\*This version is for information purposes only and does not legally bind the parties. The only legally valid version is the one, drafted in the Spanish language.

#### 1. PURPOSE OF THE CONTRACT

The object of the contract is the rental of a vehicle without a driver for a price and time determined by the parties as agreed by both and established in the present general conditions of this document. The rental is not necessarily carried out on a specific vehicle, but on a group of similar vehicles, with respect to technical characteristics and habitability.

The place of execution and signing of the contract is in the company's facilities.

It is the responsibility of the client at all times to carry the rental agreement, in an easy to access form, such as in PDF or printed format.

In case of discrepancy between the content of the General Conditions of the Contract and the Particular Conditions of the Contract, the latter prevail.

Exclusively the rental of the vehicle will be **for tourism purposes**, it is not allowed for any other purpose, such as commercial and / or promotional.

#### 2. VEHICLE CONDITION

The vehicle is delivered with all the necessary documentation, accessories and elements, in correct working order, maintenance and revised vehicle body, without deficiencies, except for the observations indicated in the rental contract itself where it would appear reflected when receiving the vehicle.

In the event that at the time of picking up the vehicle the client detects any visible damage or flaw, it will be communicated to one of the company's representatives, the client must ensure that the damage or flaws are added to the contract and signed by both of them. If you do not communicate it and do not request that they be added to the contract, it is understood that you receive the vehicle in perfect condition and the company will be entitled to collect all damage detected in the returned vehicle.

# 3. DOCUMENTATION REQUIRED TO COLLECT THE VEHICLE

To pick up the vehicle, the main driver needs the following documents:

- Reservation number / Voucher
- ID / NIE / Valid Passport
- Valid and current driver's license, type B driver's license is required. (Provisional or learner driver's licenses are not accepted.)

The client must present the documentation in its original format, photocopied driving licenses are not accepted, nor are in digital or electronic format. The reason for not accepting digital documentation is because its verification by means of a QR code is the responsibility of traffic agents and security forces, and the company is not empowered to carry out such functions.

### Courtesy Time to pick up the vehicle;

We will keep the vehicle reserved for a period of 120 minutes, if the client does not pick up the vehicle or does not inform the office of the delay of collection, SOLO rent a car reserves the right to mark the reservation as "NO SHOW"

The delivery of the vehicle will not be permitted if the holder of the contract and all the drivers reflected in it do not provide the indicated documentation.

#### In respect to the documentation, it is the client's responsibility;

- That any driver of the vehicle is in possession of a driving license in force and valid in Spain, so that it can be accepted by the competent authorities and insurance companies.
- That, if the documents provided by the client are not valid according to the regulations of the country, so that they are not accepted by insurers or competent authorities, the client will be responsible for all losses and damages that occur, as it is in terms of material damage. to the vehicle or others.

#### 4. CANCELLATIONS, MODIFICATIONS AND NO SHOW

#### CANCELLATIONS;

Pack	With notice more than 48 hours	With notice less than 48 hours	In case of NO SHOW
BASIC	SOLO rent a car will retain 30% of the total rental price, plus €50 for processing fees.	SOLO rent a car will retain 30% of the total rental price, plus €50 for processing fees.	SOLO rent a car will retain 30% of the total rental price, plus €50 for processing fees.
PREMIUM+	Free	SOLO rent a car will retain 30% of the total rental price, plus €50 for processing fees.	SOLO rent a car will retain 30% of the total rental price, plus €50 for processing fees.

<sup>\*</sup>If the amount of rent paid is less than the estimated amount for cancellation, there will be no refund, nor will any additional payment be required from the client.

### **MODIFICATIONS**

It is NOT allowed to modify the collection date.

The modification of the reservation may imply changes in the rental price.

Said modifications/cancellations can be made by contacting the following email: support@sologroup.net

### The following are considered NO SHOW:

- The client does not meet the aforementioned requirements to collect the vehicle.
- The client does not provide the necessary documents to rent a vehicle.
- The client does not provide an accepted payment method for the rental.
- The client does not provide an accepted payment method for the deposit.
- The client does not collect the vehicle at the time of the reservation or the courtesy time.

### 5. DURATION OF THE CONTRACT

The duration of the rental will be agreed by the parties.

Minimum rental period will be 1 day (24 hours).

Maximum rental period is 89 consecutive days, including successive extensions.

SOLO rent a car has vehicles with a limited holding period and mileage. Therefore, SOLO rent a car has the right to exchange the vehicle delivered to the customer during the contract period when certain holding period or mileage has been reached. If a vehicle exchange is necessary, you will be contacted with sufficient time by a company representative and customer is obliged to return the vehicle in exchange for an equivalent or better vehicle.

The rental days will compute for periods of 24 hours from the exact time that the rented vehicle was delivered to the client and until the return of the vehicle, its keys and its documentation, accessories and additional equipment to the company.

The customer must return the vehicle before the expiration of the term contracted at one of our offices.

**Courtesy period,** the company grants a courtesy period of 60 minutes.

Late return of the vehicle, in the event of a late return by the customer, the amount corresponding to the additional rental days will be charged, together with the corresponding additional charge.

Delay up to 1 hour	No charge
Delay up to 2 hours	1 rental day
Delay of 3 hours or more	50 euros + 1 rental day

If the client does not deliver the vehicle on the scheduled date and after a day without hearing of the delay of the return, the company will understand that it is a misappropriation of the vehicle, proceeding to file a complaint with the authorities.

If the client ends the rental before the date indicated in the contract, no refund will be made, except for a reason considered justified after prior assessment, such as the hospitalization of a first-degree relative or the client himself. Said cause must be documented, in Spanish or English.

Later collection than the time stipulated in the contract, if the client makes the collection later than the collection time stipulated in the reservation or contract, it will be at the expense and responsibility of the client, he must notify as soon as possible if there are causes of delay to ensure the delivery of your vehicle, the reservation will be kept only for a period of 24 hours from the agreed time for the collection of the vehicle, after this period the reservation will be cancelled and the money paid will not be refunded.

If the client continues with the vehicle after the rental period indicated in the contract, all damages, losses and responsibilities that occur from that moment will be solely the responsibility of the client or third parties, excluding all insurance coverage and excluding all coverage of the company, in addition to excluding the company itself from any type of liability.

### 6. CONTRACT EXTENSION

Time in advance: the client must expressly notify the company in writing to <a href="mailto:support@sologroup.net">support@sologroup.net</a> 24 hours in <a href="mailto:advance">advance</a> and obtain authorization from the company, in addition to immediately paying the additional amount for rent and the deposit.

The contract extension is subject to vehicle availability.

The client must bring the vehicle to one of the company's offices, for the inspection of the vehicle, in the event of damage, excess mileage, etc., a recalculation of the deposit amount will be made.

**Denial of the extension:** the company reserves the right to deny the extension.

Maximum period with extensions: the maximum rental period including extensions is for a total of 89 days.

The amount lent as a deposit at the beginning of the rental contract may not be used to pay for an extension of the initially agreed rental period.

#### 7. VEHICLE COLLECTION

Location of vehicle collection:

**Málaga**: Address: Av. del Comandante García Morato, Málaga, 29004; SOLO rent a car offers its free minibus transfer service from the airport to the SOLO Malaga office. Please follow the instructions indicated on your voucher.

Marbella: Address: Nave 80, Polígono industrial La Campana (Marbella), Málaga, CP 29660, Vehicle is collected directly at the office.

### 8. VEHICLE RETURN

To return the car, go to one of our offices with the following addresses:

### Málaga:

- Vehicle return during opening hours: Address: Av. del Comandante García Morato 50, Málaga, 29004; SOLO rent a car offers its free minibus transfer service. Please follow the instructions indicated on your voucher.
- **Vehicle return outside opening hours:** Av. Comandante García Morato, **20** "EASY PARKING", SOLO rent a car will provide further instructions vía email.

Marbella: Address: Nave 80, Polígono industrial La Campana (Marbella), Málaga, CP 29660.

- Vehicle return during opening hours: Vehicle is returned directly to the office.
- Vehicle return outside opening hours: Vehicle is returned directly to the office, and the keys are left in the mailbox marked "SOLO rent a car". Please follow the instructions on your voucher.

The vehicle must be delivered in the place indicated by the lessor, if the client leaves the vehicle in a place other than the one indicated, as well as in the event that he does not appear at the office at the time of the return of the vehicle, it will be considered negligence and an additional charge of €100 will be applied for abandoning the vehicle, as well as any expense or loss resulting from said action (such as, among others, gasoline, parking tickets, parking fines, tolls, hotels, tow truck costs). , train/flight/ferry/boat/bus tickets, taxi), expenses related to the recovery of the vehicle and its return to the corresponding SOLO rent a car office according to the location of the client's original reservation.

The return of the vehicle must be made at the office, date and time stipulated in the rental contract. The vehicle will be returned by the customer in the same conditions in which it was delivered, together with all its tires, tools, auxiliary equipment, documents and accessories.

The customer may not alter any technical characteristic of the vehicle, keys, equipment, tools and/or accessories thereof, nor make any changes to its exterior and/or interior appearance, if he does so, he must bear all the expenses necessary to return the car to its original state, in addition to the damages caused to the company derived from the reconditioning and the losses for the time that the vehicle had to be immobilized, as well as any other damage caused to the company.

The service will be considered finished when the vehicle and its keys have been received by the company's personnel or deposited in the return mailboxes installed for this purpose. In the latter case, the date and time of return will be taken as the time of sending the photos certifying the return to the company's staff.

The client must return the vehicle within office hours, exposed in each of the lessor's branches, unless otherwise agreed in writing.

In the event that the return of the vehicle outside of office hours has been agreed, the client must park the vehicle in the parking lot of the Office. You must leave the extras inside the vehicle, the brakes applied or the vehicle in the "parking" position and the vehicle closed. The vehicle keys must be left in the mailbox, along with the indication of the place where the vehicle has been parked. The client must never hand over the keys to an unauthorized person, even if they appear to be a company employee.

The rented vehicle will be considered not returned by the client, until the moment of its effective location by the lessor through the vehicle remote control system and until the condition of the vehicle is checked.

Once the vehicle is returned by the client, the company's staff, within 24 hours, will inspect the vehicle and issue a receipt with the condition of the vehicle, which will be sent to the client's email. In the case of new damage, the corresponding additional charges will apply.

#### 9. IN CASE OF AN ACCIDENT WITH THE VEHICLE

If an accident occurs and the client does not notify the lessor, delivering the accident report or the police report within a maximum period of 24 hours from the occurrence of the accident, or if the accident report does not include all the damage caused in the vehicle or details about the accident that occurred, for all purposes, will be considered as a negligent act, as well as the abandonment of the vehicle. Therefore, an extra charge will be charged for these concepts, without prejudice to being able to terminate the contract and claim from the company all the damages that have been caused to it by the client.

## The minimum information that must appear in the accident report:

- The license plate of the insured vehicle and of the opposing vehicle; as well as data on the drivers of both damaged vehicles.
- Date of the accident.
- Exact place of the accident (road, town, province, country).
- Circumstances of the accident (version of the facts detailing the possible manoeuvres).
- Detailed damage to the insured vehicle and the opposing vehicle.

The client must always provide the company with the declaration of the Standard European Accident Report and, if it exists, must provide the police report, with all the information related to witness data, police intervention or competent agent, photographs and any evidence considered appropriate to clarify the situation that occurred.

<u>The client will not be able to take the vehicle to any workshop for repair</u>, this is a conduct prohibited by the company, the only one that can carry out this type of action is the leasing company, since the decision and control of all actions belongs to it related to repairing the vehicles and the workshops that it considers for its repair.

If the client of his own free will takes the vehicle to a workshop not authorized by the company and without written authorization from the company, additional charges may be applied for the possible damages caused to the company, in addition to all the damages arising from said conduct.

<u>In the event of an accident</u> caused by a client's behaviour in which said accident or while driving, has not respected traffic regulations or has acted negligently, the replacement car will not be delivered.

<u>The replacement cars</u> will not be provided to the client when negligent driving has been detected or without respecting the traffic regulations during the rental of the vehicle, nor in case of breach of this contract.

<u>The replacement cars</u> will only be given to the client without any type of cost due to mechanical failure in which there has been no negligent conduct or driving or without respecting the driving regulations and without any type of responsibility on their part, in addition to not having breached the content of this contract, both during the time prior to the accident and during the rental period.

## 10. METHODS OF PAYMENT AND DEPOSIT

<u>PAYMENT OF THE DEPOSIT</u>, the following accepted forms of payment: <u>credit cards</u> in the name of the main driver.

Payments by Debit Cards bank checks or by prepaid cards, bank transfers or payment links are not accepted.

The deposit is the guarantee for the fulfilment of the client's obligations at the beginning of the rental, the deposit or guarantee will be charged/debited by the company on the client's credit card. The deposit is charged in euros and returned in euros. The company is exempt from any responsibility for currency exchange or charges or commissions from financial entities for these concepts. The reimbursement process for the deposit may extend up to 30 days after the vehicle return, except in the case of an incident during the rental.

In case of paying the deposit with a debit card, the client is obliged to take the <u>Premium+ package</u> without the possibility of reducing the deposit amount.

The company reserves the right to keep the deposit in the event of an accident, as well as mechanical errors that may indicate that they have been caused by some action of the lessee, theft, fire or similar cases, for as long as the matter is resolved and it is proven that the client has no type of fault or responsibility.

It supposes the loss of the deposit up to the amount owed by the client to the company, the breach by the client of what is established in this contract.

If the amount owed by the client to the company is greater than the amount of the deposit, the company reserves the right to claim the amount of the damage caused and the amounts not received as a result of the paralysis of the vehicle, withdrawing funds from the account customer's bank account, used to pay the deposit, with the prior authorization of the customer at the time of receipt of the vehicle.

**RENTAL PAYMENT,** the following forms of payment are accepted: credit cards, debit cards, transfers, payment link or cash in euros. Payments by bank checks are not accepted.

Means of Payment must be in the name of the main driver. The holder of the bank card must be present at the time of making the payment for the rental of the vehicle. Payment must always be made in compliance with the provisions of current legislation on the form of payment for the vehicle rental service without a driver.

# 11. DRIVER'S AGE

- <u>- The minimum age allowed to rent with SOLO rent a car is 21 years old.</u> The driver must be the holder of a driving license approved in Spain and valid for at least one year.
- Some vehicles are restricted for young drivers.
- <u>- Drivers between the ages of 21 and 25</u> are considered "Young drivers" and must purchase a mandatory supplement.
- <u>- Drivers between 26 and 69 years old</u>, no additional supplement will be applied, unless the driver presents a driving license with an issue age of between 1 and 4 years, therefore, they must hire a mandatory supplement of "Young Driver"
- Drivers over 69 years of age, SOLO rent a car reserves the right to refuse the service.

Note that a full 'B' driver's license is required, no provisional or learner driver's licenses will be accepted.

A maximum of 3 additional drivers are accepted per rented vehicle. However, the customer will have to pay a supplement in their vehicle rental contract for each of the additional drivers that it determines.

<u>Driving by a person other than the one that appears or appears in the Rental Agreement</u> is not allowed, it implies a breach by the client, and in the event of an accident they will have civil and/or criminal liability that will be fully assumed by the client, in addition of all that responsibility that entails his action in front of the company.

# 12. FUEL POLICY

The customer must return the vehicle with the fuel tank in the same condition in which it was received.

If the customer <u>does not return the fuel tank in the same condition</u> in which it was received, the company will take care of refuelling the vehicle. The refuelling charge will include both the market price of fuel per liters used to fill the tank and the refuelling charge.

<u>In the event that a signal about the lack of AdBlue appears</u>, it is the customer's obligation to refuel the Adblue tank.

The wrong customer refuelling both fuel and Ad Blue, can cause severe damage to the rented vehicle, the customer will be responsible for paying the lessor all the damages caused such as possible direct damages or the amounts not received due to the vehicle paralysation of the vehicle derived from wrong refuelling (fuel/AdBlue) or failure to refuel.

# 13. EXTRAS AND ADDITIONAL CHARGES NOT INCLUDED IN THE RENT

The extras and additional charges that are not included in the basic rental services and in the case of extras, must be contracted by the client. In any case, both the extras and the additional charges will be included in the final invoice.

### **EXTRAS OR SUPPLEMENTS:**

Accessory	1 Day	Maximum
Baby seat (0 – 15 kg)	6€	120€
Child seat (15 – 36 kg)	6€	120€
Booster seat (15 – 36 kg)	6€	120€
GPS Navigator	6€	120€
Young Driver  Groups; A, CH, CO, CA, C, CE, CJ, E, F, BP, BF, CG, CD, O, CL, H, N, CQ, CN, CM, AK, BI, BN, CB, BG, BJ, R, CP, BO, CF, DF, B, S, BH, AW, CI, CC, AO, BQ, CZ, CK, P1, M1, M2, M3, G1, G2, G3, G4, G5, PA, PB, MA, MB, MC, GA, GB, GC, GD, GE, GF, EA.	18€	270€
Young Driver  Groups; AA, AF, AP, AT, CU, CV, DE, DD, M, P, K, X, Q, CR, U, BV, AC, CX, L, Z, BU, T, AG, AJ, BT, AH.	38€	570€
Young Driver Groups; BK, AX, BR, DA, AZ, CS, AQ, BS, CW, BY, CY.	58€	870€
Young Driver Groups; AS, AV, AM, BL, BM, DB, AU, DC, CT.	78€	1170€
Additional Driver(s) (Maximum 3)	6€	120€

<sup>\*</sup> The accessories (Excluding "Young Driver") are reserved without obligation and are received according to availability.

**WARNING!** The client is solely responsible for the proper use and installation of the accessories (baby seat, child seat, booster seat, navigator...), in no case will the company or its staff be responsible, even when help is requested from the team and if it is considered to be offered, it will be merely in an auxiliary manner, the client remains responsible and must carry out a work of verification and verification of the correct use and use of accessories, assuming all the consequences otherwise.

#### **ADDITIONAL CHARGES:**

Reason for additional charge	Compensation / EUR
Roadside assistance	45€ / Hour
Anti-Tobacco Cleaning	100€
Extraordinary vehicle cleaning (more than 20 min)	150€*

Refuelling charge (for lack of fuel)	19€
Pick-up/Return outside of working hours	45€
Excess kilometres	Price according to vehicle group for each extra Kilometre
Damage management fee	45€
Administrative charges	45€
Cancellation fee	50€ plus 30% of the total rental amount
Management of fines	45€
Border crossing without permission	390€
Vehicle downtime, price will be determined by;	Days + Season
Late return fine (+ daily rental rate)	50€
Fee for vehicle abandonment	100€ + Kilometres, Losses and expenses

<sup>\*</sup> This price is indicative and depends on the budget provided by the company specialized in cleaning vehicles.

# **LOST OR BROKEN ACCESSORY**

Accessory	Approximate Compensation / EUR	
Vehicle key	300€ - 1500€	
Emergency triangle	10€	
Reflective vest	20€	
Vehicle mat(s)	50€ - 400€	
Antenna	10€ - 200€	
Vehicle documentation	10€	
Navigation/GPS System	100€	
Baby seat (0 – 15 kg)	150€ - 500€	
Child seat (15 – 36 kg)	100€ - 200€	
Booster seat (15 – 36 kg)	20€ - 50€	
Trunk cover	100€ - 500€	
Loss of the tire puncture kit	50€	
Loss of the spare wheel	100€ - 500€	

<sup>\*</sup>The prices provided are approximate and may vary based on the specific situation and circumstances, as well as the associated expenses.

#### 14. ADMINISTRATIVE FEE FOR PROCESSING FINES

An administrative charge will be applied to the client for the processing of fines, penalties or events that are issued by the corresponding authority in relation to the rented vehicle, as well as for all those events that occur during the rental period.

This charge is in addition to the amount of the fine or penalty itself, which must be paid exclusively by the client to the corresponding authority.

The standard charge for the management of each sanctioning file during the rental will be 45 euros.

# 15. USE OF THE VEHICLE

The client is authorized to drive the rented vehicle solely and exclusively within the peninsular territory of the Kingdom of Spain and Gibraltar (excluding Ceuta, Melilla and the Canary and Balearic Islands). It is FORBIDDEN to cross the borders of the peninsular territory of Spain.

### The CLIENT agrees to:

- 1. Use and drive the vehicle, complying with the regulations of the Traffic Code in force at the time of rental and in accordance with the specifications for use of the type of vehicle rented.
- 2. ALWAYS have the rental contract easily locatable while manoeuvring the vehicle.
- 3. **Protect minors.** SOLO rent a car IS EXHONORED from any responsibility for the lack of use, installation, verification, incorrect use of the compulsory restraint device for minors.
- 4. Use the rented vehicle only on roads considered public roads.
- 5. **DO NOT drive on unauthorized or unpaved roads**, or whose condition could pose a risk of damage to the rented vehicle.
- 6. **DO NOT participate in races**, contests or challenges of any nature. Just as it is strictly FORBIDDEN to drive the rented vehicle on speed/test circuits.
- 7. **DO NOT** use the rented vehicle for driving practices.
- 8. **DO NOT** use the rented vehicle for resistance tests of materials, accessories or products for automobiles.
- 9. **DO NOT** use the rented vehicle in case of **risk**, especially when it is warned electronically by lighting up the alarm lights on its control panel.
- 10. **DO NOT transport** people in the rented vehicle for monetary consideration (economic).
- 11. **NOT commit acts considered criminal** or punishable with the rented vehicle, even if said act is only considered criminal or punishable in the place where it was committed.
- 12. **DO NOT** operate the rented vehicle during inferior or diminished physical condition, which are motivated by alcohol, drugs, fatigue or illness or other causes that seriously hinder driving.
- 13. **DO NOT** use the rented vehicle to push or tow other vehicles or any other objects.
- 14. **DO NOT** transport toxic, flammable and generally dangerous substances in the rented vehicle and/or that violate current legal provisions.
- 15. **DO NOT** transport the rented vehicle on board any type of ship, train, truck or plane.
- 16. **DO NOT** circulate the rented vehicle inside port enclosures, airports, airfields, or in the enclosures or facilities of refineries and oil companies.
- 17. **DO NOT** move the rented vehicle outside the peninsular territory of the Kingdom of Spain, with the exception of Gibraltar.
- 18. **Take care of the weight distribution** in the rented vehicle so as not to exceed the weight indicated in its technical documentation.
- 19. **DO NOT** lend or rent, mortgage, pledge, sell or in any way give as a guarantee both the rented vehicle, the rental contract, the vehicle keys, the legal and/or technical documentation, the equipment, the tools and/or accessories.

- 20. DO NOT smoke inside the rented vehicle.
- 21. DO NOT transport animals/pets inside the rented vehicle.
- 22. **In the event of an accident,** the police must be notified immediately and the accident report filled out, as well as notified within a maximum period of 24 hours, to the LESSOR's email support@sologroup.net
- 23. In the event of theft, fire, act of vandalism or disappearance of the rented vehicle, notify the police, file a police report and hand over the keys, within a maximum period of 24 hours, from the occurrence of any of the aforementioned events, to SOLO rent a car and notify the LESSOR at support@sologroup.net
- 24. Take care of your effects and/or personal belongings deposited inside the rented vehicle. SOLO rent a car is not responsible for items lost, forgotten, or stolen inside the rented vehicle.

# **16. DEPOSIT AMOUNT**

# VEHICLE GROUPS AND THEIR CORRESPONDING FRANCHISES

GROUPS	SUM OF DEPOSIT WITH THE BASIC PACK	SUM OF DEPOSIT WITH THE PREMIUM + PACK
A, CH, CO, CA, C, CE, CJ, E, F, BP, BF, CG, CD, O, CL, H, N, CQ, CN, CM, AK, BI, BN, CB, BG, BJ, R, CP, BO, CF, DF, B, S, BH, AW, CI, CC, AO, BQ, CZ, CK.	1,150€	250€
AA, AF, AP, AT, CU, CV, DE, DD, M, P, K, X, Q, CR, U, BV, AC, CX, L, Z, BU, T, AG, AJ, BT, AH.	1,750€	Pack Not Available
BK, AX, BR, DA, AZ, CS, AQ, BS, CW, BY, CY.	2,500€	Pack Not Available
AS, AV, AM, BL, BM, DB, AU, DC, CT.	3,500€	Pack Not Available
Vans; P1, M1, M2, M3, G1, G2, G3, G4, G5, PA, PB, MA, MB, MC, GA, GB, GC, GD, GE, GF, EA.	350€	Pack Not Available

#### DEFINITION OF CATEGORIES AND GROUPS AND THEIR CORRESPONDING FRANCHISES

	\ /   ·
LAuriem	Vehicles
- I Ouli Sili	venicies

**Franchise 1150€ for groups:** A, CH, CO, CA, C, CE, CJ, E, F, BP, BF, CG, CD, O, CL, H, N, CQ, CN, CM, AK, BI, BN, CB, BG, BJ, R, CP, BO, CF, DF, B, S, BH, AW, CI, CC, AO, BQ, CZ, CK.

**Franchise 1750€ for groups:** AA, AF, AP, AT, CU, CV, DE, DD, M, P, K, X, Q, CR, U, BV, AC, CX, L, Z, BU, T, AG, AJ, BT, AH.

Franchise 2500€ for groups: BK, AX, BR, DA, AZ, CS, AQ, BS, CW, BY, CY.

Franchise 3500€ for groups: AS, AV, AM, BL, BM, DB, AU, DC, CT.

	Industr	ial ve	hicle	es / \	/ans
Franchise 750€ for categories –	Vans (s	mall	and	medi	ium'

Groups: P1, M1, M2, M3, PA, PB, MA, MB, MC.

Franchise 1200€ for categories – Vans (large and platform)

Groups: G1, G2, G3, G4, G5, PA, PB, MA, MB, MC, GA, GB, GC, GD, GE, GF, EA.

The assigned vehicle deposit can be determined by consulting:

- Confirmation of the reservation.
- The rental contract.
- On the website www.solorentacar.com, if it is a van, the website is www.solofurgonetas.com.
- Through communication with any SOLO rent a car office.

# 17. ROADSIDE ASSISTANCE

- In the case of the "BASIC" package, an additional cost will be applied for contracting the roadside assistance service. The amount to be paid by the client for each assistance requested within the province of Malaga is €45 per request.
- In the case of the PREMIUM + package, the price for roadside assistance is included in the service.

If the assistance is outside the province of Malaga, in addition to the €45 amount, the CLIENT will pay the cost of travel, according to the mileage and the cost of labour for the services provided, according to the time spent.

<u>DEFINITION OF ROAD ASSISTANCE</u>; It is a service in which we provide you with 24-hour roadside assistance and that includes free of charge the cost of any repair that can be carried out on site at the place of the breakdown, the towing service to take the vehicle to the nearest workshop (maximum 50km) and the taxi to take you to your nearby location or to our office.

# **18. RENTAL CONDITIONS FOR VANS**

In the case of renting vans, the conditions are as follows;

Deposit: 350 €	For groups: P1, M1, M2, M3, G1, G2, G3,		
	G4, G5, PA, PB, MA, MB, MC, GA, GB, GC,		
	GD, GE, GF, EA.		
Form of payment for the deposit	Credit card in the main driver's name		
Franchise of 750€ for van groups	P1, M1, M2, M3, PA, PB, MA, MB, MC.		
Franchise of 1200€ for van groups:	G1, G2, G3, G4, G5, GA, GB, GC, GD, GE,		
	GF, EA.		

VAN MILEAGE POLICY Vehicles are allowed to circulate only on the Spanish mainland and Gibraltar				
CONTRACT DURATION KILOMETRES				
1-11 days 400 km / day				
12-30 days 4800 km / contract				
31 days and more 160 km / day				
Extra Kilometre price is 0,15 € / 1 km extra				

#### 19. MILEAGE POLICY FOR TOURISM VEHCILES

TOURISM VEHICLE MILEAGE POLICY  Vehicles are allowed to circulate only on the Spanish mainland and Gibraltar				
For vehicle groups	Contract from 1 to 20 days	Contract from 21 to 30 days	Contract 31 days or more	Price for 1 extra Kilometre
A, CH, CO, CA, C, CE, CJ, E, F, BP, BF, CG, CD, O, CL, H, N, CQ, CN, CM, AK, BI, BN, CB, BG, BJ, R, CP, BO, CF, DF, B, S, BH, AW, CI, CC, AO, BQ, CZ, CK.	UNLIMITED	UNLIMITED	100 KM / Day	0.25€ / 1 Kilometre
AA, AF, AP, AT, CU, CV, DE, DD, M, P, K, X, Q, CR, U, BV, AC, CX, L, Z, BU, T, AG, AJ, BT, AH.	150 km / Day	3000 km / contract	100 KM / Day	0.5€ / 1 Kilometre
BK, AX, BR, DA, AZ, CS, AQ, BS, CW, BY, CY.	150 km / Day	3000 km / contract	100 KM / Day	1.5€/1 Kilometre
AS, AV, AM, BL, BM, DB, AU, DC, CT.	150 km / Day	3000 km / contract	100 KM / Day	2.5€/1 Kilometre

**UNLIMITED MILEAGE:** SOLO rent a car rents vehicles for tourism purposes. If the vehicle has excessive mileage, the Kilometres not corresponding to the intended purpose during the rental or the vehicle is used for different purposes, resulting in the vehicle with excessive mileage for it, SOLO rent a car reserves the right to terminate the contract and reject future customer service.

There is the possibility of buying additional Kilometres and increasing the total amount allowed. The amount of Kilometres purchased will be added to the limit indicated in correlation with this table. Additional Kilometres must be purchased before the start of the rental.

### **20.** VEHICLE DAMAGE AND COURTESY DAMAGES

- A:- At the time of delivery of the vehicle, the client will receive in his email, along with his rental contract and the general rental conditions, information on the condition of the vehicle, including photographs of possible existing damage. If the client considers that there is any discrepancy between the data provided and the real state of the vehicle (other damage not indicated, state of gasoline, etc.), he must notify the lessor within a maximum period of 15 minutes from the moment of formalization of the contract. reservation and in any case, before leaving the parking lot or the lessor's facilities.
- B.- At the time of vehicle return, a SOLO rent a car representative will inspect the vehicle and make a report on the condition of the vehicle. In the event that there is any damage (not determined in the delivery of the vehicle), provided that there are no causes exempting liability of the contracted package, the coverage policy determined in the package contracted by the client will be applied. The client being directly responsible for all (direct) damages that are outside the coverage of the contracted package. Likewise, the client will be responsible

for the loss of profits, as a consequence of the immobilization of the rented vehicle and intended for the commercial exploitation of SOLO rent a car.

If the client contracts any of the two packages, both the BASIC and the PREMIUM +, the courtesy damages will not be taken into account for the purposes of charges or collections at the time of the return of the vehicle unless they are so ostentatious, visible and/or technicians according to the relationship that is determined below and that may make the commercial exploitation by SOLO rent a car of the rented and delivered vehicle unfeasible.

# C.- The various COURTESY DAMAGES;

- Courtesy damages are considered damages less than 1 cm in diameter related to chips, scratches, scrapes or dents.
- Multiple damages correspond to the situation in which there are several damages less than 1 cm in diameter that are in an area of 10 cm2, in this case they will not be considered courtesy damages and, therefore, the client will be responsible for said damages. damage.

Any damage that exceeds the indicated parameters will not be considered courtesy damage, for its evaluation a tool that corresponds to the indicated measures will be used.

D.- If the CUSTOMER's debt is greater than the amount of the deposit, SOLO rent a car reserves the right to claim the amount of the consequential damage and loss of profit (as a result of the paralysis of the vehicle), by withdrawing funds from the same client's bank account, used to pay the deposit, and by prior authorization by the client at the time of the car collection.

### **21. CONTRACTABLE PACKAGES**

#### BREAKDOWN OF CONTRACTABLE PACKAGES

Damage	Description	BASIC *	PREMIUM+ **
Third party liability		Yes	Yes
Theft		Yes	Yes
Fire		Yes	Yes
Tyres	Puncture	No	Yes
Vehicle body; Bonnet, Wings, Doors, Trunk, Roof,	Scratch	No	Yes
Front bumper, Rear bumper, Antenna.	Hit	No	Yes
Plate number	Damage/Loss	No	Yes
Towing	Less than 50km	No	Yes
24h Roadside assistance		No	Yes
Damage assessment		No	Yes
Rear view mirrors	Case	No	Yes
	Glass/Mirror	No	Yes
Front windshield, Rear window	Chip/fracture	No	Yes
Windows	Chip/fracture	No	Yes
Lights (Front/Rear)	Scratch/Break	No	Yes
Rims	Scratch	No	Yes
OTHER			
Free cancellation:	48 hours prior to start of rental	No	Yes
	No show	No	No
<b>Groups</b> : A, CH, CO, CA, C, CE, CJ, E, F, BP, BF, CG, CD, O, CL, H, N, CQ, CN, BB, CM, AK, BI, BN, CB, BG, BJ, R, CP, BO, CF, DF, B, S, BH, AW, CI, CC, AO, BQ, CZ, CK.	Deposit:	1,150€	250 €
<b>Groups</b> : AA, AF, AP, AT, CU, CV, DE, DD, M, P, K, X, Q, CR, U, BV, BM, AC, CX, L, Z, BU, T, AG, AJ, BT.	Deposit:	1,750€	Not Available
Groups: BK, AX, BR, DA, AZ, CS, AQ, BS, CW, BY, CY.	Deposit:	2,500 €	Not Available
Groups: AS, AM, BL, DB, AU, DC, CT.	Deposit:	3,500 €	Not Available

<sup>\*</sup> BASIC: Mandatory liability insurance

All vehicles have the "Basic Pack" included by default.

The Basic package has the mandatory Civil Liability subscription.

The Premium + package can only be contracted directly with SOLO rent a car.

In the Premium+ package, SOLO rent a car will assume the expenses caused to the vehicle by the lessee, except for the exclusions mentioned on the next page "EXCLUSIONS."

<sup>\*\*</sup> PREMIUM+: SOLO rent a car will assume the expenses caused to the vehicle by the lessee, except for the cases of exclusions mentioned on the following page "EXCLUSIONS" table

<sup>&</sup>quot;The contractable packages are Basic or Premium+.

#### ilMPORTANT!

There are cases of negligence of the CLIENT, in which the package contracted by the CLIENT loses its value, being completely annulled, with the CLIENT being directly responsible for all the damage caused to the RENTAL company (both direct damage and loss of profit). In this case, SOLO rent a car reserves the right to claim damages from the CLIENT, both extrajudicially and judicially.

#### **EXCLUSIONS**

The following damages caused to the vehicle will be considered negligence. Therefore, renter is not covered by any insurance package. Meaning the renter will be financially responsible for the caused damages and will not be eligible for refunds, claims or chargebacks;

- 1 Damages which result from a direct breach of the terms and conditions of your rental agreement
- 2 Arson
- In the event of an accident, the original key along with a police report and the corresponding documentation was not presented to SOLO rent a car within 24 hours
- 4 Any damages were caused whilst the rental vehicle was driven by a driver not included in the rental contract
- 5 Misfuelling and other mechanical costs related to misfuelling
- Other related losses or expenses (travel, transport and accommodation) due to negligence or violation of the rental conditions
- 7 Loss and replacement of keys
- 8 Loss or damage to the interior of the rental vehicle and its accessories
- 9 Any damages incurred after the expiration date indicated in the contract
- Damages incurred whilst vehicle was driven off road, safari, adventure trail, race track, or other unauthorized roads
- Damages incurred whilst vehicle was driven under the influence of alcohol or drugs
- 12 Charges for vehicle towing more than 50km away
- Damages caused to the vehicle while it is visiting a non-authorised country or island
- Ripped, torn, deformed, cut, vehicle tyre/s
- 15 Loss of replacement wheel
- Dented, bent, warped, misshapen or cracked alloy wheels/rims
- 17 Damages caused to the vehicle out of malice
- Damages caused by installation of unauthorized equipment
- 19 Unauthorised repairs, and resulting consequential amendments, breakages, repairs
- Damages to another vehicle, death or bodily injury to a person or animal, or property due to negligence, malice or driving under the influence of drugs or alcohol
- 21 Any damages caused to the underside of the vehicle
- Damages and expenses resulting from a fraudulent, dishonest, illegal activities or a criminal act committed by the renter or other authorised drivers
- 23 Damages arising whilst driving in gross violation of the road laws of the country of hire
- 24 Damages caused to the vehicle by excessive speed exceeding the permitted limits
- SOLO RENT A CAR is not responsible for any type of commission that is charged to the client by his bank or those that derive from the fluctuations of the different exchange rates of currencies other than the euro.
- 26 Extraordinary cleaning fees
- Arising directly or indirectly from:
  - a. War or acts of terrorism
  - b. An insured person engaging in active war
  - c. Nuclear risks
- No signed and/or correctly filled accident report provided in the case of collision with a 3rd party
- In case of accident, failure to notify us within 24 hours of the date on which the incident took place and, in any event, before the end of your rental period
- For any damage to sunroof or panoramic roofs and their mechanisms

- <sup>31</sup> Carrying more passengers in the vehicle than specified by the vehicle manufacturer or permitted by law
- <sup>32</sup> Carrying more weight in the vehicle than specified by the vehicle manufacturer or permitted by law
- 33 Transportation of Pets/Animals
- Damages incurred whilst using the vehicle to move, pushing or towing other vehicles
- If the insurance company decides this is not an insurable case, this will be considered as negligence, therefore not covered by any package of SOLO rent a car
- 36 Damage to the motor
- Damage to the mechanism of the rear-view mirrors
- 38 Vehicle abandonment

#### 22. EARLY TERMINATION OF THE VEHICLE RENTAL AGREEMENT

The parties will have the right to terminate the vehicle rental contract if there is a legal cause for it. Highlight the following causes for early termination of the contract:

- 1. The return of any means of payment provided by the customer, unless the customer proceeds to pay immediately, or the customer fails to comply with the payment conditions previously agreed with SOLO rent a car.
- 2. In the event that the client uses the rented vehicle in a way that is not suitable for its purpose or causes damage to it through intent or gross negligence, lack of maintenance or revisions is included when required to do so.
- 3. Violation of applicable provisions on transport (including exceeding the maximum speed allowed, driving while intoxicated, among others as exemplary and non-limiting causes).
- 4. Failure to comply with any of the provisions of this vehicle rental contract or of the particular conditions signed.
- 5. When the continuation of the rental relationship is not required, given the circumstances, for reasons such as accidents or repeated exceeding of the maximum mileage.
- 6. When the client exceeds the territory allowed for driving, that is, the peninsular territory of Spain or Gibraltar, without prior and express authorization by the lessor.

In case of termination of the contract, the customer will immediately return the vehicle, the keys, the documentation and the accessories.

In any case, the lessor will have the right to terminate the contract and remove the vehicle from wherever it is.

In case of contractual resolution, the lessor may claim the damages that it has caused, such as consequential damage (including cranes, expert reports, legal costs, etc.) and lost profits due to the unavailability of the rented vehicle, which will be established taking as a reference the certificate on loss of earnings due to vehicle stoppage issued by the National Business Federation of Rental Vehicles with and without Driver -FENEVAL- that determines the daily amount of the stoppage, by AECA, AESVA, or by the expert or entity in the corresponding matter.

#### 23. REMOTE VEHICLE LOCATION SYSTEM

The customer is hereby informed and accepts that certain vehicles may be equipped with a remote location system.

#### Treatment purposes:

SOLO rent a car vehicles are equipped with advanced technology called "connected vehicles" and that allows location data to be processed, as well as information about the status of the vehicle, remote location systems such as the date of expiration date for the next inspection, the locking of the vehicle, its speed, the status of sensors or the activation of safety systems (e.g., airbags). These data are processed solely for the purpose of managing the vehicle rental process, to prevent crimes against property if the rented vehicle is not returned within the contractually agreed term or if it is used outside the contractually agreed geographical area (as well as in areas border or port), for the maintenance and care of our fleet, as well as to establish, verify and investigate vehicle damage or accidents. SOLO rent a car collects this data itself or receives it from the respective vehicle manufacturer or from third-party providers linked to insurance companies.

The legitimate interest for the processing of your data by SOLO rent a car is for the purpose of preventing crimes against property, for the maintenance and care of our fleet, as well as determining, verifying and investigating damages and accidents with vehicles, lies in protect our fleet of vehicles, as well as our contractual and non-contractual rights.

### Category of recipients of your data:

For certain markets and categories of vehicles, we work with external geolocation service providers to prevent, investigate and/or avoid crimes against property, where appropriate, the data may be transferred to authorities, investigative bodies, regulatory bodies, police, public administrations, collection agencies, experts, assistance providers, lawyers and solicitors, insurance brokers and insurers.

#### 24. DAMAGE. ACCIDENTS. INFRACTIONS

## Treatment purposes:

In those cases where you detect data in our vehicles, or if you or a third-party cause damage to them, or traffic and vehicle circulation regulations are violated during your rental, or you or a third party are involved in an accident with one of our vehicles, your personal data, contact data, contractual data, financial data and other data will be processed for the following purposes:

- Reception and examination of claims;
- Customer service in case of accident:
- Processing of damages;
- Processing of claims (processing based on your information to the information of third parties, such as the Police, the next tenant, witnesses, etc.).

This also includes the processing of the aforementioned data categories for the purpose of claiming damages, e.g.; against insurers and insurance brokers.

In relation to claims and accidents, your personal, contact and contractual data are also processed for the purpose of providing assistance through roadside assistance services and the SOLO rent a car mobility guarantee. Likewise, your personal data, contact data and contractual data are processed in order to comply with legal obligations (e.g., notifications to investigative bodies, identification of drivers in the event of traffic violations, among others).

In the event that the competent authorities suspect that you have committed an infraction or a crime with one of our vehicles, in addition to your stored personal data, the data provided to us by the competent authorities will be processed.

Your personal data, contact data, financial data, contractual data and, where appropriate, data related to health, will also be processed for the purpose of securing and executing our claims against you, for example, in the event of non-payment or damage to our vehicles.

Our legitimate interest in processing your data for the purpose of data settlement and the enforcement of our

own claims against you lies in preventing damage to our business and making undamaged vehicles available to our customers. In addition, based on contractual relationships with third parties (e.g., Insurers) we are obliged to process your data for the purpose of liquidation of damages. Our legitimate interest in this regard is to ensure the fulfilment of contracts.

#### Legal bases of the treatment

Art. 6 par. 1 first sentence letter b) of the RGPD for the treatment with the purpose of the management of claims, the attention to the CUSTOMER in case of loss, the processing of accidents.

Article 6 section 1 first sentence letter c) of the RGPD for the treatment with the purpose of processing accidents and the duty to identify drivers who have committed a traffic offense, established in article 11 of Royal Legislative Decree 6/2015, of October 30, which approves the Consolidated Text of the Law on Traffic, Circulation of Motor Vehicles and Road Safety).

Article 6 paragraph 1 first sentence letter f) of the RGPD for the treatment for the purpose of liquidation of damages, the execution of our own claims against you and in connection with infringements.

Article 9 section 2 letter f) of the RGPD for the processing of data related to health for the purpose of formulating, exercising or defending claims.

### Legitimate interest, provided that the treatment is based on art. 6 par. 1 first sentence letter f) of the RGPD.

Our legitimate interest in processing your data for the purpose of data settlement and the enforcement of our own claims against you lies in preventing damage to our business and making undamaged vehicles available to our customers. In addition, based on contractual relationships with third parties (e.g., Insurers) we are obliged to process your data for the purpose of liquidation of damages. Our legitimate interest in this regard is to ensure the fulfilment of contracts.

# Categories of recipients of your data:

For the aforementioned purposes, if necessary, we disclose your data to the following recipients: authorities, investigative bodies, regulatory bodies, police bodies, public administrations, collection agencies, experts, assistance providers, lawyers and solicitors, insurance brokers and insurers.

# 25. USE OF THE NAVIGATION SYSTEM (GPS)

Use of a navigation system in the vehicle during the rental period may result in navigation data being stored in the vehicle. When mobile phones or other devices are linked to a vehicle, data from those devices may also be stored in the rented vehicle.

If the CLIENT and/or driver wishes that said data does not remain in the rented vehicle after its return, they must themselves ensure the deletion of said data before returning the vehicle. The deletion / deletion of data can be done by resetting the navigator (GPS) and vehicle communication systems, which will be done by indicating "factory settings".

It is not the responsibility of SOLO rent a car to delete the mentioned data. Once the period of 2 hours has elapsed from the effective return and receipt by the LESSOR of the vehicle, the data corresponding to the use of the navigation system will be deleted by default.

### **26.** MODIFICATIONS OF THE CONTRACT

There are no agreements between CLIENT and SOLO rent a car that are not reflected, in writing, in the rental contract or in these general conditions. Any modification of the same must be made in writing and signed by both parties. The parties will sign a rental contract (particular conditions), under the conditions of this General Rental Conditions contract.

### 27. LANGUAGE

This contract for vehicle rental is always signed in the Spanish language. The CLIENT can learn about these conditions and their versions, written in other languages (Russian and English) on the website. In case of discrepancies, the ruling and prevailing version will be the one written in the Spanish language.

#### 28. CUSTOMER SERVICE

You can contact SOLO rent a car CUSTOMER SERVICE at the following address: <a href="mailto:support@sologroup.net">support@sologroup.net</a>

In accordance with the provisions of article 3.4 of Decree 472/2019, of May 28, which regulates the complaint and claim forms of consumers and users in Andalusia and their administrative processing, the CLIENT can request and send the complaint and claim sheets in paper or electronic format to the following address <a href="mailto:support@sologroup.net">support@sologroup.net</a>

### 29. LEGISLATION AND JURISDICTION

This legal text gives you details of how we collect and process your personal data through the use of our site www.solorentacar.com, including any information you may provide us through the site when you request information or contract a service, register to our newsletter or provide your contact information through the form provided for this purpose.

By providing us with the data, we inform you that our services are not possible for those people who are prevented by regulations from giving consent, so when you send us the forms, you guarantee that you have sufficient capacity to grant consent. SOLO MARBELLA, S.L., is responsible for your data. (Hereinafter we or our).

The data controller:

Social denomination: SOLO MARBELLA, S.L.

C.I.F.: B-93089928

Registered Address: Nave 80, Polígono industrial La Campana (Marbella), Málaga, CP 29660.

Málaga.

Telephone: +34 951 509 999 Email: support@sologroup.net.

Registry data: Registro Mercantil Málaga, Tomo 4825, Libro

3733, Folio 62, hoja MA- 07336, inscripción.

# 1. What data do we collect?

The General Data Protection Regulation tells us that personal data is all information about an identified or identifiable natural person, that is, all information capable of identifying a person.

This would not include anonymous or percentage data.

On our website www.solorentacar.com we can process certain types of personal data, which may include:

- Identity data: name and surnames.
- Contact information: email and address.
- Marketing and communications data: preferences to receive marketing communications from us and preferred means of communication.

We do not collect any data related to special categories of personal data (those that reveal your ethnic or racial origin, political opinions, religious or philosophical convictions, trade union membership and information about your health, genetic or biometric data).

In the event that you are required to collect personal data by law or under the terms of the contract between us and you refuse to provide it to us, we may not be able to perform said contract or provide the service, and you must notify us in advance.

### 2. How do we collect your data?

The means we use to collect personal data are:

- Through the form on our page www.solorentacar.com, through our contact email, by phone or post, when:
- Request information about our products or services
- Hire the provision of our services or products
- Through technology or automated interactions: On our site we may automatically collect technical data about your equipment, browsing actions and usage patterns. This data is collected through cookies or similar technologies. If you want more information, you can consult our cookie policy published on the website.
- Through third parties:

2 Google: analytical data or search data. Outside the European Union.

## 3. <u>Purpose and legitimacy for the use of your data. The most common uses of your personal data are:</u>

- For the formalization of a contract between SOLO rent a car and you.
- When you give your consent to the processing of your data
- When we need them to comply with a legal or regulatory obligation
- When necessary for our legitimate interest or that of a third party.

The User may revoke the consent given at any time by sending an email to <a href="mailto:support@sologroup.net">support@sologroup.net</a> or by consulting the exercise of rights section below.

We may process some personal data for some additional legal reason, so if you need details about this you can send an email to support@sologroup.net

**Purpose:** we will only use your data for the purposes for which we collected it, unless we reasonably consider that we should use it for another reason, notifying you in advance so that you are informed of the legal reason for its processing and as long as the purpose is compatible with the purpose original.

Conservation period: they will be kept for the time necessary to fulfil the purpose for which they were collected and to determine the possible responsibilities that may arise from said purpose and from the processing of the data. The provisions of the different regulations regarding the conservation period will apply, in what is applicable to this treatment.

#### 4. Your data protection rights

How to exercise these rights? Users may send a communication to the registered office of SOLO MARBELLA, S.L. or email address support@sologroup.net, including in both cases a photocopy of your ID or other similar identification document, to request the exercise of the following rights:

- Access to your personal data: you can ask SOLO rent a car if it is using your personal data.
- To request their rectification, if they were not correct, or to exercise the right to be forgotten with respect to them.
- To request the limitation of the treatment, in this case, they will only be kept by SOLO rent a car for the exercise or defence of claims
- To oppose their treatment, SOLO rent a car will allow the data to be processed in the manner that you indicate, unless for legitimate reasons or for the exercise or defence of possible claims, they must continue to be processed.
- To the portability of the data: in case you want your data to be treated in another way,

SOLO rent a car will facilitate the portability of your data to the new person in charge.

You can use the models made available to you by the Spanish Data Protection Agency.

Claim before the AEPD: if you consider that there is a problem with the way in which SOLO rent a car is treating your data, you can direct your claims to the corresponding control authority, being in Spain, the competent one for it: Spanish Agency for the Protection of Data.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights).

mentioned above). This is a security measure to ensure that personal data is not disclosed to anyone who has no right to receive it.

All requests are resolved within the legal period indicated month. However, it may take us more than a month if your request is particularly complex, or if you have already carried out a series of actions previously. In this case, we will notify you and keep you updated.

### 5. Transfer of personal data

It is possible that, in the performance of our work, we need the help of third parties, who will only process the data to provide the contracted service, and with whom we have the corresponding measures to guarantee your rights:

- Service providers that provide information technology and system administration services.
- Professional advisers including lawyers, auditors and insurers who provide banking, legal, insurance and accounting consulting services

All data processors to whom we transfer your data will respect the security of your personal data and will treat it in accordance with the GDPR.

We only allow such processors to process your data for specified purposes and in accordance with our instructions. However, you can request, in compliance with transparency, a list of who are these companies that provide us services, you can do so by email: <a href="mailto:support@sologroup.net">support@sologroup.net</a>

#### 6. Data Security

We have implemented appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorized way, modified or disclosed. In addition, we limit access to your personal data to those employees, contracting agents and other third parties who have a business need to know such data. They will only process your personal data on our instructions and will be subject to a duty of confidentiality. We have implemented procedures to deal with any suspicion of violation of your personal data and we will notify you and the Control Authority in the event that a security breach occurs, as regulated in the RGPD in its articles 33 and 34.

#### 30. THE CLIENT

The client has been fully informed of everything provided in the contract, this wording being in a clear and easily understandable language, both parties agree to what is hereby agreed by both. In case of discrepancy on any question that arises between the parties in relation to this contract, such as its execution, interpretation, compliance or resolution, they express their intention to renounce the corresponding jurisdiction, in preference to the Courts and Tribunals of Marbella. With this signature, I, the present client, accept the state in which the vehicle has been delivered to me and all the content of this contract, as well as I agree to pay the total rental price and I have understood that it may incur in additional costs mentioned above in the rental terms, and I accept responsibilities as a lessee of this vehicle during the course of this agreement in relation to the conditions specified in the terms and conditions of the rental agreement and in its finalized case of incurring them, and when it is carried out payment with a bank card, I authorize SOLO MARBELLA SL. to charge and deduct all costs, including accident fees, charges, fines or administrative processes related to my operation of a vehicle owned by SOLO MARBELLA SL. under the terms of the rental agreement.

Client's signature: