

GENERAL TERMS AND CONDITIONS OF USE – VEHICLE STATUS & INFORMATION

The general Terms and Conditions govern the conditions of use of VEHICLE STATUS & INFORMATION for retail customers (consumers) who subscribe.

1. COMPANY PROVIDING THE SERVICES

The Services are offered by Vauxhall Motors Limited & Opel Automobile GmbH, trading as Vauxhall & Opel, hereinafter referred to as “**the Manufacturer**”, whose registered offices are at Chalton House, UK1-101-135 Luton Road, Chalton, Luton, Bedfordshire LU4 9TT & Bahnhofplatz, 65423, Russelsheim am Main, Germany, and by PSA Automobiles SA, whose registered office is at 2-10 Boulevard de l’Europe 78300 Poissy, France.

We agree to make the Services available to you, provided that you accept these terms and conditions.

2. DEFINITIONS

“Warning”: a warning and accompanying information produced by the Manufacturer’s information systems, using the technical information transmitted from the Vehicle’s Telematics Unit.

“Telematics Unit”: unit fitted to the Vehicle, marketing as Connect Box or Connect SOS, including an integrated SIM card and capable of transmitting vehicle data necessary for the provision of the Service.

“Customer”: the consumer customer of a Vehicle, whether it be owned or leased, in the case of a lease with option to purchase.

“Over the Air” technology: all communications without physical network link (e.g. GSM 4G, WiFi).

“Manufacturer” - Vauxhall Motors Limited & Opel Automobile GmbH, having their registered office at Chalton House, UK1-101-135 Luton Road, Chalton, Luton, Bedfordshire LU4 9TT & Bahnhofplatz, 65423 Russelsheim am Main, Germany on behalf of the group of related companies distributing Vauxhall branded vehicles in the UK (“**VAUXHALL**”).

“Service”: VEHICLE STATUS & INFORMATION service provided by the Manufacturer to the Customer, as described in paragraph 3 below.

“Vehicle”: vehicle branded Vauxhall, with the required technical specification, sold and registered in the United Kingdom and fitted with a Telematics Unit, as standard or as an option, which is compatible with the Service.

3. SERVICE DESCRIPTION

The technical relevant information will be transmitted by the Vehicle to the Vauxhall Authorized repairer (“**Retailer**”) mentioned in the Customer’s MyVauxhall account in the section “myRetailer”.

If no Retailer is mentioned in MyVauxhall section of MyVauxhall account, the relevant technical information will be transmitted to the original sales Retailer (Retailer b), mentioned in the new vehicle contract, signed by the customer at the moment of purchase of the vehicle and/or Vauxhall Connect services. The customer will be contacted by his Retailer (either a or b), using the data specified on the customers Vauxhall Connect Store personal account (name, surname, phone number, contract number and/or email), in order to offer a preventive servicing appointment at their authorised repairer or an appointment, where a Warning requires technician intervention on the Vehicle.

This appointment will only be made following agreement with the Customer and will take place at an authorised repairer located in the United Kingdom. In the event that the vehicle is not in the United Kingdom, but is in a country specified in paragraph 4.3, the Customer will be offered an appointment on

their return to the United Kingdom, or be advised to use the Assistance service.

A Warning is detected and understood using the technical and geolocation information transmitted from the Vehicle to the Manufacturer 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) and actual mileage,
- 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.

The mileage reading when transmitted by the Vehicle to the Manufacturer, will be shared with Retailer a or b, and it will be used to predict required vehicle repairs such as Inspections, annual test of vehicle safety or Cambelt due dates.

These Services do not report all conditions that may affect the operation of Your Vehicle. This data is limited and is intended to be used in addition to and not as a substitute for performing manual checks of Your Vehicle. It is Your responsibility to monitor and maintain Your Vehicle in accordance with applicable laws and regulations.

3.1. Changes to the content of Services

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

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

If you wish to undertake any other lawful use which you believe is not referenced in this Service, then please consult us beforehand to check that such use is expressly permitted, to avoid the risk of you incurring liability to us for a potentially prohibited use.

3.2. Automatic activation of network communications link

After the Customer has subscribed to a connected service provided by the Manufacturer (such as the Service), a network communication link is established between the Vehicle and the respective device management server and maintained to perform the necessary data disclosures for the connected service(s). In most of the cases, the network communication link will be automatically activated but in specific cases a physical activation operation must be carried out by a Retailer. Please contact the Customer Care Center for more information (details for which are as set out in condition 12 below).

If the Customer wishes to have control of the data disclosures, the Customer can choose at any time to restrict the respective data disclosures, including the disclosure of geolocation data 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 Vehicle user manual/handbook or please contact the Customer Care Center for more information.

If the Customer chooses to restrict the data disclosure, in particular the disclosure of geolocation data, this may limit the provision of the Service.

Data disclosures necessary to perform the connection, device management, soft- and firmware updates and to manage default codes are not affected by Privacy Settings.

Customers undertake to inform any person using the Service or occupying a place in the Vehicle that data (in particular geolocation data) is collected and disclosed. The Customer is informed that they are responsible for erasing all data relating to them which they have entered and stored in the Vehicle's system.

4. NECESSARY CONDITIONS FOR THE TRANSMISSION OF WARNINGS

4.1 Activation period

The Service will be activated within maximum 9 days after the initial Service subscription date, following remote configuration of the Vehicle. During this configuration time, the Customer must use the Vehicle regularly over a period of at least three (3) days, in an area with mobile phone operator coverage. The Customer must supply the Manufacturer with a valid telephone number while subscribing for the service in order to activate the Service.

4.2 Operating 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 Manufacturer) switched on and connected to the telephone network.

4.3 Territoriality

The technical information and geolocation 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: France, Spain, Portugal, Belgium, Luxembourg, the Netherlands, Germany, Austria, Switzerland, Italy, Poland, Czech Republic, Slovakia, Denmark, United Kingdom, Sweden, Norway.

5. DURATION OF THE SERVICE

The Service will be provided by the Manufacturer from the start of the activation period (as described in paragraph 4.1 above) for a duration of 3 years, starting on the first day of the Manufacturer's new vehicle warranty period, as set out on the registration card.

During this 3-year period the Service will terminate automatically if the communication network(s) used for its delivery is (are) no longer available or is (are) strongly saturated due to 2G and/or 3G network switch off, decided by the telecommunication carriers. The termination information will be made available on the Manufacturer websites at least 30 days before the end of the Service.

If not automatically terminated early as above, after this 3-year period the Service may continue for an undetermined period of time and the Manufacturer will be entitled to terminate it at any time for any reason. The information will be made available on the Manufacturer websites at least 30 days before the end of the Service.

During the term of the contract,

- The Service may be modified, including remotely, to take account of any regulatory changes or to include additional Warnings, in order to take into account

technical changes and changes in general customer expectations.

- The Service Provider may also delete the Service, in order to include the constituent services within a new service.
- Access to the Service updates or access to the benefit of a new service replacing the Service may potentially be subject to the express acceptance by the Customer of a new version of the corresponding general terms and conditions of use.

6. LIMITATIONS – LIABILITY

6.1 Limitations

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 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 and not to be used as a substitute for performing manual checks of Your Vehicle. The existence of Warnings and associated information does not exempt the Vehicle user from:

- complying with the instructions in the Vehicle 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. We do not promise to detect all Vehicle conditions and it is Your responsibility to monitor and maintain Your Vehicle in accordance with applicable laws and regulations.

Mobile telephone network coverage, the topography of the area and the atmospheric conditions may, in some locations and at certain times, limit the Service operation, beyond the control of the Manufacturer.

Without prejudice to the provisions of article 5 (Duration of the Service), the performance of the Service may be affected if the communication network(s) used for its delivery is (are) saturated due to 2G and/or 3G network switch off decided by the telecommunication carriers.

6.2 Liability

Whilst the Manufacturer will use reasonable efforts to ensure the availability of the Service, the Manufacturer does not guarantee that the Service will be provided without interruption or will operate error free. The Customer is responsible for the use of the Service and therefore has total responsibility for any breach of third-party rights, in particular, but not restricted to, any infringement of liberty or privacy, which may result from use of the Service by the Customer or other users of the Vehicle. The Manufacturer shall incur no liability for the Customer's use of the Service in a manner contrary to the laws of the country in which it is used, the, incorrect or wrongful use by the Customer or any third parties of the Service, or for the accuracy or otherwise of the information received by means of the Service.

Similarly, the Manufacturer has no liability in respect of any interruption in the communication networks enabling access to the Service, total or partial unavailability of the Service due to the telecommunications operator, or of problems connected with the security of transmissions due to the telecommunications operator or partial or total deterioration or the destruction of the Telematics box and its associated parts during an accident or any other event. The Manufacturer shall not be liable if the telephone number provided by the Customer is not valid, does not work or if the message service is full, preventing the call from being received. The Manufacturer does not exclude or limit in any way its liability for:

- a) death or personal injury caused by its negligence or the negligence of its employees, agents or subcontractors;
- b) fraud or fraudulent misrepresentation;
- c) breach of the Customer's legal rights in relation to the Service including that the Service is satisfactory, that the

Service is fit for its purpose and that the Service is as described.; and
d) defective products under the Consumer Protection Act 1987.

7. FORCE MAJEURE

Neither party shall be in breach of this agreement nor liable for delay in performing, or failure to perform, any of its obligations if such delay or failure result from force majeure events:-

Whether or not they are considered to be force majeure events by law, it is agreed that the following events will in any case be considered to be force majeure events:

- an order from the public authorities imposing the total or partial suspension of service of the mobile telephony operator used for the Service; or
- a partial or total malfunction arising from disruptions to or interruptions in the means of communication provided by the telecommunication operators; or
- strikes or industrial disputes affecting the Manufacturer or its suppliers.

8. DEACTIVATION - EARLY TERMINATION OF THE SERVICE

Customers who are consumers have the right to cancel the service subscription within 14 (fourteen) days without giving any reason. The cancellation period will expire after 14 (fourteen) days from the day of the conclusion of the service subscription). To exercise the right to cancel, the Customer must inform the Manufacturer (see details in clause 12) of their decision to cancel the service subscription by a clear statement (e.g. a letter sent by post, or e-mail). The Customer may use the cancellation form set out in Appendix 2, but it is not mandatory to use this form. To meet the cancellation deadline, must send their communication concerning their exercise of the right to cancel before the cancellation period has expired.

The Manufacturer reserves the right to terminate the Service remotely in the following cases:

- where the Customer does not exercise the option to purchase the Vehicle at the end of a long-term lease contract,
- transfer or resale of the Vehicle by the Customer,
- destruction of the Vehicle,
- in the event of theft of the Vehicle or an accident, which results in the Vehicle being written off,
- where a call is made to the Customer by or on behalf of the Manufacturer in response to a vehicle alert using the most recent telephone number provided to the Manufacturer by the Customer and the recipient of the call informs the caller that they are no longer the owner or keeper of the Vehicle.

The Customer shall inform the Manufacturer of the occurrence of any of the above events by contacting the Customer Contact Centre in order to deactivate the Service.

If the Customer does not inform the Manufacturer about the transfer or resale of the vehicle, they accept that the Manufacturer will deactivate the Service at any time.

Furthermore, if the Customer no longer wishes to benefit from the Service, they may, at any point, request the deactivation of the Service by contacting the Customer Contact Centre. Remote deactivation of the Service is not instantaneous and there may be a delay between receipt of a deactivation request and actual deactivation.

To the extent permitted by law and unless prohibited by law, Manufacturer reserves the right to terminate your participation in or access to the Services and this Agreement if, in its sole judgment, if You have violated this Agreement. For example, Manufacturer may terminate this Agreement immediately if: (i) You breach any obligation of this Agreement; (ii) any person or party acting by, through, for, or in concert with You takes any action inconsistent with this Agreement; (iii) You engage in, encourage, or participate in any unlawful, deceitful or fraudulent conduct in any way relating to this Agreement or any of the Services;

Upon termination or expiration of this Agreement, You must immediately stop using the Services and your license to the Services device is automatically and immediately terminated. All provisions of this Agreement which by their nature survive termination or expiration, shall survive termination or expiration of this Agreement.

9. MALFUNCTION OF THE SERVICE

In the case where the Customer notices any Service malfunction, they shall contact the Customer Care Centre of the Manufacturer, whose contact details are detailed in paragraph 12.

9 REMOTE DEVICE MANAGEMENT & REMOTE SOFTWARE & FIRMWARE UPDATES

As an integral part of the Service related to the performance of this Agreement, necessary device management and necessary software and firmware updates related to the soft- and firmware for the named connected service will be performed remotely, in particular by using "Over the Air"-technology.

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.

10. INTELLECTUAL PROPERTY

The Manufacturer and its suppliers remain the sole holders of all intellectual property rights relating to the Service. The Manufacturer grants the Customer a licence to use the Service. This licence is granted for the whole period of the subscription to the Service.

11. APPLICABLE LAW

These general terms and conditions and any dispute or claim arising out of or in connection with them or their subject matter or formation shall be governed by and construed in accordance with the law of the United Kingdom..

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

The Customer can refer a dispute to Motor Codes Limited ("Motor Codes"). Further details can be found at <https://www.themotorombudsman.org/> or alternatively the Customer may wish to contact their advice line on 0843 910 9000. Motor Codes will not charge the Customer for referring a dispute (although the Customer may pay an additional amount for any call to them) and if the Customer is not satisfied with the outcome the Customer can still bring legal proceedings.

12. CUSTOMER CARE CENTRE

Customers may get in touch with the Customer Care Centre of the Manufacturer for any request for information, complaint relating to the Service or termination of contract:

By telephone: 0800 026 0034

By email: customercare@vauxhall.co.uk

By Mail: Chalton House, UK1-101-135 Luton Road, Chalton,
Luton, Bedfordshire LU4 9TT.

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

VEHICLE STATUS AND INFORMATION PRIVACY STATEMENT

Your personal data will be processed for providing the Vehicle Status & Information services by us, Vauxhall Motors, Chalton House, UK1-101-135 Luton Road, Chalton, Luton, Bedfordshire LU4 9TT, bt Opel Automobile GmbH, Bahnhofspatz, 65423 Rüsselsheim am Main, Germany and by PSA Automobiles SA, whose registered office is at 2-10 Boulevard de l'Europe 78300 Poissy, France as controllers.

We process your personal data for the following purposes based on the following legal basis.

Data (mandatory data is marked with *)	Purposes	Legal basis
1. Name*, surname*, email address*, phone number*, vehicle identification number (VIN)*, VauxhallConnect contract number*, start and end of Service (duration)	Activation and administration of the service	Art. 6 (1) 1 b) General Data Protection Regulation (GDPR)
2. Diagnostic and maintenance data (such as next maintenance due date or due mileage, fluid level, airbag and seatbelt status)*, mileage*, VauxhallConnect contract number*, VIN*, geolocation data*	Provision of the Service such as interpretation of diagnostic and maintenance alert notifications, service predictions (e.g. the mileage reading is disclosed to the dealer and will be used to predict required vehicle repairs) and notification to you	Art. 6 (1) 1 b) GDPR
3. VIN*, IP address*, IMEI/SIM Card number*, certificate number*, Service ID*, list of ECU concerned*, software and firmware status*, hardware version*, acknowledgement of the user a/o owner of the vehicle*, result (successful / not successful) of remote device management or remote software/firmware update*	Channel connection between the vehicle and the device management server, remote device management and remote software and firmware updates	Art. 6 (1) 1 b) GDPR
4. VIN*, IP address*, IMEI/SIM Card number*, certificate number*, Service ID*, list of ECU concerned*, software and firmware status*, hardware version*, acknowledgement of the user a/o owner of the vehicle*, result (successful / not successful) of remote device management or remote software/firmware update*	Channel connection between the vehicle and the device management server, remote device management and remote software and firmware updates	Art. 6 (1) 1 c) GDPR or - when applicable - Art. 6 (1) 1 d) GDPR
5. VIN, diagnostic and maintenance data, software and firmware status, hardware version, respective product and service specifications	Product and Service monitoring, product and Service liability (in association with Quality Control/Quality Assurance) and potential recall campaigns	Art. 6 (1) 1 c) GDPR
6. VIN, diagnostic and maintenance data, software and firmware status, hardware version, respective product and service specifications (all pseudonymised)	Product and service improvement, quality improvement, field campaigns, rework campaigns, continued service and product development (information on wear and tear, diagnosis and repair), also in association with Quality Control/Quality Assurance	Art. 6 (1) 1 f) GDPR: The legitimate interest of the manufacturer of the Vehicle and/or Service Provider to improve its products and services.
7. VIN, diagnostic and maintenance data, geolocation data	Anonymisation of the data in order to be able to use the anonymised information for further processing	Art. 6 (1) 1 f) GDPR: The legitimate interest of the manufacturer of the Vehicle and/or Service Provider to anonymise the data in order to be able to use the information for statistical purposes.

The data elements marked with a * listed above are mandatory and a contractual requirement. In case you don't provide the data, we cannot provide the requested service.

Name, surname, email address, VIN and VauxhallConnect contract number are obtained from VauxhallConnect and myVauxhall customer data bases, owned by PSA Automobiles S.A., 2-10 boulevard de l'Europe 78300, Poissy, France in order to provide you with the service after your subscription to MyVauxhall and/or VauxhallConnect.

Geolocation

You can change the privacy settings to deactivate the geolocation system in the car by pressing the black service button and the SOS button simultaneously for less than 1 second. In case your car is equipped with a navigation system, you can change privacy in the settings menu on the touchscreen.

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

Above mentioned contractual data will be stored for 10 years after contract termination. Data in section 2 used to calculate the diagnostic and alert notifications including geolocation data, will be retained for maximum 6 months. Data listed in section 3 and 4 will be stored for 10 years after the contractual relationship has been terminated. Data listed in section 5 will be stored for active plus 5 years (19 years). Data listed in section 6 will be stored for 7 years. Data displayed to the preferred Vauxhall Retailer as described in section 3 of T&Cs will be deleted after 4 weeks.

We disclose your personal data for the below listed purposes to the following recipients:

Data	Purpose(s)	Recipient(s)
<ul style="list-style-type: none"> - Phone number* - VIN* - Diagnostic and maintenance data* - Mileage* - VauxhallConnect contract number* 	<p>Service subscription, transmission of diagnostic and maintenance alert notifications</p>	<p>IT service provider: IBM GBS France 17 Avenue de l'Europe 92275 Bois-Colombes France</p>
<ul style="list-style-type: none"> - Name* - Surname* - Email address* - Phone number* - VIN* - Diagnostic and maintenance data* - Mileage* - VauxhallConnect contract number* - Preferred dealer in MyVauxhall Web/App account or original sales Dealer 	<p>Follow up with the customer based on the diagnostic and maintenance alert notifications, service predictions</p>	<p>Your preferred Vauxhall Retailer if selected in MyVauxhall account Web/App or your original Sales Dealer.</p> <p>Respective service provider of your selected preferred Vauxhall Retailer or your original Sales Dealer:</p> <p>Fair Computer Systems Ostendstr. 132 90482 Nürnberg Germany</p>
<ul style="list-style-type: none"> - Name* - Surname* - Email address* - Phone number* - VIN* - VauxhallConnect contract number* - Preferred dealer in MyVauxhall Web/App account or original sales Dealer* 	<p>Service management, display of service predictions, diagnostic and maintenance alert notifications</p>	<p>We disclose your personal data to our respective engaged IT service providers who act as processors, in particular:</p> <p>Capgemini (Capgemini Technology Services, 5/7 rue Frédéric Clavel – 92287 Suresnes Cedex - France) who engages other (sub-) processors who are located outside of the European Economic Area (EEA) and therefore in a country without adequate level of data protection. There is no adequacy decision of the European Commission, but there are appropriate safeguards in place, which are in this case respective Binding Corporate Rules (BCR's). In order to obtain a copy please follow this link: https://www.capgemini.com/resources/capgemini-binding-corporate-rules/</p>
<ul style="list-style-type: none"> - VIN - Diagnostic and maintenance data - Software and firmware status - Hardware version - Respective product and service specifications (all pseudonymised) 	<p>Product and service improvement, quality improvement, field campaigns, rework campaigns, continued service and product development (information on wear and tear, diagnosis and repair), also in association with Quality Control/Quality Assurance</p>	<p>We disclose your personal data to our respective engaged (IT) service providers as mentioned above, who act as processors, and to Peugeot Citroën DS Morocco, Sidi Maarouf Business Center, 1100 Boulevard Al Quods, Casablanca Nearshore Park shore 22 – 20270, Sidi Maarouf who is placed outside the European Economic Area (EEA) in Morocco and therefore in a country without adequate level of data protection. There is no adequacy decision of the European Commission but there are appropriate safeguards in place, which are in this case EU Standard Contractual Clauses. In order to obtain a copy please send an email to Brand, Customer Relations</p>

Your rights

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

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

If you want to claim your above-mentioned rights or delete your account completely please send an email to privacyrights@vauxhall.co.uk

To exercise your right to lodge a complaint (Art. 77 GDPR) please contact The Information Commissioners Office through their website www.ico.org.uk, by phone on 0303 123 1113 or by post at Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Contacting us

Vauxhall Motors Limited:

Chalton House, UK1-101-135 Luton Road, Chalton, Luton, Bedfordshire LU4 9TT. Call customer care: 0800 026 0034, customercare@vauxhall.co.uk

Contacting the Data Protection Officer:

Vauxhall Motors, Chalton House, UK1-101-135 Luton Road, Chalton, Luton, Bedfordshire LU4 9TT

Opel Automobile GmbH, Bahnhofspatz, 65423 Ruesselsheim am Main, Germany, phone: +49 (0)6142 - 911 9800, e-mail: kontakt@opel-infoservice.de, the names of the members of the management can be found here: <http://www.opel.de/tools/impressum.html>

Contacting the Data Protection Officer:

Opel Automobile GmbH, Datenschutzbeauftragter, Bahnhofspatz, 65423 Ruesselsheim am Main, Germany, E-mail: Datenschutz@opel.com

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

Contacting the Data Protection Officer:

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

Version: Jan. 2021

See our Legal Notice for the full company details.

APPENDIX 2: CANCELLATION FORM FOR ONLINE SERVICE CONTRACTS

To: Opel Customer Relations Department []

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

Vehicle Status & Information

Ordered on*:

Name of consumer*:

Address of consumer*:

VIN Number:

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

Date

(*)Please note that the information marked with an asterisk (*) is mandatory.