



PRIVACY INFORMATION NOTICE

Pursuant to Regulation (EU) 2016/679 (hereinafter, the "GDPR"), Eni Sustainable Mobility S.p.A. (hereinafter "Enjoy" or the "Data Controller") provides below the information regarding the processing of your personal data (hereinafter "Privacy Notice") – provided by you and/or acquired by the Data Controller from third parties in order to let you access the Service and/or during the Rental– carried out by Enjoy when you use our services, as better described in the General Terms and Conditions of the Vehicle Sharing Contract (hereinafter, the "General Terms and Conditions") and in the Vehicle Sharing Regulations (hereinafter, the "Regulations"). Furthermore, we inform you that your personal data will also be processed for the creation of access credentials suitable for accessing the Eni Live app, as described in Article 1.3 of the General Terms and Conditions.

Terms in capital letters that are not expressly defined in this Privacy Notice have the meaning attributed to them in the General Terms and Conditions or in the Regulations.

1. Identity and contact details of the Data Controller

The Data Controller is Eni Sustainable Mobility S.p.A. having a sole shareholder, with registered head office in Viale Giorgio Ribotta no. 51 – 00144 Rome, Tax Identification No., VAT no. and Companies House of Rome Register No. 11403240960, R.E.A. Rome 1676444, subject to direction and coordination by Eni S.p.A. Any requests regarding the processing of personal data can be sent by sending an email at the following address servizioclienti@enjoy.eni.com.

2. Contact details of the Data Protection Officer

Enjoy has appointed a data protection Officer ("DPO") who can be contacted (in addition to the Data Controller), for any request regarding the processing of personal data, at the following email address dpo@eni.com.

3. Categories of personal data

3.1 Data collected directly from the data subject, such as:

- a) common personal data necessary for registration, such as personal and contact details (e.g. first name, last name, email address) in the case of registration made by filling in the registration form in the app, or information transmitted by third parties such as Apple, Google and Facebook (so-called social login) to allow management of your profile in the app, as well as access credentials to other applications of the Company that also allow access to the app, as described in the [General Terms and Conditions](#).
- b) data necessary for the use of the Service such as, by way of example, data relating to movements, to the Rental start date/hour, to the address of pickup of the booked vehicle (in case the "Enjoy Car Delivery" service is used), location and, more generally, georeferencing of the vehicle and any other information required in accordance with the General Conditions
- c) information produced as part of the provision of the Service (e.g. data relating to consumption, billing data, data relating to payments and history of use of the Service in the App). Please note that Enjoy will not process in any way the data of the payment cards you have registered in the App.
- d) accounting information, relating to payments, to any conventions from which you benefits, to the penalties applied and to any credit recovery activities;



e) information related to the use of the app, navigation data, technical data for the app's operation, preferences, such as, for example, technical data, information on the types of devices used, such as unique device IDs, operating system and app version

(f) if you have given your consent, photographs and/or images of your national or foreign identity document, driving licence and your facial image.

3.2 Data communicated by Partners:

If you benefit from a convention by virtue of (i) a specific convention agreement ("Convention Agreement") entered into between the Controller and a third party (the latter hereinafter, "Partner") and (ii) the relationship that binds you to the Partner, including - by way of example - an employment, collaboration, association or enrollment relationship at the institution managed by the Partner, some of your personal data and, in particular, biographical data, contact data and data relating to the management of the convention itself, may be communicated to Enjoy by the Partner. If, on the other hand, you benefit from a convention, but this does not result from a Convention Agreement, your personal data will be collected directly from you (see Section 3.1 above).

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4 The purposes of data processing and its legal basis

a) Legal purposes - data processing is required to comply with the Data Controller's legal obligations.

Your personal data may be processed without your consent, in cases where this is necessary to fulfil the obligations of civil and tax law, and EU legislation, as well as standards, codes or procedures approved by the Authorities and other competent Institutions.

In addition, your personal data may be processed in order to comply with requests from the competent administrative or judicial authorities and, more generally, from public bodies, in fulfilment of legal formalities, as well as to manage relations with said authorities (e.g. re-notification to the actual offender of reports of violations of the Highway Code).

The provision of personal data for this purpose is mandatory; in case of failure to provide personal data, it will not be possible to provide the Service.

The legal basis for such processing is the need to comply with legal obligations (art. 6, paragraph 1, letter c) GDPR).

b) Purposes of registration and creation of a user account suitable for accessing the Eni Live app - access via social login

Your personal data will be processed for purposes related and/or connected to registration and/or access to the Service, both when you register as a new client, when you use login credentials already in use to access the Eni Live app and when you decide to register using Facebook, Google or Apple login credentials that will be verified by the respective providers (so-called social login), as better detailed in the General Terms and Conditions.

Specifically, your data will be processed:

- to allow you to register for the first time to the Service from the Enjoy App, using the same credentials also to access the Eni Live app;
- to allow you to access the Service for the first time from the Enjoy App, using the login credentials already used to access the Eni Live app.



You can also access the Service by using your Apple, Google and Facebook service access credentials that will be verified by the respective providers (so-called "social log-in"). For this purpose, the Data Controller acquires from the company that manages said account, your personal contact and registration data (i.e. name, surname, email) in accordance with the authorisations you have granted. Please read carefully the privacy policy of the provider you use to use the social log-in and, if necessary, change the security and privacy settings of the account from which we import the information necessary for registration. Enjoy shall retain the identification code associated with your active account with the relevant providers, but shall not be aware of the credentials you use with the social network. As better specified in the General Terms and Conditions, the use of social log-in credentials to register and access the Service will entail the use of the same method of access also for the Eni Live app, and vice versa.

Furthermore, when filling in the first screens of registration, your personal data (name and surname) and contact details may be collected and processed prior to your acceptance of the General Terms and Conditions and the Regulations, in order to allow you to receive support in completing the registration process for the Service.

Lastly, the personal data collected for the creation of access credentials that are common to the Eni Live app may be imported from one platform to another by the Data Controller only after the thorough verification of the existence of an account, as better specified in the General Terms and Conditions.

In such cases, the acquisition of your consent is not required (except for the importation of the same means of payment) because the legal basis for such processing is the need to perform a contract to which the data subject is party and/or pre-contractual measures adopted at the request of the same (Art. 6, par. 1, lett. b) GDPR). The provision of data is necessary and in the event of failure to provide such data, it will not be possible to process the request for registration and/or access to the Service.

c) Necessary contractual purpose – data processing is necessary to fulfill a contractual obligation to which the data controller is subject or to execute a specific request of the data subject

Your personal data will also be processed for purposes related and/or associated with the provision of services by the Enjoy, in particular:

- for the fulfilment of obligations arising from the General Terms and Conditions, the Regulations and/or the provision of ancillary and/or related services to these contracts, as described in the same contracts (including the application of tariffs, of conventions and penalties);
- for the provision of services requested by you when registering on Enjoy App, as above referred including the storage and processing of data for the establishment and subsequent operational, technical and administrative management of the relationship (and the account and profile created by the customer) connected to the provision of the Service and the sending of communications related to the performance of the Service;
- for the registration of the take-over point and the point of release of the vehicle by the customer for the purposes of correct billing of the service;
- for the processing of payments for requested Service and any additional charges, in accordance with the General Conditions and/or other specific contractual conditions published on the website or in any other way made available to the client; or the fulfilment of legal, accounting, tax, administrative and contractual obligations related to the provision of the requested services. In particular, in the event of withdrawal from the Service, through our acquirer Nexi Payments S.p.A., the information connected to the registered means of payment shall be stored for a period of 24 months from the termination of the contractual relationship in order to allow the charging of any



Penalties accrued by the Customer during the contractual relationship or in any case attributable to the contract. Please note that Enjoy shall not process in any way the data of the payment cards that you have registered in the app;

- for the setup of measures aimed at protecting against credit risk, including activities aimed at identifying the customer and its economic / solvency reliability also during the contractual relationship.

This data, the provision of which is necessary for implementing the operational, financial and administrative aspects of the service – will be processed using electronic instruments, recorded in special data bases and used strictly and exclusively within the scope of the contract.

Because the communication of your personal data for the above purposes is necessary to the maintenance and provision of all services related to the contract, failure to do so will result in the specific services in question not being provided.

In such cases, the acquisition of your consent is not required because the legal basis for such processing consists in the need to execute a contract to which the data subject is a party and/or pre-contractual measures taken at the request of the data subject (art. 6, par. 1, letter b) GDPR).

d) Electronic check of identification documents - consent

Your personal data will be processed, subject to your consent, by Enjoy in order to allow easier management and verification of your national or foreign identification document and driving license according to what is provided by the General Conditions and by the Regulations, to prevent fraud and identity theft.

To validate your national or foreign identity document and your national driving license or your international driving license or your sworn translation of the foreign driving license the photographs (which you will have taken by yourself and from which you must be clearly recognizable) and / or images of your national and foreign identity document, of your national and foreign driving license and of your face will be electronically compared according to what is provided by the General Conditions and the Regulations. In order to make this comparison, your express consent is required when registering for the service in order to be able to uniquely identify you as the user of the vehicle sharing service (face match).

The legal basis for the processing described above is consent (Article 6, paragraph 1, letter a) GDPR). The provision of consent is always optional, for any doubts please write to Enjoy's Customer Service.

e) Commercial and marketing purposes – consent

Your personal data may also be processed, subject to your free, specific, informed and unequivocal consent, for promotional and commercial purposes and for carrying out market analysis and research activities relating to services of the Data Controller or of third parties.

These activities may involve the products and services of the Data Controller, as well as Data Controller subsidiaries or their commercial partners, and may also be performed through email, and SMS (Short Message Service) messages and push notification.

Consent to the processing of data and its communication to the parties shown below for the above purposes is optional and may be revoked, whenever you want, by updating the personal profile, by writing to the addresses indicated in this notice and/or following the instructions contained in commercial communications, without prejudice to the lawfulness of processing based on consent before revocation.

The lack of consent or its revocation shall have no effect on the contractual relationship established and/or to be established with Enjoy.

The legal basis for the processing described above is consent (Art. 6, paragraph 1, letter a) GDPR).



f) Legitimate interests of the Data Controller

The Data Controller may process your personal data without your consent in the following cases:

- in the case of extraordinary business branch mergers, sales, rental or transfers to allow the performance of due diligence and other operations prior to the sale. It is understood that only the data required for the above purposes will be processed in the most aggregated/anonymous form.
- to conduct analyses on the use of the Services on an aggregate basis in order to improve the Services provided and to meet specific customer needs. These activities include, but are not limited to, analysing the use of vehicle sharing services used to identify consumption habits and propensities, as well as conducting surveys to collect suggestions from customers preparation of a vehicle geolocation system and any measures to protect the vehicle fleet against any act by clients that is illegal or fraudulent;
- to ascertain, exercise or defend a legal claim on the part of the Data Controller or another company within Data Controller's scope of control.

The provision of personal data for this purpose is necessary for the pursuit of the legitimate interest of the Data Controller or third parties (art. 6, paragraph 1, letter f) GDPR), which has been appropriately balanced with the rights and freedoms of the data subjects, including you, by managing the activities through aggregated data. You have the right to object to the processing based on legitimate interest, in accordance with the provisions of point 9 of this notice; however, if you object to the use of this information for the purposes indicated, it may not be possible for the Data Controller to continue to perform the contractual relationship.

If such activities are not based on the need to perform a contract to which the data subject is a party and/or pre-contractual measures taken at the request of the data subject (Art. 6(1)(b) GDPR - see point 4(b))) and/or to perform a legal obligation (Art. 6(1)(c) GDPR - see point 4(a))), they shall be based on the need to pursue the legitimate interest of the Data Controller or third parties (Art. 6(1)(f) GDPR).

5. Recipients of personal data

For the purposes indicated in point 4, the Data Controller may disclose your personal data to third parties, such as, for example, those belonging to the following categories:

- police forces, the armed forces and other government bodies, for the fulfilment of the obligations envisaged by law, regulations or EU legislation. In this case, according to applicable data protection legislation, your prior consent is not required;
- companies, organizations or associations, or parent, subsidiary or associated companies under Article 2359 of the Civil Code, or between these and Enjoy subject to joint control, and between consortia, business networks and groups, and temporary joint ventures and connected entities, limited to communications made for administrative and/or accounting purposes;
- insurance companies responsible for the settlement of claims;
- companies specialized in credit recovery;
- companies specialized in the management of business information or related to credit, or advertising and promotion;
- other companies that provide vehicle sharing services with whom the Data Controller has agreements of various types;
- other companies contractually bound to the Data Controller that provide claims management activity;
- Partners as defined in point 3) of this Privacy Notice.



You may rest assured that the Data Controller will take the utmost care to ensure that the communication of your personal data to the above recipients involves only the data required to accomplish the specific purposes for which it is intended.

These subjects will act, as the case may be, as autonomous data controllers (in which case the communication of the data will be limited to what is necessary to achieve the purposes of the processing referred to in Section 4, and will take place on the basis of the same legal bases referred to in Section 4) or as data processors, in the latter case on the basis of a specific written agreement on the processing of personal data and following the instructions given to them by the Data Controller.

Your personal data is stored in the Data Controller's database and will be processed exclusively by authorized personnel who will be given specific instructions on the methods and purposes of the processing. Your data will not be communicated to third parties, except as provided for above and, in any case, within the limits indicated. Finally, please note that your personal data will not be disclosed.

6. Transfer of personal data outside the European Economic Area

For some of the purposes indicated in Section 4 above, your personal data may be transferred outside the European Economic Area ("EEA"), including through inclusion in databases shared and managed by third parties both within and outside of Data Controller's scope of control. The management of the database and the processing of this data are performed only for the purposes for which it was collected and with maximum respect for the privacy and security standards described in applicable personal data protection laws.

Whenever your personal data should be internationally transferred outside the EEA and, in particular, to countries that do not benefit from an adequacy decision by the European Commission, the transfer will only take place (i) after signing the standard contractual clauses adopted by the European Commission and adopting any further technical and organisational measures suitable to guarantee an adequate level of protection of personal data and, in any case, at least equal to that guaranteed within the EEA, or (ii) in the presence of one of the conditions referred to in Article 49 GDPR.

7. Data retention period

The data will be kept for no longer than required for the purposes for which it has been collected or processed and for any longer period necessary to fulfil legal obligations and/or for judicial protection purposes, in compliance with the ordinary limitation periods.

In particular, for the contractual purposes referred to above:

- in point 4 letter a), the data will be stored according to the criteria established by the laws and regulations referred to therein;
- in point 4 letter b) the necessary information will be kept for the duration of the registration and then deleted, except for what is necessary for the purposes indicated in point c);
- data entered during the pre-registration phase (i.e. before acceptance of the General Terms and Conditions and the Regulations) will be kept for 30 days from the date of entry;
- point 4, letter c), your data shall be kept for a maximum period of ten years from the end of the contractual relationship, in order to allow Enjoy to defend itself against possible claims made in relation to the contract itself, except for data relating to the means of payment (not visible to Enjoy) through its acquirer Nexi Payments S.p.A., which shall be kept for 24 months;
- point 4, letter d), the data shall be kept only for the verification period;



- finally, the data necessary for the pursuit of commercial promotion purposes shall be kept for 24 months from the date of termination of the contractual relationship, unless consent is revoked.

At the end of these periods, the data will be deleted or otherwise irreversibly anonymised, unless further retention of some or all of the data is required and/or otherwise permitted by law.

8. Rights of data subjects

7.1 As the data subject, you have the following rights concerning the personal data collected and processed by the Data Controller for the purposes listed at Section 4 above.

a) Right of access

You have the right to ask the Data Controller for confirmation that your personal data is being processed and obtain access to your personal data and the following information: (i) the purposes of the processing; (ii) the categories of personal data concerned; (iii) the recipients or categories of recipients to whom the personal data has been or will be disclosed, in particular if the recipients are in third countries or international organizations; (iv) when possible, the intended retention period of the personal data or, if this is not possible, the criteria used to determine this period; (v) the right to lodge a complaint with a supervisory authority.

b) Right of rectification

You have the right to rectify any inaccurate personal data, without undue delay, as well as, taking into account the purposes of the processing, complete any incomplete personal data, including by providing a supplementary statement.

Also for this purpose, we ask you to communicate to the Data Controller, using the contact details indicated in this information, any modification and / or update of your personal data always processed in accordance with this information.

c) Right of cancellation

You also have the right to obtain cancellation of your personal data, without undue delay, for any of the following reasons: (i) your personal data is no longer required for the purposes for which it was collected or otherwise processed; (ii) the data was processed unlawfully; (iii) you have revoked your consent on the basis of which the Data Controller had the right to process your data and there is no other legal basis allowing the Data Controller to process it; (iv) you did not agree to the processing and there is no overriding legitimate reason to do it; (v) your personal data must be deleted to comply with a legal obligation.

Enjoy has the right, nevertheless, to waive these rights of cancellation if the right to freedom of expression and information prevails, or to fulfil a legal obligation or defend a legal claim.

d) The right to restrict processing

You have the right to ask Enjoy to restrict processing as follows: (i) for the period required by the Data Controller to verify your personal data when you have disputed its accuracy; (ii) if your personal data has been processed unlawfully; (iii) even if your personal data is not required for the purposes of processing but you need it to be processed for the determination, exercise or defense of a legal claim; (iv) for the period required to check on the possible prevalence of the Data Controller's legitimate reasons with respect to your opposition to the processing.



e) The right to data portability

You have the right to receive the personal data provided to the Data Controller and processed by it on the basis of consent, or other legal basis, in a structured, customary and readable format, as well as the right to transmit this data to another Data Controller without hindrance.

f) The right to object

You have the right to object at any time, for reasons connected to your particular situation, to the processing of personal data concerning you for marketing purposes or for the legitimate interest of the Data Controller. The possibility remains for the Data Controller to continue processing by demonstrating the existence of binding legitimate reasons that prevail over your interests, rights and freedoms.

g) The right to withdraw consent

You have the right to withdraw the consent, if given, at any time, without any prejudice to the lawfulness of the processing carried out before the revocation.

h) The right to lodge a complaint with the Guarantor for the protection of personal data and / or an appeal to the judicial authority.

You have the right to lodge a complaint with the Guarantor for the protection of personal data or an appeal to the judicial authority, in particular if you believe that you have suffered unlawful processing of your personal data.

You can exercise the above mentioned rights, by sending an email to the certified email address enjoy@pec.eni.com, or by writing to the data protection manager dpo@eni.com.

You also have recourse to the competent data protection authority if your data has been processed unlawfully.

9 Updates and changes to the information

This Privacy Notice on the processing of personal data may be subsequently updated and / or modified. Any update and / or modification, also in order to allow you to exercise the rights described above, will be promptly communicated to you and published on the Enjoy website.

