

Privacy policy

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1. Who processes your personal data?

Megadrive Autovermietung GmbH, with its registered office at Modecenterstraße 4a, 1030 Vienna, is the "responsible party" for your personal data collected, stored and processed via this website or our rental stations and agencies in order to provide you with mobility solutions. processed in order to offer you mobility solutions under the Buchbinder brand. brand.

The terms "Buchbinder", "we", "us" or "our" as used in this policy refer to Megadrive. refer to Megadrive Autovermietung GmbH, which provides mobility solutions under the Buchbinder brand of mobility solutions.

In accordance with the applicable regulations on the protection of personal Megadrive Autovermietung GmbH is the "data controller".

Megadrive Autovermietung GmbH is a company of the Europcar Mobility Group. The term "our group" refers to the Europcar Mobility Group. If you provide us with personal data or if we collect personal data from you, we undertake to process it in accordance with this privacy policy. process it in accordance with this Privacy Policy.

2. What personal data do we collect from you?

As a mobility solutions provider, we collect and process different categories of personal data from you when you use our website to in order to provide you with our products and services.

By personal data, we mean not only data that directly identifies you, but also data about which you are not personally identifiable.

The categories of personal data that we collect in connection with our services and the use of our website are:

- Your identification data: Surname, first name, e-mail address, telephone number, postal address, driver ID, identity card and/or passport number, date and place of birth,
- If applicable, identification data of the additional driver(s): surname, First name, e-mail address, telephone number, postal address,
- Details of your driving licence and the driving licence of any additional driver: number, date and place of issue, expiry date,
- Details of your identity card/passport: Number, date of issue, place of issue, date of validity,
- Payment details: Account numbers, card numbers, etc.,,
- Financial data: Your invoices,
- If applicable, data on administrative offences that affect you,
- If applicable, data on vehicle damage as a result of accidents and other events,
- information on your flight in the event that the place of collection of your vehicle is an airport,
- Navigation data related to your use of our website,
- Electronic data: Recordings of your communication by e-mail with our Customer Service,
- All vehicles in our fleet have a user manual that provides instructions for resetting the information and communication communication systems to the factory settings. Deleting data you have stored in the communication systems is your responsibility. your responsibility,
- Data related to cookies and other similar technologies. Information on the use of cookies can be found in our Cookie Policy
https://at.buchbinder.de/fileadmin/user_upload/corporate/user_upload/Downloads/Megadrive_Cookie-Richtlinien_0521_eng.pdf
- We collect most of your personal data directly from you, but we may also receive personal data from third parties, including the relevant authorities who are responsible for dealing with Fines for traffic violations

3. For what purposes do we process your personal data?

We collect, store and process your personal data for the following purposes purposes on the basis of the following legal grounds:

| Purpose of the processing | Legal basis of the Processing |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The creation and management of your customer account | Acceptance of the terms of use of our website. |
| <p>The management of your reservation and of your rental contract, in particular for:</p> <ul style="list-style-type: none"> - the confirmation, modification or cancellation of your reservation, - the communication with you regarding your reservation and rental (e.g. to provide you with information about your reservation and rental, to send you reminders before you return your to send you reminders before you return your vehicle, to answer your questions or to give suggestions), - to manage your rents, - manage your payments and invoices Manage - manage the collection of amounts due (including follow-up costs such as fines for traffic violations or compensation for vehicle damage), - Administration of receivables, - Conclusion and management of insurances for your vehicle | <p>Necessary for the execution of the rental agreement that you conclude with us conclude.</p> <p>You have the possibility to use your credit card for your subsequent payments.</p> |
| <p>The verification of your driver's license and your identity card.</p> <p>This verification can be done manually by our station staff</p> | <p>Based on our statutory obligations, in particular § 103 ABS. 1 Motor Vehicles Act. This processing is necessary for the performance of the contract that you conclude with us.</p> |
| Combating credit card fraud. | Our legitimate interest to protect to protect against credit card fraud. |
| The administration of fines for Traffic violations and criminal offenses, in particular for: | Are our legal obligations as a holder, in particular § 103 ABS. 2 Motor Vehicle Act. |

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| <p>- the transmission of the personal data of the tenant named on the lease agreement to the fine authorities and investigating authorities for the processing administrative offences and criminal offenses,</p> <p>- the processing of collection of claims for processing fees, towing costs and cost notices, if we are held liable as the owner of the vehicles are claimed.</p> | |
| <p>The management and updating of a list of customers with certain Contractual risks related to:</p> <p>- Payment transactions that have resulted in legal proceedings have,</p> <p>- traffic accidents or repeated damages or improper behavior towards our employees,</p> <p>- violations of the General rental conditions in the use of our of our vehicles,</p> | <p>Our legitimate interest, in particular our interest in Assertion of our rights, risks and fraud in connection with the execution of your rental contract as well as inappropriate behavior towards our employees,</p> <p>We try to be fair in the interests, we try to strike a fair balance between the necessity of processing your personal data and the respect for your rights and freedoms, in particular the protection of Privacy. If you are on this list of at-risk customers, we will we will refuse your reservation request. You can object to this decision by sending an e-mail to the following address to the following address: datenschutz@buchbinder-rent-a-car.at,</p> |
| <p>Video surveillance on one of our company premises,</p> | <p>Our legitimate interest in ensuring the safety of our vehicles and and other assets and persons and people in our stations. ensure. This approach has a deterrent effect and helps to and helps to identify those responsible for for damage to property, theft or robberies,</p> |
| <p>Analysis of navigation data on our website.</p> | <p>Our legitimate interest in the improvement of our products and services.</p> |

4 Who are the recipients of your personal data?

4.1 Categories of recipients

If necessary, your personal data may be disclosed:

- a. to our employees, our authorized representatives, other companies

and the franchise network of our group, our agents and intermediaries who are contracted to provide you with our products and services.

b. to our subcontractors, in particular our IT service providers for hosting, maintenance or development purposes, who assist us in providing you with our products and services to you, or to collection agencies that assist us in the collection of unpaid Rental car invoices. These may be companies that are members of our group or to outside service providers,

c. to our service companies to obtain and manage insurance for your vehicle, or and manage it,

d. to fine authorities in Austria and abroad with the necessary information for the processing of fines for administrative offenses,

e. CRIF GmbH as well as KSV1870 Forderungsmanagement GmbH within the framework of the contractual relationship about the application, the execution and the termination of the relationship as well as data on non-contractual or fraudulent behavior. behavior. The data will be processed by CRIF GmbH and KSV1870 Forderungsmanagement GmbH in order to provide their partners with information for the assessment of the creditworthiness of natural persons. The legal basis for this processing is the performance of the contract and Our legitimate interest in minimizing payment defaults. For further information about this processing, please read the privacy policy of CRIF GmbH at www.crif.at/datenschutzerklaerung-website as well as the Privacy Policy of KSV1870 Forderungsmanagement GmbH at www.ksv.at/datenschutzerklaerung

We may also transfer your personal data in accordance with the applicable laws and regulations to the competent authorities.

- Measure and analyze the effectiveness of our website, digital apps and advertising. analyze.

4.2 IT System Bubirent

The collection, storage and processing of personal data at the Megadrive Autovermietung GmbH is carried out via the Buchbinder system Bubirent. The central IT system for Bubirent is located centrally for all Buchbinder companies in Germany.

5. how long do we store your personal data?

Depending on the purpose of the processing, your personal data will be stored for stored for different periods of time:

| Purpose of the processing | Retention periods |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| The creation and management of your customer account. | For the duration of the business relationship and 7 years after the end of the business relationship. |
| The management of your reservation and of your rental contract, in particular for: | For 7 years after the end of the Reservation. |

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> - the confirmation, modification or cancellation of your reservation, - the communication with you regarding your reservation and rental (e.g. to provide you with information about your reservation and rental, to send you reminders before you return your vehicle, to answer your questions or give you suggestions), - to manage your rentals, - manage your payments and invoices Manage - manage the collection of amounts due (including follow-up costs such as fines for traffic violations or compensation for vehicle damage), - Management of receivables, - purchase and management of insurances for your vehicle. | |
| <p>Combating credit card fraud</p> | <p>Credit card data is stored by our service provider. The storage period is 10 years.</p> |
| <p>The administration of fines for Traffic violations and criminal offenses, in particular for:</p> <ul style="list-style-type: none"> - the transmission of the personal data of the tenant named on the rental contract to the Fining authorities and investigative authorities for the processing of administrative offences and criminal offenses, | <p>For the processing of administrative offences, in particular</p> <ul style="list-style-type: none"> - the transmission of the personal data of the tenant to the responsible administrative fine authority or investigating authority, if we are required to Disclosure of your personal data data (e.g. in the case of administrative offences) - the processing of collection of debts for processing fees, towing costs and cost notices, if we are held liable as the owner of the vehicles are claimed. <p>The requests for information from the authorities are stored for 10 years. stored.</p> |
| <p>The management and updating of a list of customers with certain Contractual risks related to:</p> | <p>3 or 5 years from the date of creation or modification of the last lease and depending on the type of</p> |

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <ul style="list-style-type: none"> - Payment transactions that have resulted in legal proceedings have, - traffic accidents or repeated damages or improper behavior towards our employees, - violations of the General rental conditions in the use of our vehicles. | <p>of the contractual risk.</p> |
| <p>Video surveillance on one of our company premises.</p> | <p>A few days up to one month depending on the acquisition volume...</p> |
| <p>Analysis of navigation data on our website.</p> | <p>The data will be stored for a period of 2 years.</p> |

6. What rights can you exercise with regard to the processing of your personal data? personal data?

On the basis of the applicable laws, you may exercise the following rights. exercise:

- To obtain information about your personal data and further information about the processing carried out by us,

- Have your personal data corrected, updated and deleted.

We would like to point out that deletion can only take place if.

- a) the data is no longer necessary in relation to the purposes for which it was processed, or are no longer required,
- b) you revoke your consent and there is no other legal basis for the processing exists,
- c) you object to the processing and there is no compelling legal reason for the processing exists,
- d) it is established that your personal data have been unlawfully processed,
- e) the personal data must be deleted in order to comply with our legal obligation.

- You may object to the processing of your personal data for personal reasons,

- you may object to the processing of your personal data for advertising purposes object,

- You may request that the personal data you have provided to us be

from us or ask us to disclose the personal data to a third party, if the processing of your personal data is third party if the processing of your personal data (a) is carried out electronically and (b) is based on your consent or the performance of a contract that is binding contract,

- You may request the restriction of the processing of your personal data. In this case, we will not be able to process your personal data for a certain period of time. You can exercise this right, if:

- a) you challenge the accuracy of your personal data for a period of time that allows us to verify the accuracy of your personal data to verify,
- b) the processing of your personal data is unlawful and you refuse the erasure of your personal data and request instead that its request that their use be restricted,
- c) your personal data is no longer required by us, but it is still necessary for but they are still required for the establishment, exercise or defense of legal claims,
- d) you object to the processing for reasons relating to your situation, while we check whether our legitimate interest takes precedence over your Interest takes precedence over your interest.

- You may revoke your consent to the processing of your personal data by revoke it,

- You may lodge a complaint with a supervisory authority.

The following supervisory authority is responsible:
Austrian Data Protection Authority - Barichgasse 40-42 - 1030 Vienna

7. how do you exercise your rights?

If you would like to find out more about the provisions of this data protection statement or would like to contact our data protection officer, you can also also contact us in writing at the following address:

MEGADRIVE Car Rental Ltd.
Modecenterstrasse 4a
1030 Vienna
or by e-mail to: datenschutz@buchbinder-rent-a-car.at

To exercise your rights, you must prove your identity by providing your first name, last name, driver ID or customer number, and any other information information that will allow us to identify you (e.g., location and Date of your last vehicle rental). We also ask that you provide us with the email or an address to which we can reply.

8. how do we protect your personal data?

Megadrive Autovermietung GmbH is committed to protecting the information it collects

collected via the Buchbinder.de website.

Megadrive Autovermietung GmbH which provides the website uses in particular appropriate physical, technical and organizational security measures to prevent to prevent unauthorized or unlawful processing, accidental loss, destruction or Destruction or damage to your personal data.

Megadrive Autovermietung GmbH systems are configured with industry standard data encryption or scrambling technologies and firewalls.

If you send personal data via the Megadrive.co.uk website, your data will be data is protected by "Transport Layer Security" (TLS) technology to ensure secure secure transmission.

Any credit card transaction that you make through the Megadrive.at website, is made through our secure server technology.

In particular, this technology:

- a) ensures that your data is sent to the correct computer server and that the server is secure,
- b) encrypts the data so that it cannot be read by anyone other than the secure server;
- c) checks the transmitted data to ensure that it has not been altered. been altered.

9. what rules apply to the processing of your personal data, when you click on links placed on our website that redirect to the websites of our Websites of our partners or other websites?

On our website you will find various links to the websites of our partners (e.g. for travel services). We would like to point out that this privacy policy does not apply to the processing of your personal data by our by our partners or other third parties that may occur when you visit these websites. may take place. We are not responsible for such data processing. If you would like information about how our partners and third parties process your personal data, please read their privacy policies.

10. changes to this privacy policy

This privacy policy was last updated on 27.04.2021