

GDPR DEALER COVER LETTER

IMPORTANT INFORMATION ABOUT GDPR

Dear Dealer

There's been a lot of coverage recently about the General Data Protection Regulation (GDPR), a set of laws passed in the European Union. It comes into effect on 25 May 2018 and we're absolutely committed to reflecting the high standards set by GDPR. That's why we wanted to make sure you had the information and support you need to understand and meet its requirements.

In this pack you'll find:

- **An at-a-glance summary** – a simple one-page guide to GDPR
- **Legal documents relevant to GDPR** – including our privacy policy and a sample permission statement to use whenever you collect customer data
- **Process Guide** – covering the impact of GDPR in more detail, primarily for your information
- **DMS interfaces** – purpose and use of data exchanges in DMS interfaces.

You will also shortly receive or have already received a variation letter to the dealer agreement, and which includes a GDPR Addendum, and in respect to which you are required to sign and return the letter.

It makes it clear that Renault UK Limited and our dealers are both data controllers for the customer data we both hold. This gives us common obligations to use the customer data legally and only for the purposes we have informed the customers of. It's also much simpler to manage customer data if it's collected following our standard procedures, as set out in our Renault Privacy Policy. It's important that your own dealer privacy policy is consistent with ours. And it's a requirement that a suitable privacy policy is referenced wherever and whenever you collect data.

If you chose to use your own privacy statement, please ensure that you provide a link to, or a copy of, the Renault Privacy Policy whenever you collect data.

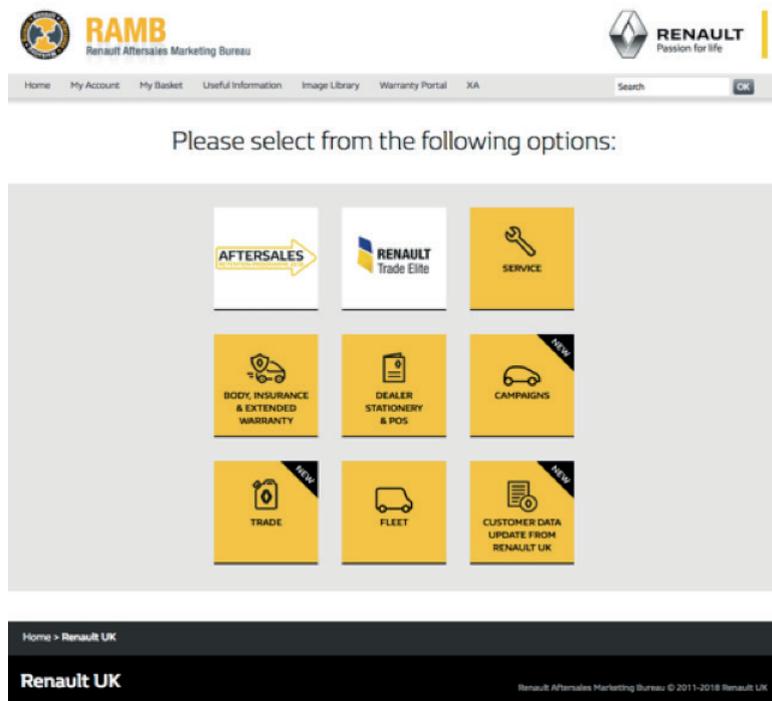
CUSTOMER INFORMATION CHANGES AND PERMISSION UPDATE SHARING BETWEEN DEALERS AND RUK

As RUK and our dealer network are both considered as data controllers of customer data, under GDPR regulation we both have an obligation to share customer information changes and permission updates to ensure the data we hold is consistent, up-to-date and accurate.

Currently we only share customer data around events, for example workshop invoices or sales leads. Please check your dealer agreement regarding required data sharing activities. Going forward, it's essential to update each other when there has been a change to customer data and/or permission status, at least weekly. In the long term, we'll work with dealers and DMS suppliers to automate this, but in the meantime immediate interim processes have to be implemented.

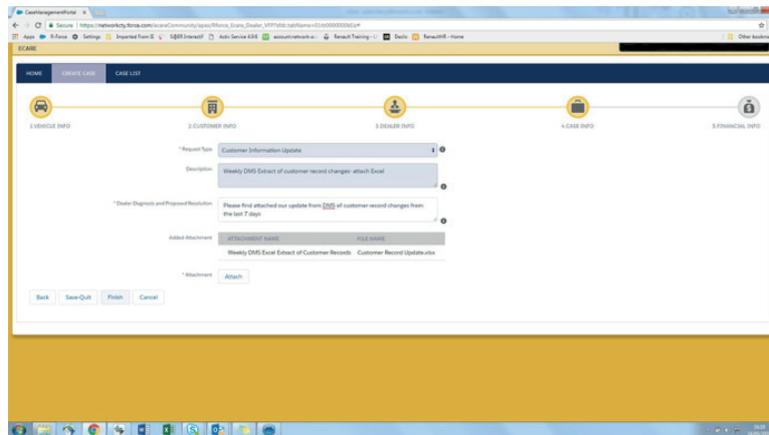
RUK TO DEALERS

RUK will run a weekly extract from our master customer database and select all customer records which have been updated. The updates will only be made available to dealers that we already have connected to the customer record. In the short term, each dealer's updates will be made available under a new "Customer Data Updates from Renault UK" option on the RAMB portal and a notification will be sent to each dealer if updates need to be picked up. Dealers will need to apply the changes within 7 days.



DEALERS TO RUK

A new E-Care case type of customer information update has been created (see example below). Dealers are expected to extract from their DMS all customer records that have changed in the last 7 days, and upload as a file attachment into a new E-Care customer information update case. We'll provide more detailed instructions on this process soon, together with the minimum customer information that must be included to allow for accurate matching.



APPLICATION ACCESS

In order to ensure consistent application access across all Renault applications, we will be revising our application access request process. Please refer to the GDPR page on Renault.net for further details.

Hopefully you'll find the above covers everything you need to know. But if you'd like to learn more, please visit the Information Commissioner's Office (ICO) website at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>. Or don't hesitate to contact us on GDPR@renault.co.uk.

Yours sincerely,

Vincent Tourette
Managing Director