the Brand WEBSITE.

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.

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.

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.

The SUPPLIER shall not be liable where the Pairing Process is not completed properly.

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.

Only one CUSTOMER at a time can pair and use the Service concerned

#### 1.3 Definitions

«Pairing» and/or «Pairing Process»: the connection of the Vehicle with the Customer's MyBrand Account (being the account on the relevant Mobile Application) resulting from the Pairing Process, described in these T&Cs, successfully completed by the Customer. The Customer may only have one MyBrand Account paired to the same Vehicle.

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

«Trusted SmartDevice»: SmartDevice (Smartphone, Smartwatch etc) registered by the Customer in his/her MyBrand Account, by using his/her Trusted phone number.

#### 1.4 Process

##### 1.4.1 Prerequisites

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

- downloaded the Mobile Application on his SmartDevice;
- created a MyBrand Account.

##### 1.4.2 Three steps Pairing process

Once the Customer has ensured that he/she completed all of the prerequisites mentioned in Article 1.2.1 above, the Customer may sign in to his/her MyBrand Account via the Mobile Application.

The Customer's SmartDevice must be connected to the internet and the Customer's MyBrand 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 MyBrand Account.

In case of a disconnection of the Mobile Application and/or MyBrand 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 MyBrand Account to finish his/her Pairing Process.

##### Step 1: Trusted phone number certification

The Mobile Application prompts the Customer to enter, in his/her MyBrand Account, the mobile phone number on which Customer shall receive, by SMS, a verification code. The Customer must enter the full verification code in his/her MyBrand Account in order to certify the mobile phone number registered in his/her MyBrand Account, so that it becomes his/her Trusted phone number.

##### 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 MyBrand 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 MyBrand Account.

*Step 3a (Applies to all vehicles except Peugeot Boxer, Citroën Jumper and Opel Movano) : Pairing via the Vehicle's key*

Prior to completing this step of the Pairing Process the Customer must ensure that:

- the Trusted SmartDevice is connected either via a mobile internet connection (minimum 3 G) 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 Brand WEBSITE;
- the "Privacy" mode is disabled from the Vehicle touch screen by referring, if necessary, to the owners' manual, available online on the Brand WEBSITE;
- He is in possession of a Vehicle key

This step allows 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.

To complete this step successfully, the Customer must:

- Access to the Vehicle and pair the Trusted SmartDevice to the Vehicle via Bluetooth
- Turn on the Vehicle ignition (instrument panel switched on) or start the engine
- Pair the Vehicle with the Customer's MyBrand Account by pressing the button "LOG IN" displayed on the screen of his/her Trusted SmartDevice.

*Step 3b (Applies only to Peugeot Boxer, Citroën Jumper, Opel Movano) : Pairing using the Vehicle total mileage*

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

- the Trusted SmartDevice is connected either via a mobile internet connection (minimum 3 G) or Wi-Fi;
- the "Privacy" mode is disabled from the Vehicle touch screen by referring, if necessary, to the owners' manual, available online on the Brand WEBSITE;
- he/she is in possession of a Vehicle key

This step allows 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.

The Customer is aware that this process relies on data sent by the Vehicle to Stellantis cloud. Such data include (and are not limited to):

- The timestamps of "vehicle start" and "vehicle stop" events
- The total mileage of the vehicle

To complete this step successfully, the Customer must:

- Access to the Vehicle
- Start the engine when prompted by the Mobile Application to do so
- Enter in the Mobile Application the Vehicle total mileage as displayed on the dashboard
- Stop the engine when prompted by the Mobile Application to do so
- Confirm the end of the pairing process by validating in the Mobile Application on his/her Trusted SmartDevice.

*Step 3c (Applies to all IVI R1High and only NAC vehicles which haven't performed pairing via Vehicle's key) : Pairing via the QR code*

Prior to completing this step of the Pairing Process the Customer must ensure that:

- the Trusted SmartDevice is connected either via a mobile internet connection (minimum 3 G) or Wi-Fi;
- the "Privacy" mode is disabled from the Vehicle touch screen by referring, if necessary, to the owners' manual, available online on the Brand WEBSITE;
- He/she is in possession of a Vehicle key

This step allows 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. He is the only one that can use services requiring this pairing

To complete this step successfully, the Customer must:

- Access to the Vehicle
- Turn the Vehicle Engine on
- Generate QR code in car display by pressing the button "*I confirmed, I started the car*" on the screen of his/her MyBrand Account in Trusted SmartDevice.
- Pair the Vehicle with the Customer's MyBrand Account by scanning QR code displayed in car display via camera via his/her Trusted SmartDevice account.

In the event of a technical incident and/or loss of internet connection and/or Bluetooth during the Pairing Process, the Mobile Application will inform the Customer of the problem. In this case, the Customer may have to redo part or all of the Pairing Process.

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 Center.

## **2. Telemaintenance**

This Service requires a further online activation by the CUSTOMER. Please follow instructions provided online to complete the activation of this Service.

### **2.1. Definitions**

- "Authorised repairer": an approved repairer of the Vehicle manufacturer's network authorised to carry out repairs on the Vehicle.
- "Preferred Authorised repairer": the Authorised repairer chosen by the Customer when he sets up his Application account. If no Authorised repairer is stated in the Application account of the Customer, the Preferred Authorised repairer will be the original Selling Dealer of the Vehicle, specified in the order form at the time of purchase of the Vehicle.
- "Warning": a warning and accompanying information produced by the SUPPLIER/Service Provider's information systems, using the technical information transmitted from the Vehicle's Telematics Unit.

### **2.2. Service Description**

When a Warning requires the intervention of a technician on the Vehicle, the Customer will receive an alert in order to offer an appointment at his Preferred Authorised Repairer

If the Customer has a Mobile Application account, he will receive the alert from the SUPPLIER/Service Provider through a

notification in the Mobile Application and by e-mail at the e-mail address specified when subscribing to the Service.

If the Customer does not have a Mobile Application account, he will receive the alert via an e-mail sent to the e-mail address specified when subscribing to the Service (on the Website or on the order form when purchasing the Vehicle).

If the Customer does not have a Mobile Application account nor an e-mail address, he will receive the alert by SMS on his mobilephone using the phone number specified on the Customer's Website personal account or as specified by the Customer in the order form at the time of purchase.

The alert received by the Customer in that respect will contain a link to the online booking system, which will enable the Customer to make an appointment booking online with the authorised repairer of his choice.

If the Customer does not have a Mobile Application account nor an e-mail address nor a mobile phone number, he will be directly called on his fixed line by the Customer Care Team or by his Preferred Authorised repairer. The Customer will be directly contacted on his fixed line using the number specified on the Customer's Website personal account or as specified by the Customer in the order form at the time of purchase of the Vehicle, in order to offer an appointment at the authorised repairer of his choice.

For the Customer who provides an e-mail address when subscribing to the Service (on the Website or on the order form when purchasing the Vehicle) a monthly report will be sent with a summary of the Warnings (if any) that occurred on his Vehicle in the 30 days prior to the date of the report.

Please note that the Warning provided by digital alerts described above are not available in some countries (see WEBSITE for more information). In those countries, the Customer can only be contacted by telephone (mobile phone or fixed line) by the Customer Care Team or his Preferred Authorised Repairer. Therefore for the avoidance of doubt such customers would not receive a monthly report as described above. This appointment will only be made following agreement with the Customer and will take place at an authorised repairer of his choice located in the [country of his residence] [Italy, Spain, Portugal, UK, France, Austria, Germany, Belgium, Nederland, Poland. In the event that the Vehicle is not in Italy, Spain, Portugal, UK, France, Austria, Germany, Belgium, Nederland, Poland.], but is in a country specified in condition 1.4, the Customer will be offered an appointment on their return to Italy, Spain, Portugal, UK, France, Austria, Germany, Belgium, Nederland, Poland. or be advised to use the relevant Roadside Assistance service. A Warning is detected and understood using the technical information transmitted from the Vehicle to the Service Provider information systems by the Telematics Unit.

On the basis of this information, a Warning may be triggered for the following equipment categories:

- Vehicle maintenance system (such as the service light)
- Security systems (such as the Airbags) - Driving aid system (such as ESP)
- Power train (including the engine)
- Brake system (such as ABS)
- Fluid levels (such as the oil level)

If, from amongst these categories, any equipment is not fitted or is not technically able to transmit a Warning, due to the model or the Vehicle finish, no Warning can be transmitted for the equipment concerned

### **2.3. Operation conditions**

Vehicle technical information and Warnings can only be transmitted where the following conditions are met:

- the Vehicle engine must be running and the Vehicle must be located in an area with mobile phone operator coverage (without technical, atmospheric or topographical disturbances to the coverage).
- If the engine is not running or if the Vehicle is not in an area covered by a mobile phone operator network, the information is stored and transmitted when the engine is next running, or on re-entry to an area covered by a mobile phone operator.
- the Telematics Unit, or the units required for the operation of the Telematics Unit, must not have been damaged during an accident, theft or any other event.
- the Customer has the telephone (the number for which the Customer has provided to the Service Provider) switched on and connected to the telephone network.

Therefore for the avoidance of doubt monthly email report referred to in condition above may not reflect all relevant data if any of the above conditions were not met.

For the best service experience, it is recommended that in addition: the Customer provide an e-mail address or download the Application on his smartphone.

### **2.4. Territoriality**

The technical information necessary for the detection and interpretation of Warnings can only be transmitted by the Vehicle in the following countries, subject to the coverage of the telephone network in the area in which the Vehicle is located: France, Spain, Portugal, Benelux, the Netherlands, Germany, Austria, Switzerland, Italy, Poland, Czech Republic, Slovakia, Denmark, United Kingdom, Sweden, Norway.

### **2.5. Liability**

The Warnings and associated information do not cover all possible malfunctions and units, but only the Warnings that may be triggered by the equipment categories listed in condition 12 above, to the extent such equipment is fitted to the relevant Vehicle.

The detection of Warnings and the associated Customer contact are for information purposes only. Their existence does not exempt the Vehicle user from:

- complying with the instructions in the Vehicle user manual/handbook,

- paying attention to the mileage appearing on the Vehicle's odometer, the passage of time, the alerts appearing on the Vehicle dashboard, the fluid levels, the Vehicle condition and any other indicator of a malfunction or technical problem, and subsequently taking all appropriate actions and particularly ensuring that all required technical operations are carried out.

### **3. Accident Assistance**

This SERVICE offers the CUSTOMER functions outlined in 2.1 to 2.3 below in the event of an accident.

The CUSTOMER acknowledges that the DEVICE is able to detect the impact only if in operation at that time.

This SERVICE is available based on the legislation in force in the country of registration of the VEHICLE.

The supply of the SERVICE as described in article 2.1. excludes the simultaneous supply of the SERVICE as described in article 1.2.

#### **3.1. e-Call**

This function will be provided for the entire life cycle of the VEHICLE.

This function, where operational, is provided through the Public Emergency service of each country.

In the event of a significant impact recorded by the DEVICE on the VEHICLE, with consequent shutdown of the VEHICLE itself, a call is automatically forwarded from the VEHICLE to the respective Public Emergency number, together with the transmission of the data needed for identification and location of the VEHICLE. The Public Emergency Services will act according to local legislation and its own operating procedures.

**In the event of an eCall the system will disconnect all the other connected services for the next 60 minutes, in order to allow the Public Emergency service to contact the customer without interference. \***

The VEHICLE user always has the choice to send a request for manual assistance to the public emergency number by pressing a special button on board the VEHICLE.

\* only for some models / versions; for further details, consult the WEBSITE - connectivity section.

#### **3.2. SOS call / Help**

This SERVICE, where available, is provided by a SERVICE PROVIDER external to PSA

In the event of a significant impact registered by the DEVICE on the VEHICLE, with consequent shutdown of the VEHICLE itself, a request for assistance is automatically sent from the VEHICLE to the OPERATING CENTRE, together with the transmission of the data needed for the identification and the location of the VEHICLE. The OPERATING CENTRE will then attempt to answer the call received or to recall the occupant

on board the VEHICLE, to verify the need for assistance and to alert the public medical emergency services if necessary.

The VEHICLE occupant also has the option of manually requesting assistance from the OPERATING CENTRE by pressing the appropriate button or by selecting the appropriate menu on the radio set (where available).

Warning: The SOS Call functions may not be available in the first minute after starting the car.

#### **3.3. Automatic EMERGENCY voice call**

In countries where the SERVICE is not available in the manner described in the previous article 2.1. or 2.2. and/or upon expiry of the SERVICE referred to in Article 22., in the event of a significant impact recorded by the DEVICE on the VEHICLE, with consequent shutdown of the VEHICLE itself, a voice assistance call is automatically forwarded from the VEHICLE to the Public Emergency number for the relevant territory, without simultaneous sending of data. The Public Emergency Services will act according to local legislation and its own operating procedures.

With reference to conditions 2.1; 2.2; 2.3, the CUSTOMER acknowledges that for the correct sending of the request for assistance, the VEHICLE must be in a position covered by the mobile signal and GPS satellite coverage and that these networks are functioning correctly.

Territorial coverage: the details relating to the territorial coverage of the SERVICES described above (articles: 2.1; 2.2; 2.3) are available in the Connectivity section of the WEBSITE.

Warning: The EMERGENCY Automatic Voice Call functions may not be available in the first minute after starting the car.

### **4. Advanced Roadside Assistance (B Call)**

If applicable by virtue of a separate agreement for Advanced Roadside Assistance between the CUSTOMER and PSA, in case of breakdown, accident or other inconvenience of the VEHICLE, the following applies:

This SERVICE, where available, is provided by a SERVICE PROVIDER appointed periodically by PSA and is available through an automatic mode (currently not yet available; for information on activation, refer to the WEBSITE) and a manual mode.

In automatic mode, when available, in the event of faults or serious damage caused by the DEVICE on the VEHICLE, a request for assistance is automatically sent from the VEHICLE to the OPERATING CENTRE, together with the transmission of useful data for the identification and location of the VEHICLE, as well as for the identification of the detected fault; the OPERATING CENTRE will then try to answer the call received, to check for the need for assistance and if necessary send a suitable roadside assistance vehicle to the site.

In manual mode, the VEHICLE occupant also has the option of manually requesting assistance from the OPERATING CENTRE by pressing the appropriate button ASSIST or by selecting the appropriate menu on the radio set (where available).

Territorial coverage:

Details of the Territorial coverage of the Service are available in the Connectivity section of the WEBSITE of the VEHICLE.

**Warning: The Advanced Roadside Assistance functions may not be available in the first minute after starting the car.**

### **5. Customer service**

This service, where available, offers the CUSTOMER assistance in the event of problems or the need for information on issues relating to the VEHICLE and/or use of the SERVICES.

The occupant of the VEHICLE has the possibility to make the manual call directly to the PSA Customer Service by pressing the appropriate dedicated button or by selecting the appropriate menu on the radio device (where available).

The request is made to the PSA Customer Service together with the transmission of data needed for the identification and location of the VEHICLE to enable the Customer Service to provide the requested information.

### **6. On Board Fuel Consumption Monitoring (OBFCM)**

In accordance to Article 9 of Implementing Regulation (EU) 2021/392 ("OBFCM"), this regulatory service allows the European Environment Agency (EEA) to collect vehicle data related to usage (such as VIN, total distance travelled, total fuel consumed, total grid energy into battery when applicable).

These data are used by EEA to monitor in real usage the fuel and energy consumption and the CO2 emission of the new vehicles, in an anonymized and aggregated way.

This SERVICE is provided for 15 years after the vehicle is firstly put into circulation. As mentioned in OBFCM regulation, the CUSTOMER can refuse the collection and transmission of vehicle's data for regulatory OBFCM purpose. This can be done by contacting the Customer Care Center (contact information available on the brand website available for your country).

### **7. Mileage disclosure to CAR PASS association (Belgium only)**

*This service is active in Belgium only, as an answer to regulatory requirement since 2020*

In order to prevent fraud, it consists in providing 4 times a year the mileage of any vehicle registered in Belgium to CarPass, an association

delegated by belgian authorities to collect and control this data.

For connected vehicle, this mileage is collected over the air, if another service of the CONNECT ONE pack already requires this collection. This

#### **8. Application Over The Air (AOTA)**

The AOTA (Application Over The Air) allows the OPERATING SYSTEM remotely to update the software of the computerised DEVICE and the application software of the radio apparatus, in order to make more recent software versions available to the CUSTOMER that include new features or improvements/enrichments of the features already offered.

The above updates are made at the discretion of BRAND

These updates could affect the data stored in the VEHICLE SERVICES or eliminate them. The CUSTOMER acknowledges and expressly accepts that PSA is not responsible for any loss of data. The CUSTOMER is neither the owner of the SERVICES software nor does he or she acquire the rights to use or modify such software independently. The CUSTOMER accepts that PSA has the right to operate remotely to update the software.

The CUSTOMER accepts and acknowledges that updates will be communicated to the CUSTOMER by means of an information message displayed on the radio device display;

Some necessary and crucial upgrades (for example but not exhaustive the firmware of the radio apparatus) will be performed immediately, while for others (for example, the applications performed on the radio apparatus) the CUSTOMER will have the possibility to postpone the update over time up to a maximum number of referrals beyond which the installation will start automatically.

If the update was still in progress at the next power-up, the radio will inform the CUSTOMER of the process in progress, warning of the temporary unavailability of the SERVICE.

Details of the Territorial coverage of the SERVICE are available in the Connectivity section of the WEBSITE.

#### **9. In-Vehicle Notifications and Apps**

This SERVICE, where available, offers the Customer the possibility of receiving messages and/or notifications and/or apps relating to the supply of the SERVICES and reminder messages for recall campaigns or scheduled maintenance or other services.

The CUSTOMER may contact the PSA Customer Service to request further information regarding the messages received.

For recall campaigns, the CUSTOMER must always refer to the information provided in the written communication of the individual recall campaign received by mail from the VEHICLE owner.

Territorial coverage:

data is transmitted to CarPass, upon request of this organism

This service is provided lifetime, as long as CarPass requests the data (vehicle registered in Belgium). This service, where available, is This Service may be provided on condition that the Customer has previously communicated a valid email address during the Vehicle Details of the Territorial coverage of the Service are available in the Connectivity section of the WEBSITE.

#### **10. Preventive Maintenance (only for eligible Light Commercial Vehicles for professional or business customers)**

This Service forms part of the General Conditions of Use and Sale of Connect One and is therefore incorporated into and part of the Purchase Agreement

This Service may be provided on condition that the Customer has previously communicated a valid email address during the Vehicle purchasing process. The Service is only provided for the following models: Citroen Berlingo MY23, Citroen Jumpy MY23, Citroen Jumper MY23, Peugeot Partner MY23, Peugeot Expert MY23, Peugeot Boxer MY23, Opel Combo MY23, Opel Vivaro MY23, Opel Movano MY23, Fiat Doblo MY23, Fiat Scudo MY23, Fiat Ducato MY23. From time to time the Supplier may extend the range of eligible Vehicles as further described on the Website

##### **10.1 Definition**

"Authorised repairer" is an approved repairer of the Vehicle manufacturer's network authorised to carry out repairs on the Vehicle.

LCV or Light Commercial Vehicle(s): Light commercial vehicle(s)

"Platform" is the Service Provider's website or platform at [www.free2move-connectfleet.com](http://www.free2move-connectfleet.com) where the Customer may manage the settings of the Service and receive the Warnings.

"Warning": a warning and accompanying information produced by the Service Provider's information systems, using the technical information transmitted from the Vehicle's Device which includes maintenance alerts.

"Registration Country" : country where the Vehicle is registered

##### **10.2 Provision of Service and Activation**

This Service is provided through a Service Provider which is Free2Move SAS 45 Rue de la Chaussée d'Antin 75009 PARIS - France Capital de 182 047 € Siret: 790 020 606 00022 N°TVA : FR11790020606 / EORI = FR79002060600022 ("F2M").

The Customer may use the Service through the Platform. If the Customer decides to do so, the Customer agrees to make use of it in accordance with the provisions of the Service Provider's own terms and conditions of use. The Personal Data of the Customer will be processed by the Service Provider acting as autonomous Controller according to the Privacy Notice available at the web site of the Services Provider <https://www.free2move.com>

On or after delivery date of the Vehicle, the Customer's valid email address is sent to the Service Provider. The Customer will receive an email from the Service Provider containing a brief description of the Service, which is already activated, and the process to access the Platform

provided by a SERVICE PROVIDER external to PSA.

and/or to change the settings if needed (including deactivating the Service).

Starting from the warranty start date, and as an exception to the duration set out for Connect One pack of Services, the Service is provided for four years as part of the Connect One pack of Services. After that time, the Service will become an additional service outside of Connect One pack of Services, which will require a new additional subscription that can be optionally subscribed for by the Customer upon acceptance and payment through the Platform.

##### **10.3 Service Description**

When a Warning requires the intervention of a technician on the Vehicle, the Customer will receive an alert by email and/or on the Platform with the content of the Warning and a link to the online booking system, which will enable the Customer to make an appointment booking online with the Authorised repairer of his choice located in Registration Country. In the event that the Vehicle is not in Registration Country but is in a country specified in condition paragraph 95 below, the Customer will be offered an appointment on their return to the Registration Country or be advised to use the relevant Roadside Assistance service.

This appointment will only be made following agreement with the Customer and will take place at an Authorised repairer of his choice located in Registration Country. In the event that the Vehicle is not in Registration Country but is in a country specified in condition paragraph 95 below, the Customer will be offered an appointment on their return to the Registration Country or be advised to use the relevant Roadside Assistance service.

A weekly report will be sent by e-mail to the Customer and/or on the Platform with a summary of the Warnings (if any) that occurred on his Vehicle in the 7 days prior to the date of the report.

A monthly report will be sent by e-mail to the Customer and/or on the Platform with a summary of the next or exceeded maintenance date (when available) and/or the next or exceeded maintenance odometer readings (when available).

A Warning is detected and understood using the technical information transmitted from the Vehicle to the Service Provider information systems by the Telematics Unit/Device.

On the basis of this information, a Warning may be triggered for the following equipment categories (not limited):

- Vehicle maintenance system (such as the service light)
- Security systems (such as the Airbags) - Driving aid system (such as ESP)
- Power train (including the engine)
- Brake system (such as ABS)
- Fluid levels (such as the oil level)

If, from amongst these categories, any equipment is not fitted or is not technically able to transmit a Warning, due to the model or the Vehicle finish, no Warning can be transmitted for the equipment concerned.

Customer can deactivate the Service writing to following F2M email address: support-connectfleet@free2move.com

#### 10.4 Operation conditions

Vehicle technical information and Warnings can only be transmitted to the Customer where the following conditions are met:

- the Customer has previously communicated a valid e-mail address during the Vehicle purchasing process.
- the Vehicle engine must be running and the Vehicle must be located in an area with mobile phone operator coverage (without technical, atmospheric or topographical disturbances to the coverage) and in one of the countries listed in paragraph 9.5 (Territoriality) below
- If the engine is not running or if the Vehicle is not in an area covered by a mobile phone operator network, the information is stored and transmitted when the engine is next running, or on re-entry to an area covered by a mobile phone operator.
- the Device, or the units required for the operation of the Device, must not have been damaged during an accident, theft or any other event.

The monthly email report referred to in the Service description may not reflect all relevant data if any of the above conditions were not met.

#### 10.5 Territoriality

The technical information necessary for the detection and interpretation of Warnings can only be transmitted by the Vehicle in the following countries, subject to the coverage of the telephone network and geolocation satellite systems in the area in which the Vehicle is located: Italy, Spain, Portugal, UK, France, Austria, Germany, Belgium, Luxembourg, Nederland, Poland.

#### 10.6 Liability

The Warnings and associated information do not cover all possible malfunctions and units, but only the Warnings that may be triggered by the equipment categories listed in paragraph 9.3 above, to the extent such equipment is fitted to the relevant Vehicle.

The detection of Warnings and the associated Customer contact are for information purposes only. Their existence does not exempt the Vehicle Customer or User from:

- complying with the instructions in the Vehicle user manual/handbook,
- paying attention to the mileage appearing on the Vehicle's odometer, the passage of time, the alerts appearing on the Vehicle dashboard, the fluid levels, the Vehicle condition and any other indicator of a malfunction or technical problem, and subsequently taking all appropriate actions and particularly ensuring that all required technical operations are carried out.

It is Customer's responsibility to book an appointment with an Authorised repairer when needed / required. The Service Provider is not responsible for any services provided by the Authorised repairer.

#### 10.7 Sale or transfer of the Vehicle

For the avoidance of doubt, pursuant to Article 9.3 in such circumstances, the Customer will be required to terminate the Service and any new owner or transferee of the Vehicle will be required to re-subscribe to the Service. In such case, new owner or transferee shall only be entitled to use the Service for the remainder of the initial duration of the Service for which the immediately preceding original Customer subscribed.

#### 11. Cybersecurity event detection System

This SERVICE, where available and depending on the vehicle eligibility, will be provided for the entire life cycle of the VEHICLE.

This SERVICE, where operational, aims at enhancing cybersecurity measures of vehicles by detecting cyberattack attempts or vehicles' cyber-vulnerabilities. It supports the security measures linked to the VEHICLE's connectivity and allows the due performance of connected services concerned by this contract.

Every time the VEHICLE detects and reports cyber-security events (e.g., unexpected established connections with unknown systems, unexpected reboots, any anomalous system configurations), log files are generated, temporally stored inside the VEHICLE and then sent to the SUPPLIER infrastructures by "over the air" technology.

Those log files are analyzed by the SUPPLIER's Security Operational Center (SOC) in order to allow the SUPPLIER to define appropriate measures to protect vehicles from malicious interactions with electronic components. Such measures could be the deployment of software and firmware updates by using "over the air"-technology, as defined in section 3.3 of this Terms and Conditions.

#### 12. E-REMOTE CONTROL

##### 12.1. Vehicle Eligibility

All new fully electric and rechargeable hybrid Vehicles launched from 2019 onwards are eligible for the Service. However, the Vehicles' eligibility for the Service may vary from country to country as a result of the Service progressive rollout schedule and the date of the Customer's request.

Information on the Vehicle's eligibility is available by entering the Vehicle Identification Number (VIN):

- in the MOBILE APPLICATION;
- online via the WEBSITE of the brand, in the connectivity section

The list of eligible Vehicles is updated regularly as the Service is rolled out gradually. It is specified that any update is carried out without prior notice. As such, it is the Customer's responsibility to stay current with the latest updates, which are available on the MOBILE APPLICATION and/or the via the WEBSITE of the brand, in the connectivity section

##### 12.2. Territory

The Service may be subscribed to and used in the following countries: Austria, Belgium, Croatia

(DS excluded), Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland (DS excluded.), Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland and United Kingdom.

The Customer must subscribe to the Service in his /her country of residence. In breach of this requirement, the CUSTOMER would not be eligible for assistance from the BRAND Customer Care and could bear all reasonably foreseeable costs for such a breach

This list of countries is updated regularly as the Service is rolled out gradually. It is specified that any update is carried out without prior notice. As such, it is the Customer's responsibility to stay current with the latest updates, which are available on the brand websites or upon request to the Customer Contact Center.

#### 12.3. Description of the service

Once the Customer has signed in the account into the Mobile Application, the Customer may use the Service:

- to monitor the battery performance at any given time, and especially in regards to:
  - its charge state,
  - its estimated range (in electric mode),
  - the Vehicle's connection state;
- to remotely schedule the Vehicle's battery charge, either by starting it remotely or by scheduling it at a specified time;
- to turn on the Vehicle's thermal preconditioning (start the air conditioning or heating in advance) and manage the weekly heating and air conditioning schedules;
- when applicable to automatically warm up the battery to improve DC fast charging time (see section 13)

#### 12.4. Technical requirements

The Service will only be provided if the following conditions are met

- the CUSTOMER has provided a correct up-to-date trusted mobile telephone number (Trusted phone number)
- the VEHICLE and the Customer's Trusted SmartDevice have a permanent mobile data connection.

The Customer must therefore ensure that:

- his Trusted Smart Device has an active mobile connection;
- the VEHICLE privacy mode is disabled
- the VEHICLE is located in one of the countries referred in paragraph 3.2 where it can be subscribed to and activated;
- the VEHICLE is located in an area with mobile network coverage.
- the CUSTOMER holds an active subscription to the service

If the Customer changes their Trusted SmartDevice during the period encompassed by

the Contract and wishes to continue their use of the Service, the Customer may be required to complete a further new Pairing Process. If the Customer changes their telephone number used for receipt of the Service, he must notify the Supplier, otherwise the Service will not function. The SUPPLIER shall not be liable for issues with Service provision or other consequences (to the extent applicable under relevant laws) where the Customer has not notified the SUPPLIER of the new telephone number

For more information on the features included in the Service on to get instructions on how to use them, please refer to the "frequently asked questions" (FAQ) section on Brand WEBSITE. The Customer may also contact the Brand Customer Contact Centre.

### **13. e-ROUTES** **e-ROUTES, as part of Connect ONE pack, is only offered to the following brands: Peugeot, Opel and Vauxhall.**

E-ROUTES is a Smartphone Application which enables owners of eligible electric vehicles to optimize their journey and navigate to their preferred destinations by delivering an advanced planning and routing experience. Proposed e-ROUTES is available for both Apple OS and Android OS (Operating System) devices which can be downloaded on respective Apple Store and Google PlayStore. E-ROUTES also leverages Apple CarPlay and Android Auto replication technologies.

#### **13.1. Vehicle Eligibility**

New fully electric vehicles are eligible for the Service. The vehicles' eligibility to the Service may be limited to specific models and can evolve in time. It is specified that any update is carried out without prior notice. As such, it is the Customer's responsibility to stay current with the latest updates, which are available on the WEBSITE of the brand, in the connectivity section. Eventually, all technical eligibility is automatically checked on Brand WEBSITE or in MyBrand. Additionally, the Vehicles' eligibility for the Service may vary from country to country as a result of progressive rollout schedule and the date of the Customer's request.

Information on the Vehicle's eligibility is available by entering the Vehicle Identification Number (VIN):

- in MyBrand;
- online via the WEBSITE of the brand, in the connectivity section

#### **13.2. Territory**

The Service may be subscribed to in the following countries: Austria, Belgium, France, Germany, Italy, Luxembourg, Netherlands, Poland, Portugal, Spain, United Kingdom.

The Customer must subscribe to the Service in his /her country of residence. In breach of this requirement, the CUSTOMER would not be eligible for assistance from the BRAND Customer Care and could bear all reasonably foreseeable costs for such a breach.

This list of countries is updated regularly as the Service is rolled out gradually. It is specified that any update is carried out without prior notice. As such, it is the Customer's responsibility to stay current with the latest

updates, which are available on the brand websites or upon request to the Customer Contact Center.

#### **13.3. Description of the service**

Once the Customer has logged into e-ROUTES, the Customer may use the Service for:

- **"Planning"**: At any time at home, on the street, in the vehicle, the Customer can plan a short or long journey by using the Smartphone App display or replicated Apple CarPlay, Android Auto technologies. At glance, the Customer will see – not limited to – the total trip duration, trip distance, total charge duration, indicative total charging cost. The Customer will also see all optimized required charging stops along the road up-to its destination. Each charging stop display includes: charging stop duration, cost, predicted battery level while arriving at the stop and after charging, current and predicted charging stop availability and surrounding amenities. While planning a new trip, the Customer can configure different parameters such as wished battery level at destination, preferred network, subscribed charging cards, avoidances on the road, adding waypoints, time to be spent at a specific charger.
- **"Routing"**: After Planning a route or retrieving saved plans, the Customer will be guided to its final destination including guidance to the optimized intermediate charging stops. The routing delivers a state-of-art navigation experience tailored made for the vehicle including the display of traffic information, satellite view, real-time vehicle battery level information, up-coming charging spot availability information continuously updated, recommended speed-limit while driving the vehicle. The computed estimated-time-of arrival takes into account real-time weather information, topography, charging behaviour.
- **"Charging"**: While approaching a charging station, Customer is informed about the charging duration and ideal battery level to be reached to continue the journey in an optimum way. While charging, the Customer will be notified at the time the vehicle is ready to go to continue the journey up-to the next step or final destination.
- **"Free-driving"**: While driving without any destination set, the Customer can look at nearest charging spots surrounding the area and is also informed if the battery level is too low with suggested charging locations.
- **Battery preconditioning**: for eligible electric vehicles produced after December 2025, the battery will warm up when a Direct Current (DC)

fast charging station location is set as a stop or destination in the eRoutes app if the external temperature is below 15°C and the vehicle battery level is above 20%.

All mentioned features are part of continuous deliveries and improvements result of a progressive rollout schedule and are made available to the Customer through to e-ROUTES updates in the Apple Store and Google Play Store.

#### **13.4. Technical requirements**

The Service will only be provided if the following conditions are met

- the CUSTOMER has provided a correct up-to-date trusted mobile telephone number (Trusted phone number)
- the VEHICLE and the Customer's Trusted SmartDevice have a permanent mobile data connection.

The Customer must therefore ensure that:

- its Trusted Smart Device has an active mobile connection;
- the VEHICLE privacy mode is disabled
- the VEHICLE is located in one of the countries referred in paragraph 6.2 where it can be subscribed to and activated;
- the VEHICLE is located in an area with mobile network coverage.
- it holds an active subscription to the Service

To benefit from the Service the Customer must also:

- download e-ROUTES from the respective Apple Store or Google Play Store, depending on their smartphone device
- log-in into the Mobile Application with MyBrand account, ensuring that above requirements have been respected

If the Customer changes their Trusted SmartDevice during the period encompassed by the Contract and wishes to continue their use of the Service, the Customer may be required to complete a further new Pairing Process.

For more information on the features included in e-ROUTES on to get instructions on how to use them, the Customer may also contact the Brand Customer Contact Centre.

#### **13.5. Use of the Application**

e-ROUTES is made available to the User for personal use as a consumer only, so it may not be used for business purposes. It is therefore intended for general guidance and information purposes only, and not for formal record keeping or logging purposes, as there is always the risk of data loss or data corruption, so we do not provide any assurance that any data which you record e-ROUTES will be available at all times.

The functionalities provided by the e-ROUTES are for general guidance and information only, as the information will seek to provide an estimated rather than accurate representation. We are therefore, not making available e-ROUTES for you to use as

the sole basis for making any decisions, nor are we making it available for you to use to decide whether to perform any particular actions or not. The User must clearly use their own judgement and discretion in interpreting any results from e-ROUTES in view of these constraints.

In case of mismatch between the information supplied by e-ROUTES 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 e-ROUTES. In all eventualities, it falls to users to abide by the Highway Code and road safety rules.

### 13.6. Smartphone device

Below points must be intended by the User as general recommendation to guarantee a smooth usage of e-ROUTES.

- follow recommendations provided by Smartphone and Operating System Manufacturers regarding latest Software versions to be installed on User Smartphone.
- install latest Software version of e-ROUTES available on Apple Store and Google Play Store
- the number of applications "activated/running in the background" on its Smartphone to ensure optimum conditions while using e-ROUTES.
- follow Apple and Google technical prerequisites while using Apple CarPlay and Android Auto technologies.
- allow e-ROUTES to get access to Smartphone location and Smartphone notifications to benefit from the complete service.

### 13.7. Replication technologies

Only use e-ROUTES, Apple CarPlay and Android Auto replication technologies when conditions allow you to use it safely. Use of e-ROUTES, Apple CarPlay or Android Auto is at User's own risk. Additionally, use of Apple CarPlay and Android Auto is subject solely to an agreement and/or any terms of use established between Apple or Google and the User. Anything regarding Apple CarPlay or Android Auto shall be among Apple's or Google's sole responsibility and any dispute shall be solved among Apple Inc. or Google Inc. and the end-customer.

## 14. Electric Vehicle Battery Preconditioning (+)

Battery preconditioning is a service for fully electric vehicles that helps to improve DC fast charging time in cold conditions thanks to battery warm up: it can work automatically or manually, being activated from 30 to 45 minutes before the charge. Warning, the battery preconditioning will use energy from your battery in order to optimize the upcoming DC fast charge process.

### 14.1 Vehicle eligibility:

Fully electric vehicles are eligible for the Service. The vehicles' eligibility to the Service may be limited to specific models and can evolve in time. It is specified that any update is carried out without prior notice. The technical eligibility is automatically checked by connectivity systems with no dedicated subscription/activation processes for any of the Battery Preconditioning solutions explained in the following chapters: different features/solutions will be indeed offered based on model capabilities.

These abovementioned model capabilities do not depend country by country. Information on such capabilities for Battery Preconditioning are available online via the WEBSITE of the brand, in the connectivity section.

### 14.2 Territory

Details concerning the availability according to the VEHICLE model can be found in the WEBSITE connectivity section.

Availability and eligibility of Battery Preconditioning in general are not dependent by region or countries: please consult the WEBSITE in order to understand which solutions are available based on models platform capabilities.

### 14.3 Description of the service:

The Preconditioning of the battery can be achieved in different ways, based on your vehicle capabilities and services availability.

- **Automatic Battery Preconditioning with cabin thermal controls**

This solution will precondition your electric vehicle battery automatically when the vehicle's thermal preconditioning is activated. This can be activated from the OnBoard Cabin controls or from your Mobile app thanks to E-Remote controls climate services: when heating will start your battery will warm up too if the external environment requires it (ex. Cold condition below 15°C). Remember that in order to avoid depleting the vehicle range, the service will only work if the vehicle is plugged in and set at 100% target charge.

Automatic battery Preconditioning with cabin temperature is only available on capable models produced after December 2024. The Mobile app solution requires eligibility and activation of the E-Remote services (see section 12) with no additional subscription or activation steps. Check your vehicle capability for this specific feature in the WEBSITE connectivity section.

- **Automatic Battery Preconditioning- with embedded Connected Navigation**

This solution will precondition your electric vehicle battery automatically when a Direct Current (DC) fast charging station location is set as a stop or destination in the vehicle embedded Navigation system.

When a DC fast charging station is detected as a navigation target, your electric vehicle battery will warm up automatically while driving, if the external temperature is below 15°C and the vehicle battery level is above 20%.

This battery precondition service can be stopped once activated via the "Charge" setting menu displayed in the vehicle head unit.

The automatic Battery Preconditioning service with embedded Navigation is only available on selected models produced after March 2025. It requires embedded navigation eligibility and activation (see section 2) with no additional subscription or activation steps.

Please note that the battery range will deplete at a faster rate when the automatic battery preconditioning is activated.

Check your vehicle capability for this specific feature in the WEBSITE connectivity section

- **Manual Battery Preconditioning**

It is possible to activate and deactivate your vehicle battery preconditioning manually via the "Charge" setting menu in the vehicle head unit when the external temperature is below 15°C and the vehicle battery level is above 20%. The preconditioning will last between 20 and 45 minutes and can be stopped if required.

The manual Battery Preconditioning service is available on capable models produced after March 2025 and will be offered together with OnBoard "Charge" functionalities to all capable fully electric vehicles with no additional subscription or activation steps required.

Please note that the battery range will deplete at a faster rate when the automatic battery preconditioning is activated.

Check your vehicle capability for this specific feature in the WEBSITE connectivity section

## SERVICES TERRITORY COVERAGE

The Services' geographic coverage provided by the Service SUPPLIER for Customers having subscribed to these in their country of residence is indicated in the WEBSITE.

It applies when travelling inside and outside of this country of residence.

## Appendix II : European Connected Vehicles Privacy Policy

This Privacy Policy for Connected Vehicles ("Privacy Policy") applies to the [Personal Data](#) we process about users of the [Connected Services](#) through our [Vehicle](#), Our [Websites](#) or [Application](#) who have signed the [General Conditions](#) as a [Customer](#) or who are authorized by a [Customer](#) to access and use the [Connected Services](#).

This Privacy Policy is drafted pursuant Article 13 of the EU Regulation 679/2016 (hereinafter "GDPR") and will help you understand better how we handle your information.

In this document, you will find some examples of how we process [Personal Data](#), and [Definitions](#) referring to more detailed explanations (at the end this Privacy Policy) for the capitalized terms herein. If you would like any clarifications regarding this Privacy Policy or how your data are processed, please send your request to: [dataprotectionofficer@stellantis.com](mailto:dataprotectionofficer@stellantis.com). If you are a data subject located in the United Kingdom, you can also contact our appointed representative in the United Kingdom on [dataprotectionuk@stellantis.com](mailto:dataprotectionuk@stellantis.com).



### Who we are

Depending on the [Vehicle](#) brand you have chosen, the independent [Data Controller](#) of your [Personal Data](#) is:

- Stellantis Europe S.p.A., C.so Agnelli 200, 10135 - Turin, Italy; or
- PSA Automobiles SA (Stellantis Auto S.A.S.), 2-10 Boulevard de l'Europe, F-78300 Poissy, France;

(singularly "[Car Manufacturer](#)", "[we](#)" or "[us](#)").



### What data we collect and process

In general, we may collect or receive the following information about you directly from you and third parties, depending on the type of [Connected Services](#), and how you access them.

You may find further details on the reasons why we process your [Personal Data](#) in the "Why we collect and process your Data" section below. The provision of your [Personal Data](#) is always free and without consequences except for the pursue of some purposes.

#### Registration data and access to the Connected Services

When you register to access the [Connected Services](#), we will ask you to enter or confirm some [Personal Data](#) such as your name, surname, e-mail address, date of birth and mobile phone number, as well as other information such as the answer to a security question and a PIN code, in order to help us establish your identity when accessing services from the [Vehicle Device](#) or Our [Websites](#) and [Application](#).

#### Vehicle Data

When using the [Connected Services](#), we may collect (also over the air) improved [Vehicle Data](#), such as driving data (e.g. location, speed and distances), engine running time and turning off time, if the battery cable is cut, battery diagnostics, movements with the key out, presumed collision, as well as diagnostic data such as, but not limited to, oil and fuel levels, tire pressure, and engine status.

This [Vehicle Data](#) is linkable to you to the extent that it is associated with a [Unique Identifier](#) such as the Vehicle Identification Number or VIN, or your [Connected Services](#) account.

#### Vehicle Device Data

Through the [Vehicle Device](#), we are able to collect and provide information on battery status, on the use of native applications installed on the [Vehicle](#), as well as on mobile network connection, such as, for example, when you connect the [Device](#) to provide the [Vehicle](#) data connection.

#### Data collected through the Application

Through the [Application](#), we may collect information on the [Device](#) it is installed on, for example, the [Unique Identifier](#) and information about your location. The [Application](#) allows you to check some information (e.g., location), to carry out some actions (e.g., opening the doors) or to set up alerts (e.g., geographical limits/areas) relating to the [Vehicle](#).

#### Information about your location

We collect information about your location in order to provide [Connected Services](#). For example, in order to provide roadside assistance we must collect and share the precise [Vehicle](#) location with roadside assistance service providers. Your location can be determined through:

- the [Vehicle Sensors](#);
- the [Device Sensors](#) when you use the [Application](#); and
- the [IP Address](#).

You can limit our collection of your [Vehicle](#)'s location through the [Vehicle Device](#) settings ("Privacy Mode") or those of the [Device](#) or [Application](#), as described in the "How to control your Data and manage your choices" section below.

Please note that you cannot refuse the use of Information about your location if this is required to provide [Connected Services](#) or to protect our interests and those of our customers, as explained below.

#### Data inferred by your activity

To the extent permissible under applicable data protection law, we may collect further information about you based on your interactions with the [Connected Services](#). For example, we can understand your driving style, routes most travelled, places of interest.

In some cases, Information about you is collected and combined through your interaction with Our [Network](#) and/or Our [Websites](#) and [Application](#).

In some other cases, if you contact us by email, mail, telephone or otherwise regarding the [Vehicles](#) or request other information, we collect and maintain a record of your contact details, communications, and our responses. If you contact us by telephone, more information will be provided during the call.



#### Source of Personal Data

During the use of the [Connected Services](#), we may collect data from third parties such as:

- Data relating to drivers other than you. If you permit another driver to drive your [Vehicle](#) and/or access or use your [Connected Services](#) account, then you acknowledge and agree that we may make available and collect data during their use. As we are not aware who is the person using the [Connected Services](#) other than the [Customer](#), all the information collected will be associated to you/your account.
- Data relating to passengers. An example is the case of a presumed collision of the [Vehicle](#), after which the [Connected Services](#) activate an emergency call to us and/or the public emergency services, which could involve the processing of your passengers' data. By way of example, but not limited to, other cases could include a change of ownership, when you purchase a company's fleet, or if you indicate that the driver is not the owner of the [Vehicle](#).

If you provide us with the data of third parties, you are responsible for sharing such information with us and must be legally authorized to do so (i.e. authorized by the third party to share their information, or for any other legitimate reason). You must also fully indemnify us against any complaints, claims or demands for compensation of damages which may arise from the processing of third-party [Personal Data](#) in violation of applicable data protection law and from the processing of your [Personal Data](#) negligently made available by you through the [Connected Services](#).



#### Why we collect and process your Data

Your Data serves the following purposes:



##### Ease the collection and correction of your Data

To the extent permissible under applicable data protection law, we use the Data provided by you to us (in particular, the information that you are already a customer of one or more [Car Manufacturers](#)) to update the information that we have about you as an owner of one of our [Vehicles](#). In these cases, we will interrogate our databases to ease the update or to correct the available information we have about you as [Customer](#).

This processing is based on our legitimate interest in keeping up to date the quality of [Personal Data](#) about [Customers](#).



##### Providing the Connected Services and related support

We use Data to help you connect to and use the [Connected Services](#), including but not limited to emergency calls (e.g. eCall, Help, advanced roadside assistance), the Vehicle Health Report (VHR), change of ownership, and to respond to you requests, suggestions or reports. This purpose also includes optional services that allow you to share your Vehicle Device Data history and functions through the [Application](#). When some [Connected Services](#) chosen by you are not provided directly by us but by our [Commercial Partners](#), we will only provide the Data strictly necessary for providing those services.

This processing is based on the execution of a contractual obligation indicated in the [General Conditions](#) or pre-contractual measures taken at your request.



##### Sharing Vehicle Data with Car Manufacturer

We may share Vehicle Data collected during the provision of the [Connected Services](#) with Stellantis Car Manufacturer to allow the latter to improve Vehicles and [Connected Services](#); to measure the effectiveness of their services and the creation of new services. Vehicle Data are processed as [Personal Data](#) and/or as [Aggregated Information](#), thus, not associated with [Personal Data](#) relating to you.

This processing is based on our legitimate interest in creating and maintaining Vehicle and services that are genuinely useful to our customers.

The processing can also be performed when you have given your consent.

Once transmitted or collected, your Data may also be used for the following purposes:



##### Complying with legal and tax obligations

We may use your Data to comply with legal and tax obligations (e.g., product liability etc.), which are the legal basis for such processing of your Data. These obligations may include the communication of certain Data (e.g., Vehicle Data) to public authorities should it be so required by national and/or European legislation (e.g., the European Environment Agency (EEA) pursuant to Regulation (EU) 2021/392) and any recall notices we are required to issue in our capacity as a manufacturer of the [Vehicle](#). If these notices are not required by law in your country, we will send them regardless, as explained in more detail in the "Protecting our interests and your interests" section below.



##### Detecting anomalies in the Connected Services or the Vehicle

We may use your Data, especially the Vehicle Data and Vehicle Device Data, to detect and (if possible) to avoid anomalies in the [Connected Services](#) or the [Vehicle](#).

This processing is based on the need to provide the [Connected Services](#) in the manner and timeframe indicated the [General Conditions](#), as well as on our legitimate interest in ensuring the [Vehicle](#) efficiency to the extent possible. You will not receive any communications to this regard, unless in response to your anomaly report.

#### Protecting our interests and your interests



To the extent permissible under applicable data protection law, we may need to use your Data to detect, react to, and prevent fraudulent and illegal behavior or activity which could compromise your or our security. This purpose includes audits and assessments of our business operations, security controls, financial controls, records and information management program, and otherwise relating to the administration of our general business, accounting, record keeping and legal functions. We will also use your Data to send you communications about the safety of your [Vehicle](#)/fleet (e.g. recall campaigns, software updates, etc.), even if there is no established legal requirement to this effect in the country you are in. In this regard, please mind that some Vehicle Data (i.e., diagnostic data and VINs without any further association to your person) will be sent to the European Environment Agency (EEA) based on a task carried out in the exercise of official authority vested in us pursuant to Regulation (EU) 2021/392. These are not promotional, but service communications to ensure your safety when using your [Vehicle](#). This purpose is based on the legitimate interest in safeguarding our interests and protecting our customers, including you.



#### How we use your Data (method of processing)

Data collected for the purposes indicated above are processed both manually and via automated processing, through programs and/or algorithms that analyze information such as Data inferred by your activity. Your Data also may be subject to [Combination](#) and/or [Crossing](#), to the extent permissible under applicable data protection law. For example, this allows us to distinguish the owner from the [Vehicle](#) data associated with you.



#### How we may disclose your Data

We disclose your Data with the following list of persons/entities ("**Recipients**");

- **Persons authorized by us** to perform any of the data-related activities described in this document: our employees and collaborators who have undertaken an obligation of confidentiality and abide by specific rules concerning the processing of your Data;
- **Our Data Processors**: external subjects to whom we delegate some processing activities. For example, security systems providers, accounting and other consultants, data hosting providers, etc. This category also includes [Our Network](#) and service providers, who help us provide roadside assistance, so they can recognize you as our customer and offer you the same services anywhere in Europe. We have signed agreements with each of our [Data Processors](#) to ensure that your Data is processed with appropriate safeguards and only under our instruction;
- **System administrators**: our employees or those of [Data Processors](#) to whom we have delegated the management of our IT systems and are therefore able to access, modify, suspend or limit the processing of your Data. These subjects have been selected, adequately trained and their activities tracked by systems they cannot modify, as provided for by the provisions of the competent Supervisory Authority;
- **Our Commercial Partners**: when some [Connected Services](#) chosen by you are not provided directly by us but by our [Commercial Partners](#), we will only communicate the Data strictly necessary for providing those services. Each of the above carries out the processing as the Independent Data Controller of your Data.
- **Car Manufacturers**: our Car Manufacturers to whom we may share Vehicle Data collected during the provision of the Connected Services in order to improve Vehicles and Connected Services;
- **Law enforcement or any other authority whose provisions are binding for us**: we disclose your Data (including [Vehicle](#) location) for emergency and public safety purposes, such as where necessary to enable law enforcement, roadside assistance and first responders to locate you after a presumed collision activates an emergency call to rescue services (e.g. eCall), or to enable law enforcement to locate the [Vehicle](#) if it has been reported stolen. In general, when we have to comply with a judicial order or law or defend ourselves in legal proceedings.



#### Where your Data is located

We are a global company and the [Connected Services](#) are available in multiple jurisdictions worldwide. This means that your Data may be stored, accessed, used, processed, and disclosed outside your jurisdiction, including within the European Union, the United States of America, or any other country where our [Data Processors](#) and sub-processors are located, or where their servers or cloud computing infrastructures may be hosted. We take steps to ensure that the processing of your Data by our Recipients is compliant with the applicable data protection laws, including EU law to which we are subject. Where required by EU data protection law, transfers of your Data to Recipients outside of the EU will be subject to adequate safeguards (such as the relevant EU standard contractual clauses for data transfers between EU and non-EU countries), and/or other legal basis according to the EU legislation. For more information on the adequate safeguards we have implemented with regard to Data that is transferred to third countries, please write to us at: [dataprotectionofficer@stellantis.com](mailto:dataprotectionofficer@stellantis.com)



#### How long we retain your Data

Data processed for the purposes indicated above will be kept for the period deemed strictly necessary to fulfil such purposes. Data processed in compliance with the legal obligations to which we are subject is kept for the period required by law. Personal Data processed to protect our interests, and our users'

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interests are kept until the time provided for by the applicable law to protect our interests. Once the relevant retention period/criterion has expired, your Data is erased pursuant to our retention policy. You can ask us for more information on our data retention criteria and policy by writing us here: [dataprotectionofficer@stellantis.com](mailto:dataprotectionofficer@stellantis.com)

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#### How to control your Data and manage your choices

At any time, you can ask to:

- **Access your Data (right of access):** depending on your interactions with us, we will provide the Data we have related to you, such as your name, age, e-mail address and preferences.
- **Exercise your right to portability of your Personal Data (right of data portability):** where applicable, we will provide you with an interoperable file containing the Data we have about you.
- **Correct your Data (right to rectification):** for example, you can ask us to modify your e-mail address or telephone number if they are incorrect;
- **Limit the processing of your Data (right to restriction of processing):** for example, when you think that the processing of your Data is unlawful or that processing based on our legitimate interest is not appropriate;
- **Delete your Data (right to erasure):** for example, if you do not want us to keep your data and there is no other reason for keeping it (e.g. if you are no longer the owner of the [Vehicle](#) and do not want to remain in touch with us);
- **Object the processing activities (right to object)**
- **Withdraw your consent (right to withdrawal)**

You can exercise any of the above rights or express any concern or make a complaint regarding our use of your Data directly at: <https://privacyportal.stellantis.com>.

At any time, you may also:

- contact our Data Protection Officer (DPO), here [dataprotectionofficer@stellantis.com](mailto:dataprotectionofficer@stellantis.com)
- contact the competent Supervisory Authority, here you can find the list of all the Supervisory Authorities by country [https://edpb.europa.eu/about-edpb/board/members\\_en](https://edpb.europa.eu/about-edpb/board/members_en)
- review and update much of the Data that you have submitted by logging into your account and updating your profile information. Please note that we may maintain copies of information that you have updated, modified, or deleted, as permitted, in our business records and in the normal course of our business operations, as permitted or required by applicable law. You may also access Vehicle Health Reports, and Vehicle location through your Services account.
- stop remote transmission and collection of Vehicle Data from your Vehicle, except for emergency and roadside services and Wi-Fi-enabled services. Certain in-vehicle safety, diagnostic and other systems may continue to generate and store performance, safety and diagnostic information, which may be accessed by Our Network and others who service your Vehicle.
- Unsubscribe from free trial for and access to certain third-party subscription-based service, including SiriusXM Radio and Wi-Fi hotspot. If you subscribe to these third-party services at the end of your free trial, you must contact these [Commercial Partners](#) directly if you would like to subsequently cancel your third-party subscription.



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#### How we protect your Data

We take reasonable precautions from a physical, technological and organizational point of view to prevent the loss, misuse, or modification of Data under our control. For example:

- We ensure that your Data is only accessed and used by, transferred or disclosed to Recipients that need to have access to such Data.
- We also limit the amount of Data accessible, transferred or disclosed to Recipients to only what is necessary to fulfill the purposes or specific tasks performed by the Recipient.
- The computers and servers where your Data is stored are kept in a secure environment, are password-controlled with limited access, and have industry standard firewalls and anti-virus software installed.
- Paper copies of any documents containing your Data (if any) are kept in a secure environment as well.
- We destroy paper copies of documents containing your Data that is no longer needed.
- When destroying Data recorded and stored in the form of electronic files that is no longer needed, we make sure that a technical method (for example, low level format) ensures that the records cannot be reproduced.
- Laptops, USB keys, mobile phones and other electronic wireless devices used by our employees who have access to your Data are protected. We encourage employees not to store your Data on such devices unless it is reasonably necessary for them to do so to perform a specific task as outlined in this Privacy Policy.
- We train our employees to comply with this Privacy Policy and conduct monitoring activities to ensure ongoing compliance and to determine the effectiveness of our privacy management practices.
- Any [Data Processor](#) that we use is contractually required to maintain and protect your Data using measures that are substantially similar to those set out in this Privacy Policy or required under applicable data protection law.

In case required by the applicable legislation, if a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Data transmitted, stored or otherwise processed, will be notified to you and to the competent data protection

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|                                                | <p>authority as required (for example, unless Data is unintelligible to any person or the breach is unlikely to result in a risk to your rights and freedoms and those of others).</p> <p><b>Customers</b> are responsible for maintaining the security of any password, user ID or other form of authentication involved in obtaining access to the <b>Connected Services</b> and their account. In order to protect you and your data, we may suspend your use of any of the <b>Connected Services</b>, without notice, pending an investigation, if any security issue arises. Access to and use of password protected and/or secure areas of any of the <b>Connected Services</b> or your associated account are restricted to authorized users only. Unauthorized access to such areas is prohibited and may lead to criminal prosecution or civil action.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>What this Privacy Policy does not cover</b> | <p>This Privacy Policy explains and covers processing that we carry out as <b>Data Controller</b>.</p> <p>This Privacy Policy does not cover processing carried out by subjects other than us, including and in particular:</p> <ul style="list-style-type: none"> <li>- processing carried out by <b>Our Network</b>;</li> <li>- processing carried out by <b>Car Manufacturers</b> as independent <b>Data Controllers</b>;</li> <li>- processing carried out by other <b>Commercial Partners</b> as independent <b>Data Controllers</b> of certain additional <b>Connected Services</b>.</li> <li>- processing carried out by national emergency number operators in case of emergency calls (eCall);</li> <li>- processing carried out by regulatory authorities, law enforcement or other judicial or government entities.</li> </ul> <p>Regarding these cases, we are not responsible for any processing of your Data that is not covered by this Privacy Policy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Usage of data for other purposes</b>        | If we should need to process your Data differently or for purposes other than those indicated herein, you will receive specific notice before such processing begins.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Changes to the Privacy Policy</b>           | We reserve the right to adapt and/or change this Privacy Policy at any time. We will inform you of any substantial adaptations/changes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>License</b>                                 | The icons illustrated in this Notice are " <a href="#">Data Protection Icons</a> " by <a href="#">Maastricht University European Centre on Privacy and Cybersecurity (ECP) CC BY 4.0</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Definitions</b>                             | <p><b>Aggregated information:</b> refers to statistical information about you that does not contain your Personal Data.</p> <p><b>Application:</b> means any mobile application for Connected Services.</p> <p><b>Brand:</b> means Fiat, Fiat Professional, Alfa Romeo, Lancia, Jeep, Abarth, Peugeot, Citroën, DS Automobiles, Vauxhall or Opel (as applicable).</p> <p><b>Car Manufacturers:</b> singularly or collectively refers to the following entities acting as manufacturer of Vehicles: Stellantis Europe S.p.A. Corso Agnelli 200, 10135 Turin, Italy; Stellantis Auto S.A.S., 2-10 Boulevard de l'Europe, F-78300 Poissy, France; Opel Automobile GmbH, Bahnhofspatz, D-65423 Rüsselsheim am Main, Germany. For the purpose of this Privacy Policy the Car Manufacturer is the one producing a specific Vehicle brand currently as follows: Stellantis Europe S.p.A. for Fiat, Fiat Professional, Alfa Romeo, Lancia, Abarth and Jeep; Stellantis Auto S.A.S. for Peugeot, Citroën and DS automobiles; Opel Automobile GmbH for Opel and Vauxhall.</p> <p><b>Combination and/or Crossing:</b> this is the set of fully automated and non-automated operations which we combine with the Data inferred by your activity, the Data provided by you to provide the Connected Services.</p> <p><b>Commercial Partners:</b> means third-party entities to whom we communicate the Data strictly necessary for providing Connected Services that you have required but that are not provided directly by us (eg. Internet connection for the Vehicle). We will only communicate the Data strictly necessary for providing those services. Each of the above carries out the processing as the Independent Data Controller of your Data.</p> <p><b>Connected Services:</b> refers to the set of services described in the General Conditions of the Data Controller, as well as the standard and optional services, if activated.</p> <p><b>Customer:</b> refers to the person who signed the General Conditions for the Connected Services.</p> <p><b>Data Controller:</b> refers to the legal person, public authority, service or other entity which, individually or collectively determines the purposes and means for processing your Personal Data. In other cases, it is preceded by the word "independent" (e.g. "Independent Data controller") to indicate that your Personal Data is processed by a subject other than the Data Controller.</p> <p><b>Data Processor:</b> refers to an entity that we engage to process your Personal Data solely on behalf of and pursuant to the written instructions of the Data Controller.</p> <p><b>Device Sensors:</b> depending on your Device, these are sensors such as accelerometers, gyroscopes, Bluetooth, Wi-fi and GPS which one way or another share the information they collect through the Device and therefore through the Application. If enabled by the Device settings, these allow us to obtain Information about your location.</p> |

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**Device:** means the electronic Device (e.g. smartphone, smartwatch) on which you downloaded the Application and/or with which you access the Connected Services.

**General Conditions:** mean the "General conditions of connectivity-based services" you signed when you activated the Connected Services, which is always available on Our Websites and Application.

**Our Network:** these are retailers and/or dealers and/or repairers with whom the Data Controller has signed commercial agreements for the sale of its vehicles and fleets, and who provide assistance services.

**Our Websites:** include our social network pages and some sections of Our Network's websites where this privacy policy is available.

**Personal Data:** means any information relating to an identified or identifiable natural person. Examples include, e-mail address (if it refers to one or more aspects of an individual), name and surname, an ID document, a mobile phone number or Unique Identifiers such as a Vehicle Identification Number (VIN). For your convenience, we will collectively indicate all Personal Data mentioned so far as "Data".

**Unique Identifiers:** means information that uniquely identifies you or through which you may be identified. On a Vehicle, the Unique Identifiers are the license plate number and Vehicle Identification Number (VIN).

**Vehicle Data:** means any technical, diagnostic and real-world data that is possible to collect via the Vehicle Device installed on the Vehicle (e.g., location, speed and distances, engine running time and turning off time; if the battery cable is cut, battery diagnostics, movements with the key out, presumed collision, as well as diagnostic data such as, but not limited to oil and fuel levels, tire pressure and engine status).

**Vehicle Device:** means singularly or collectively a device capable to collect Vehicle Data and the telematic Device (and associated sim card) installed on the Vehicle and better described in the General Conditions.

**Vehicle Sensors:** these are sensors such as Wi-fi and GPS which in one way or another share the information they collect through the Vehicle Device.

**Vehicle:** refers to a vehicle of a brand of Stellantis Group.

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