

The renter shall receive the following parts:

- Part I = The Rental Agreement (RA no.)
- Part I-A = The General Conditions
- Part I-B = Privacy Policy

Applicability of Part I-A and Part I-B:

1. The General Conditions (Part I-A) and the Privacy Policy (Part I-B) apply to the Rental Agreement between renter and Europcar (Part I).
2. Part I-A and Part I-B are set forth in Part I and, as Annexes, shall be an integrated part of Part I.

Part I-A: General Conditions

In the General Conditions the following terms shall have the following meaning:

Reversing: (i) the vehicle is moving in backwards direction or (ii) the vehicle was moving in backwards direction immediately before the damage occurred.

Third-party Insurance: the insurance imposed by the law pursuant to the WAM.

Additional Driver: the person who is registered as such by Europcar in Part I and has co-signed this document.

Driver: the renter and, if so registered in Part I, the additional driver.

Corporate Account: the agreement of Europcar with a company, whereby Europcar rents vehicles to persons appointed thereto by this company and whereby the costs arising from this Rental Agreement are fully borne by the company.

Damage Incident Report: the form issued with the Rental Agreement to be filled out by the driver in case of an incident or traffic accident.

Theft: removing property belonging to Europcar with the intent of misappropriation.

Damage Liability Fee (DLF): the deductible amount in non-recoverable damage to be paid to Europcar in case of an incident or traffic accident.

Part I: the Rental Agreement between Europcar and the renter including the Annexes Part I-A (The General Conditions) and Part I-B (Privacy Policy).

Europcar: the person or organization indicated under the word "Owner" in Part I or, where applicable, an independent Europcar license holder or sub-franchisee.

Fuel Service Fee: the price per liter set forth in Part I for Europcar

Incident: to fill up the returned vehicle an event, whereby damage is caused with, by or to the vehicle.

Off-Road: all unpaved roads which usually have a layer of laterite (bauxite).

Renter: the person with whom the Rental Agreement has been signed and whose data is set forth under the words "Renter's Name" in Part I.

Rental Agreement: Part I.

Rental Period: the period commencing at the time and on the date as set forth in Part I and ending at the time and on the date that the vehicle must be returned by the renter (or is deemed to have been returned) or the total period that the renter has the vehicle at his disposal.

Break-in: gaining illegal access by breaking locks in such a manner that there is visible damage.

Laterite Roads: roads rich in iron and aluminum that are created by chemical erosion of certain rock in the tropics.

Loss Damage Waiver (LDW): if the renter agrees on Part I with the LDW, i.e. agrees to pay the LDW premium to Europcar, the renter is covered towards Europcar for the additional costs on the part of Europcar that are not compensated by the insurer, but this coverage only includes the additional costs for damage by an incident or traffic accident or in case of theft. The LDW premium may also be part of an All-in rate.

Loss Damage Waiver – Special Category (LDW-SC): for certain categories of vehicles payment of the LDW premium is obligatory.

Passenger(s): every person not driving the car and, with the permission of the renter, is sitting in a seat of the vehicle intended for the transport of persons, or gets in or out, as well as every person who, during transport by the vehicle, is temporarily close to the vehicle for filling her up, cleaning the windows/windshields, performing emergency repairs or assisting in this regard.

Person(s): the driver of the vehicle, his/her spouse, his/her blood relatives and in-laws in direct descendant, passengers and other third parties.

Prepaid Fuel Option: prepayment by the renter of the amount set forth in Part I for filling up the vehicle by Europcar after it has been returned.

TBL: The return fee, or the amount that the renter owes to Europcar in the case mentioned in Article 11.2

Vehicle Condition Report (VCR): is the document that states all previous damage to the vehicle at the time of commencement of the rent and that Europcar considers the point of departure on return of the vehicle if it has sustained new damage.

Traffic Accident: a collision, crash or run over in which the vehicle is involved.

Vehicle: the rented motor vehicle described in Part I (or any replacement motor vehicle) as well as parts, components, accessories and the interior thereof, and articles and goods added to it by Europcar.

Deposit: the amount to be paid in advance by the renter as a deposit and that is intended as insurance for recovering the rental sum and/or costs and/or damage by Europcar.

WAM: the Act on Third-Party Liability for Motor Vehicles that sets forth that the owner of the vehicle is obligated to take out insurance for the coverage of damage caused by the driver of the vehicle to third parties up to at least the minimum amount set forth by the WAM.

1. THE DRIVER

1.1 The driver may not have been sentenced for a driving violation in the past three years, in particular not for 1) driving under the influence of alcohol or drugs or 2) a blood alcohol level above the level permitted by law.

1.2 The driver must be at least 21 years of age and must have a valid driver's license with a validity of at least 6 months, unless Europcar has decided otherwise at the signing of a Corporate Account.

1.3 The driver may never have been refused a motor vehicle insurance or have one cancelled for any reason whatsoever in a period of three years prior to the rental period.

The requirements of Articles 1.1 up to and including 1.3 shall also apply to the additional driver.

2. RENTAL PERIOD, RENTAL PRICE AND RETURN

2.1 The Rental Agreement sets forth the agreed rental period between the renter and Europcar with regard to the vehicle and the rental price owed.

2.2 Part I expressly sets forth the place, date and time that the vehicle must be returned. If the renter returns the vehicle to another Europcar location the provisions of Article 11.3 shall apply with regard to the time of delivery.

2.3 The rental period is expressed in days. One day consists of 24 hours.

3. EXTENSION OF THE RENT

3.1 The renter shall be obligated to return the vehicle at the latest upon expiration of the Rental Agreement at the place set forth in Part I or, after permission from Europcar, to another Europcar location, unless prior to that the renter has requested an extension of the rental period and this request has been granted by Europcar. The extended rental period shall remain subject to the General Conditions (Part I-A).

3.2 Extension of the Rental Agreement for the same vehicle shall only be possible if, in the following period, the vehicle has not been rented and/or reserved. If the vehicle has already been rented or reserved Europcar, insofar as is possible, may provide the renter with a replacement vehicle of which any additional costs shall be borne by the renter.

4. RE-CLAIMING THE VEHICLE

4.1 If the vehicle has not been returned to Europcar in accordance with the agreed term or any extended term, Europcar shall have the right to reclaim the vehicle immediately. In this case, the rental period shall be considered to have been extended automatically on the same provisions and conditions up to and including the day of reclamation, however, without prejudice to any incurred costs and damages by Europcar. The additional rental monies and any damage and costs as stated above shall be for the account and risk of the renter, unless the renter shows that exceeding of the rental period is the result of a technical

malfunction of the vehicle that was present in rudimentary form on entering into the Rental Agreement.

4.2 Europcar may request the immediate return of the vehicle and shall have the right to reclaim the vehicle without prior notification, if Europcar suspects:

- a. that the renter is committing breach of contract with regard to a provision or condition of the Rental Agreement, or
- b. that it is plausible that damage to the vehicle or injury of persons or damage to property may occur; or
- c. that the vehicle may be involved in a dispute, whereby in each of abovementioned cases the renter shall compensate Europcar for all costs as a result of reclaiming or returning the vehicle or costs arising from the Rental Agreement.

5. PAYMENT OF COSTS INCLUDING RENTAL AMOUNT

5.1 The renter, on first demand, must pay Europcar all costs, also during the rental period, unless otherwise agreed upon, and payment of all costs including the rental sum must take place immediately after returning the vehicle, unless not later than after the expiration of the agreed (extended) rental period. Europcar may demand advance payment of the entire or a part of the amount as well as a deposit.

5.2 Costs for the account of the renter are:

- a. all costs as indicated in Part I and all other costs to be paid pursuant to the Rental Agreement with deduction of any deposit amount already paid;
- b. any amount that is or must be paid by Europcar or by the renter payable to the Government or competent authority as a result of the use of the vehicle by the renter (including tickets, toll charges, parking and traffic tickets); and
- c. any amount payable to Europcar by the renter pursuant to the Rental Agreement in case of breach of contract including fines, costs of damage to or loss of the vehicle or property of third parties.

5.3 In case the renter does not pay the amounts owed by him on the grounds of the Rental Agreement on time, an interest of 1.25% per month (15% annually) shall apply to that amount up to the day of payment of that amount, whereby a partial months shall be considered a whole month. By the single fact of non-timely payment, the renter shall be in default towards Europcar without any notice or notification of default being required by or on behalf of Europcar.

5.4 All legal and non-legal costs that Europcar incurs to collect any payment of damage or costs by virtue of the Rental Agreement shall be for the account of the renter including the costs of legal aid.

5.5 The minimum costs that the renter must pay for the vehicle in any case at the commencement of the rental period, are:

- a. one day rent based on the daily rate as set forth in Part I;

- b. half of the remaining rental price calculated from the moment of expiration up to the initial date on which the vehicle has or had to be returned, and
- c. the costs of damage to the interior of the vehicle if caused other than by an incident or traffic accident, and
- d. all other agreed amounts and taxes specified in Part I.

5.6 In case the meters on the instrument panel are put out of order, an additional fine will be payable for the entire agreed rental period of US\$ 100.00 a day.

5.7 The renter, by signing the Rental Agreement, grants to Europcar permission to collect all costs arising from the Rental Agreement and payable to Europcar via the credit card of the renter.

6. COSTS DURING RENTAL PERIOD

6.1 During the period that the renter has possession of the vehicle all costs relating to the use of the vehicle such as fuel and any tire repairs, shall be for the account of the renter.

6.2 Europcar always hands over the vehicle with a full tank and the renter must return the vehicle with a full tank.

7. WHERE THE DRIVER MAY AND MAY NOT TAKE THE VEHICLE

7.1 The driver shall use as much as possible roads that are suitable for the vehicle and may not drive in the excluded areas set forth in Article 7.3.

7.2 Unless the driver rented a pick-up truck provided with four-wheel drive transmission, the driver shall not be allowed to drive on laterite roads. If the driver of a vehicle that is not a pick-up truck does drive on laterite roads, the renter shall owe to Europcar a fine of USD 100.00 that is immediately due and payable.

7.3 The driver is prohibited from driving:

- a. in "off-road" areas better known as the savanna;
- b. south of Afobakka;
- c. south of the Cola Kreek;
- d. south of the East-West connection;
- e. on beaches/dams or through streams, creeks, rivers or flooded areas;
- f. on roads that are sensitive to flooding or every other part of the road for which the police or other competent authority has issued a warning or call for safety.

7.4 *Exceptions to the prohibition with regard to the areas mentioned in Article 7.3 is only possible after prior written permission of Europcar obtained by renter upon entering into the Rental Agreement or before the commencement of the rental period.*

7.5 If the driver drives in the areas mentioned in Article 7.3 without permission from Europcar, the renter shall owe to Europcar a fine of USD 150.00 that is immediately due and payable.

8. USE OF THE VEHICLE

8.1 Only the driver(s) may drive the vehicle.

8.2 During the rental period, the renter shall be fully responsible for the use of the vehicle by the driver under all circumstances, and the renter shall guarantee to use the vehicle in accordance with its nature and purpose and with due regard for the valid (traffic) laws in Suriname.

The renter must:

- a. not allow the vehicle to be used for any illegal purpose, racing and such, rally and/or competition, show or performance test of any nature whatsoever;
- b. not allow the vehicle to be used to pull or push objects;
- c. limit the permissible number of passengers so that each passenger has a safety belt available;
- d. (i) not be under the influence of alcohol, drugs or any intoxicating or stimulating substances, or have a blood alcohol level that exceeds the level permitted by law; (ii) submit to a breath or blood test if the wish thereto is expressed by the police or national authority, (iii) see to it that the driver, at all times, has the knowledge and necessary mental and physical state that is required to properly drive the vehicle;
- e. not rent out the vehicle, not allow the vehicle to be used for transport of goods and/or persons for payment, and not allow the vehicle to be used for driving lessons;
- f. not use the vehicle if it is damaged or if use of it may lead to dangerous situations;
- g. not use the vehicle to transport goods unless in accordance with approval, permission, licenses and governmental guidelines (obtained at his own expense) and then exclusively in accordance with the recommendations of the manufacturer of the vehicle, whereby the renter will guard against overtaking and damage to the interior and/or exterior;
- h. not take the vehicle outside the country without permission of Europcar;
- i. not use the vehicle for the transport of combustible, flammable, explosive or corrosive substances without the prior permission of Europcar; and
- j. not use the vehicle in violation of this Rental Agreement or statutory regulations or if this use is or would be prohibited by the law or government.

9. SAFETY, MAINTENANCE AND REPAIRS

9.1 The renter must:

- a. adhere to the type of fuel, oil level and all fluids of the vehicle as specified by the manufacturer;
- b. keep the vehicle locked at all times and have the keys in his possession and produce them in case of theft and/or break-in of the vehicle;
- c. act in accordance with the law with regard to safety belts.

9.2 The vehicle shall be made available to the renter in good condition. Therefore, the renter does not need to have any repairs or maintenance performed on the vehicle unless authorized thereto

by Europcar. In case of authorization, Europcar shall compensate the costs of repair or maintenance only if the renter submits to Europcar the original invoices thereof and parts that have been replaced must be returned to Europcar on request thereto by Europcar.

10. FOR RISK OF THE RENTER

10.1 The renter shall be liable for damage due to loss of the car papers, such as registration and insurance documents.

10.2 The renter shall be obligated to compensate Europcar for the economic value of parts, tools and car papers not returned on returning the vehicle.

10.3 Upon loss of the car keys, the full amount of duplicate keys and costs for sending them shall be calculated and compensated by renter to Europcar. The costs vary between 50 USD up to 250 USD.

11. RETURNING THE VEHICLE

11.1 The renter shall be obligated to return the vehicle in good condition to Europcar:

- a. during office hours with regard to inspection of the vehicle upon its return, unless Europcar allows the vehicle to be returned outside of office hours;
- b. inspection of the vehicle will only occur during daylight, in case the vehicle is dirty with laterite the vehicle must be washed first, after which the inspection can take place 2-3 hour later. As long as the vehicle hasn't been inspected, the deposit cannot be returned.
- c. in the same condition as at the commencement of the rental period except for reasonable wear and tear as a result of normal use;
- d. if the driver has driven on laterite roads (see Article 7.2) minimum costs shall be charged for cleaning of the vehicle and, a rate starting at USD 10.00 shall apply;

11.2 If the renter returns the vehicle to another location than is indicated in Part I, TBL may apply. The return fee must be paid by the renter at the end of the rental period. TBL may apply and does not need to be explicitly set forth in Part I.

If the renter returns the vehicle to a Europcar location that is not open for business, the renter can return the keys of the vehicle only by means of a box intended especially for that purpose. In this case applies that the renter returned the vehicle at a time when that location was open for business.

11.3 The costs for rent shall continue up to the time at which the location opens for business and shall be paid by the renter.

11.4 If the renter returns the vehicle to a location in Suriname that is not authorized by Europcar, the renter shall owe Europcar a fine of USD 100.00 that is immediately due and payable. If

the renter returns the vehicle without authorization of Europcar to a location outside of Suriname, the renter owes Europcar a fine of USD 500.00 that is immediately due and payable.

12. DAMAGE AND LOSS OF PROPERTY

12.1 During the rental period the renter shall be liable for:

- a. the loss of and damage to the vehicle; and
- b. all damage to persons and property of others (also caused by the driver or caused by the use of the vehicle by the driver;
- c. costs of repair of the vehicle or property of third parties caused by reversing the vehicle. In the cases stated under b and c the renter indemnifies Europcar against damage to persons and property of others.

12.2 The renter shall always pay, and these costs are, thus, not covered by the insurance set forth in Article 13.2:

- a. the deductible amount (DFL) set forth in Part I if it concerns damage to or loss of the vehicle or if it concerns damage to property of third parties;
- b. costs for repair of tires;
- c. costs for replacement of axels, hubs and 4WD hubs;
- d. costs for repair of damage caused intentionally, due to ignorance or recklessness of the driver of the vehicle or of any passenger who was in, beside or near the vehicle during the rental period;
- e. costs for repair of damage to the vehicle or property of third parties (also) caused by breach of contract or violation of the law;
- f. costs for repair of roof covering or damage to the roof caused by but not limited to contact between the vehicle and overhanging objects or objects obstructing the passage way;
- g. costs for repair of water damage, also during transport, to the vehicle or damage to the bottom and any other damage to the vehicle as a result of the damage to the bottom;
- h. damage to the windows/windshields or headlights;
- i. costs for repair of the vehicle or property of third parties caused by reversing the vehicle;
- j. costs for repairs of any damage to the vehicle or property of third parties caused by the driver if the driver leaves the scene of the incident or traffic accident before the police arrives or before the driver or his immediate and official report of the incident or traffic accident has reached the police.

12.3 Europcar shall reasonably determine the amount that the renter must pay for any damage or repairs and this includes:

- a. the costs for repair of the vehicle or, if less, the replacement value at the time of loss or damage;
- b. appraisal or assessment costs;
- c. costs for towing, storage and repair;

- d. reasonable administration costs and legal aid;
- e. a fee per day based on the rental losses due to the unavailability of the vehicle during the period of repairs; and
- f. the costs that are not covered by the insurance taken out at a locally acknowledged insurer or the costs that exceed the maximum coverage (including the statutory liability pursuant to the WAM) that is in accordance with the national laws.

12.4 Damage caused or arisen due to careless use, negligence or non-observance of the obligations under this agreement or due to use of the vehicle in violation with the prohibitions and regulations set forth in Article 8 that are not covered by the third-party insurance or exceed the maximum coverage thereof per incident, shall be fully for the account and risk of the renter. Abovementioned damage must be compensated under any circumstance by the renter to the third parties concerned or to Europcar and the renter hereby fully indemnifies Europcar against all claims of third parties with regard to this damage. Such damage, if necessary in the opinion of Europcar, shall be determined as such by an independent expert and the costs for this expert shall be for the account of the renter.

12.5 Also for the account of the renter are the costs of damage for Europcar that is the intended or sure consequence of the acts or omissions on the part of the driver including the liability of the renter for loss of profits incurred by Europcar insofar as this damage is incurred due to gross negligence or blame on the part of the driver. This loss of profits shall be calculated based on the number of repair days to be determined in an objective manner multiplied by the rental price per day reduced with 10% due to savings of costs and burdens borne by Europcar.

12.6 The renter must pay all the costs of unauthorized repairs to the vehicle, all parking and traffic tickets and/or other violations relating to the vehicle during the rental period, regardless on who those have been imposed. All costs, also administrative costs incurred with regard to fines and/or violations must be paid by the renter.

13. INSURANCE AND LOSS DAMAGE WAIVER/DEDUCTIBLE AMOUNT

13.1 By signing Part I, the renter certifies to be familiar with: i) the fact that third-party insurance has been taken out for the vehicle against statutory liability of the driver for coverage of damage to third parties caused by the driver up to at least the minimum amount prescribed by the WAM, and ii) the fact that the driver and the passengers of the vehicle are **not** insured for damage due to an incident or traffic accident.

13.2 Notwithstanding the provisions of Articles 12.1 up to and including 12.6, only if the renter has accepted the Loss Damage Waiver (LDW) option in Part I from the commencement of the rental period (unless included in the rental price), and if the renter, where applicable, has paid the

deductible amount (DLF) as indicated in Part I, in each separate incident involving damage to or loss of the vehicle or for each separate incident involving damage to the property of third parties as a result of the use of the vehicle by the driver:

- a. **Europcar shall only assume liability of the renter for damage to or loss of the vehicle as set forth in Article 12.1 under a; and**
- b. **see to it that the renter remains indemnified against statutory liability for damage to property of third parties as set forth in Article 12.1 under b, which damage is caused by the driver; via insurance taken out at a locally acknowledged insurer for its maximum possible coverage.**

Note: Loss Damage Waiver shall only apply if the renter meets all conditions of the Rental Agreement.

13.3 Notwithstanding the LDW, the liability of the renter shall remain in full force with regard to damage to the vehicle or to third parties including excess damage that, for whatever reason, is not fully compensated by the insurer, which damage shall be for the account of the renter who fully indemnifies Europcar against all claims in this regard.

14. LIABILITY AND INDEMNITY EUROPCAR

14.1 The renter indemnifies Europcar against damage at the expense of passengers or third parties including damage as a result of injury or harm to the health of these persons for which Europcar, in the unlikely event, may be held liable during the period that the renter has the vehicle at his disposal and for all fines that may be imposed on Europcar with regard to punishable acts during the rental period committed by the driver and/or the passengers, unless such fines and/or claims imposed on Europcar are the result of a defect of the vehicle that was already present in rudimentary form at the commencement of the rent.

14.2 Europcar shall not be responsible or liable for damage as a result of injury or harm to the health of persons caused by or as a consequence of an incident or traffic accident.

14.3 The renter fully indemnifies Europcar against claims of persons for damage that they incurred or are incurring as a result of injury or harm to the health of these persons caused by or as a consequence of an incident or traffic accident.

14.4 Furthermore, the renter indemnifies Europcar against all loss or damage to property:

- a. stolen from the vehicle (theft) or lost during the rental period;
- b. left behind in the vehicle upon its return; and
- c. damage and/or destruction of property that is in and/or on the vehicle and that does not belong to the equipment or accessories and/or special constructions of the vehicle.

15. PROCEDURE IN CASE OF INCIDENTS

If the vehicle is involved in a traffic accident or incident or if it concerns theft or missing of or damage to the vehicle or to a

third party or to property of third parties, the driver shall be obligated:

- a. to report this immediately to the local police and the driver of the vehicle must, in that case, have the police draw up a record or official report;
- b. to contact Europcar **424631** immediately in order to notify Europcar of the events that took place and to report to Europcar by means of filling out the Damage Incident Report;
- c. to refrain from making any promises, payments or taking any blame without the prior written approval of Europcar;
- d. to leave all legal procedures and settlements to Europcar and its insurer;
- e. to allow Europcar, on behalf of renter, to handle claims and other matters such as a replacement vehicle;
- f. to fill out and provide in a timely manner all statements, information or requests for assistance that Europcar or its insurer may reasonably need as well as be present at the attorney's office or in court to provide evidence;
- g. to forward any claim or correspondence from third parties to Europcar within seven (7) days after receipt thereof.

16. DEPOSIT

16.1 The deposit shall be intended for:

- a. recovery of the rental sum in case the renter, for whatever reason or cause, makes no or partly use of the vehicle at his disposal pursuant to the Rental Agreement; and
- b. recovery of the costs, fines and damage that the renter is obligated to pay pursuant to the provisions of the Rental Agreement without prejudice to the right of Europcar to claim full damages.

16.2 Europcar shall refund the deposit to the renter after the inspection meant in Article 11.1 under a has been performed by Europcar and if no damage has appeared to the vehicle.

17. VALUE ADDED TAX

All rental prices for the vehicle shall be exclusive of Value Added Tax unless these rental prices are included in an All-in rate, as such determined by Europcar.

18. BREACH OF CONTRACT AND DISCONTINUATION OF THE RENT

18.1 Europcar shall be authorized to terminate or unilaterally cancel the Rental Agreement without legal intervention and reclaim the vehicle if it is evident that the renter commits breach of contract or does not timely or fully observes his obligations arising from the Rental Agreement including acting in violation of the conditions of this agreement, when circumstances arise prematurely of which Europcar was not aware of at the commencement of the rent as well as in case of death, legal restraint, application for suspension of payment or bankruptcy of the renter, in case

the government claims the vehicle in question or seizes the vehicle.

18.2 The renter hereby authorizes Europcar or the persons appointed by Europcar, if one of the situations set forth in Article 18.1 occurs, to verify the location of the vehicle and reclaim the vehicle.

In case the vehicle is reclaimed by Europcar, Europcar shall retain all rights to recover from the renter the costs incurred with regard to reclaiming the vehicle and the costs incurred due to breach of contract.

18.3 Breach of contract shall have as a consequence that all costs incurred for bringing the vehicle back to its original state or replacing the vehicle and/or the loss of rental income by Europcar and/or damage to the property of third parties, shall be fully for the account of the renter.

19. APPLICABLE LAW AND DOMICILE

19.1 The Rental Agreement (Part I) and the Annexes belonging to it as integral parts thereof (Part-IA and Part I-B) shall be subject to Surinamese law.

19.2 The address set forth by Europcar in the Rental Agreement shall be considered to be the domicile chosen by the renter.

Part 1 - B: Privacy Policy

ABOUT THE EUROPCAR GROUP

"Europcar" is the trading name of N.V. HET VAT which is the Master Franchise for the Europcar System in Suriname and Guyana. The Europcar worldwide rental system is owned by Europcar International, a French Corporation.

YOUR PERSONAL INFORMATION

We of Europcar are devoted to protect your personal information and to keep them up to date. As a part of the Europcar Group in so many countries, your personal information will also be accessible for staff members of the Europcar Group staff or Franchisees and licensees in other countries. In some countries where the Europcar Group also grants services there are various laws to the aspect of protection of personal information in general, but also for private sector organizations in particular. In other countries where the Europcar Group is active these laws do not count. In this document you can also find which way you can contact us, in case you desire to know anything about your personal information within Europcar. We recommend you to take your time to read our policy according to privacy and to keep these as possible reference for in the future.

EUROPCAR PRIVACY POLICY:

WHAT PERSONAL INFORMATION DOES EUROPCAR COLLECT ABOUT ME AND HOW DOES IT COLLECT IT?

When you rent a car from Europcar, we need to collect certain information from you. The service that you use will determine exactly what information we collect from you. The information may include your:

- Name;
- Address;
- Contact telephone number(s);
- Contact facsimile number(s);
- Date of birth;
- Drivers license number and state of origin;
- Frequent traveler program number;
- Car preference;
- Credit card number(s) and expiry date(s);
- Email address;
- Company name and employee number; and
- Contact details of individuals who can provide professional references & other information required in the Cash Qualification process;
- Reservations and Rental details including dates, times and places of vehicle hire;
- Details of Authorized Drivers; and
- Vehicle damage circumstances and details.

In certain circumstances, we may collect sensitive information about you. For example, we may collect information about your membership of a professional association in order to provide You with the correct discount for our services. Sensitive information under the Privacy Act includes information about an individual's membership of a professional or trade association. We will only collect sensitive information about You with Your consent or otherwise in accordance with the law. How we collect the information will depend on how you use our services. We may collect information directly from you by telephone, fax, email, over the Europcar counter, your completion of an application or enrolment form, or through our Internet based service. We may also collect information about you indirectly through a travel agent, a corporate program or through one of our partner programs.

You can choose not to provide some of your personal details but this may prevent us from providing our services to You or limit our ability to provide You with the level of service that You would normally expect from us.

HOW IS MY PERSONAL INFORMATION USED OR DISCLOSED BY EUROPCAR?

We strive to ensure a stress-free rental experience and we are dedicated to building a rewarding and lasting relationship with every customer.

In order to provide the level of service we believe You expect from us, we may use and disclose Your personal information for the following purposes:

General purposes

We use Your personal information to:

- Provide the services that You request;
- Do all things necessary to administer those services;
- Research, develop, manage, protect and improve our services;
- Conduct customer satisfaction surveys and inform You of any improvements that we have made to our services; and
- Maintain and develop our software and other business systems.

We may disclose Your personal information to other related and non-related organisations including:

- Europcar International and other members of the Europcar Group, as well as franchisees, licensees or Agents of the Europcar Group;
- Your company or organization if You use our services under a corporate account;
- To one of our program partners if You are a member of their frequent traveler program and You have asked us to send them details of Your rental agreement with us;
- Our contracted service providers;
- Credit card providers;
- Credit reporting and fraud checking agencies;
- Debt collection agencies, in the event of Your default in payment of monies owed to us;
- City councils and government or private organizations responsible for the processing or handling of traffic related infringements;
- Driver licensing authorities; and
- Government, regulatory and law enforcement agencies where the disclosure is required or authorized by law.

Use or disclosure for direct marketing purposes

We may use and disclose Your personal information to offer You products and services provided by the Europcar Group and related companies and franchisees and licensees of the Europcar Group. We may also use (but not disclose) Your personal information to offer You products and services provided by companies participating in Europcar partner programs.

DISCLOSURES OUTSIDE OF SURINAME

When you provide us with your personal information, we may enter your details into the centralized Europcar Group databases, managed by Europcar International. Depending on how you use our services, Your personal information may be accessed by Europcar Group personnel, as well as franchisees and licensees of the Europcar Group located in other countries. Some of the countries that we operate in have

privacy or data protection laws with general application to the private sector, whereas other countries do not.

HOW DOES EUROPCAR PROTECT YOUR INFORMATION?

We use up to date techniques and processes, which meet current industry standards to ensure that your personal information is kept secure and confidential.

Only employees of Europcar and those who perform services on our behalf, and are authorized to handle your information, will have access to your personal information. We will not retain any of your personal information for any longer that it is required by us, except to fulfill our legal obligations. With Your help we will take all reasonable steps to make sure that the personal information is kept complete and up to date.

HOW TO ACCESS YOUR INFORMATION

We are committed to ensuring the personal information held by us is up to date and accurate. If you do find inaccurate information let us know and we will take all reasonable steps to correct the information. You may ask us to give you access to the personal information that we hold about You at any time. This access is subject to certain exceptions. You may not obtain access to information relating to existing or anticipated legal proceedings between us and You. You can request access to your information by email or phone. You will be asked to specify the information that you want access to, and you will need to verify your identity before we are able to provide the information. This is a free service unless the information you request requires us to access archived material or spend significant time in preparation or research. If this occurs we will advise the likely cost in advance and can help refine your request if necessary.

If you believe the personal information that we hold on you is inaccurate or incomplete and Europcar does not agree with You, we will provide a statement expressing Your disagreement with the information where that information is kept.

WHOM CAN I CONTACT FOR FURTHER INFORMATION?

If You have any questions about how we handle Your personal information or if You believe that we have handled Your personal information inappropriately, You can contact us via any of the following ways:

Mail: Europcar @ Hotel Zeelandia Suites
Kleine waterstraat #1
Paramaribo, Suriname (S.Am)
Attention: Customer Services

Email: robbin.roemer@europcar.sr

Phone: Manager on Duty
597 – 424 - 631

WHAT YOU CONSENT AND AGREE TO

When You provide us with Your personal information You consent and agree to our use and disclosure of Your personal

information in accordance with this policy including, in particular to:

- Our use and disclosure of that information in order to provided the service You have requested and for any other compatible purpose including the management, protection and development of our business;
- The disclosure of your personal information to entities located outside of Suriname. This may include disclosures to Europcar International located in France, as well as franchisees or licensees of the Europcar Group, our service providers and program partner organizations. You should understand that once Your information is held outside of Suriname it may not receive the same level of protection any Privacy Act may require; and
- Our use and disclosure of your personal information for direct marketing purposes.

CHANGES TO EUROPCAR PRIVACY POLICY

This is our current privacy policy outlining our personal information management practices. It replaces any other privacy policy published by us to date.

We may vary this policy at any time. To obtain an up to date copy of the policy, please contact Europcar (see “Whom can I contact for further information?” above).

Version May, 2013