

TERMS AND CONDITIONS OF USE

GarageScore, a brand of the simplified joint-stock company, SAS Custeed Version 1.2 –

April 8, 2019

These terms and conditions apply to your use of our website, including but not limited to, www.GarageScore.com.

1. Scope of the Terms and Conditions of Use

These terms and conditions of use (hereinafter the “Terms and Conditions”) govern any use of the services accessible from the website www.GarageScore.com (hereinafter the “Website”), by a non-trader natural person (hereinafter the “User”).

Any use of the services accessible from the Website implies full and unconditional acceptance of these Terms and Conditions by the User.

The Terms and Conditions may from time to time be changed by the company. A version number and the last modified date are indicated in accordance with the law in force.

2. Who is GarageScore?

The GarageScore Website is published by SAS Custeed.

The Website is an independent trusted third party specialized in the collection and posting of customer reviews in the field of vehicle servicing. GarageScore’s specificity lies in the fact that 100% of customers of each partner garage are polled (subject to valid contact details).

The Website provides Users with scores and reviews so that they can choose the garage from which to obtain their next service (breakdown, servicing, bodywork, etc.).

GarageScore complies with the guidelines of the NF Z74-501 standard, which aims to improve the reliability of web-based consumer review processing. This standard was created to reassure consumers that reviews posted are indeed real.

GarageScore is committed to collecting reviews through a reliable process: Reviews must be collected from car owners after their visit to the garage. The GarageScore solution does not allow reviews to be posted on its website voluntarily. The list of people polled is generated by extraction from the garage’s database.

Examples of principles and requirements of the standard (extract from the website: <http://www.afnor.org>):

Collection:

Buying reviews is prohibited.

The author of the review must be identified (identity is however hidden when published) so that the moderator can contact them if needed.

Evidence of the consumer experience may optionally be provided to improve the credibility of a review.

Moderation:

The moderator must be proficient in the language in which the reviews are written.

Modifying an online review is not permitted, but the consumer has the right to withdraw it. Moderation rules are indicated in the Terms and Conditions of Use (reasons for rejections and timeframes to which the website commits).

Posting of reviews:

The most recent reviews are displayed first.

Transparency on methods for calculating overall scores and the periods for which scores are taken into account in the overall score displayed.

All reviews are displayed in their entirety. Commitment to and display of a maximum timeframe for posting reviews. Free right of reply and reply posted within seven days.

3. How does the process for collecting and posting reviews work?

1. Contact details for customers of the garage are extracted from the business management or invoicing system of the garage.
2. GarageScore retrieves the data and begins the verification process (coherence, actual existence of customers, etc.)
3. Invitations to take part in satisfaction surveys are sent by SMS or email. (If you have not received an invitation and you have had a service provided by a garage, please send an email to contact@garagescore.com)
4. Participants respond to the survey received: Several questions are asked on essential topics with the possibility of adding a comment. Additional questions allow a sharper analysis of the results.
5. The results are analyzed by the moderation team to verify compliance with GarageScore's charter. Only reviews that concern technical services provided at the garage are taken into account. For example, estimates / diagnoses alone, even for a fee, cannot be taken into account.
6. A score is calculated based on the answers provided by each respondent: Points are awarded to the main answers and certain secondary responses in order to calculate an overall score.
7. Traders have the possibility of posting a response to each review.
8. The reviews are posted on the Website and accessible on partner websites. (More information detailed below)
9. The garage's customer therefore becomes a User of the Website and has a right to access and modify their personal data.

4. How does the review moderation process work?

GarageScore is required to apply a system to moderate written content in order to comply with the provisions of French law.

GarageScore uses either an automated or human moderation system involving several steps.

GarageScore is not able to make changes to User reviews (corrections, score changes, etc.).

4.1 Moderation before posting

GarageScore implements a moderation system that automatically checks for any offensive or incomprehensible content before posting.

The User may ask GarageScore to modify or remove a review only if the review contains information that is considered to be:

- illegal,
- unlawful (particularly racist, anti-Semitic, sexist or defamatory language)
- defamatory,
- private (private information made public, such as surnames or first names, etc.),
- incoherent (review not consistent with the score, containing a series of meaningless characters),
- offensive,
- using works protected by copyright (texts, photos, videos, etc.).

If applicable, the User will be notified and asked to write a new review.

The timeframe for moderation is a maximum of 28 days.

Any review that does not meet these conditions can be reported to GarageScore by writing to the following address: moderation@garagescore.com

4.2 Moderation after posting

The User has the right to withdraw any review posted (send a request by email to contact@garagescore.com). If the User decides to exercise this right, they may ask to write a new one.

4.3 Consequences of moderation for the writer

GarageScore reserves the right to deny a User the right to leave a review if they have left one or several reviews deemed invalid by GarageScore's moderation team. Where

necessary, all of the reviews still posted may be deleted and the User will be notified.

4.4 Trader's right of reply

Traders have the right to reply to each review left by a customer.

If the trader exercises the right of reply, their reply is then made public. The User will be informed and receive details of the reply from the trader. The User may decide to modify or delete their score.

On no account will GarageScore intervene in the relationship between the trader and its customer particularly concerning difficulties resulting from the supply of a service or the collection of a review.

5. Why might GarageScore request proof of purchase?

GarageScore commits to only posting reviews from Users who have had an actual experience at a garage.

Since GarageScore retrieves information from intermediaries, the trader can indicate if it does not recognize a User. Additionally, GarageScore's technology is able to detect any fraud. In either of these instances, or in the event of any doubt, the Website's team may ask you to provide proof of your visit to the garage (e.g. an invoice). In this case, the User must reply within seven days. If they fail to reply, the review may be deleted.

A verification request may be made within 12 months following the writing of a review.

GarageScore agrees not to share the information contained in the proof of purchase with third parties (including the trader). Unless the User objects, GarageScore may share the invoice reference number with the trader for verification.

6. How does the process for posting reviews work?

Reviews are posted on the Website from the most recent to the least recent.

Filtering tools allow Website Users to limit search results based on criteria (e.g., only reviews by customers who have had bodywork done).

Each garage is given a score. This score is the average of all the scores obtained over 12 months (garage score = sum of scores over the past 12 months / number of scores over the past 12 months).

GarageScore agrees to post all the reviews collected, without modification, subject to approval by the moderation team.

In accordance with personal data protection laws, GarageScore agrees to anonymize results shown on the Website.

7. How are personal data stored?

7.1 Use of personal data

Information collected undergoes computer processing to assess the professionalism of garage owners and share the results with the public and professional partners. Recipients of data are: GarageScore teams, garage owners and all Website visitors.

In accordance with the French Data Protection Act of 6 January 1978, as amended in 2004, all Users have a right of access to and correction of information concerning them, which they can exercise by writing to contact@garagescore.com.

Users may also object to the processing of data concerning them, for legitimate reasons.

7.2 Posting of reviews

GarageScore posts information concerning its Users on the Website and as a white label on websites of vehicle servicing traders and intermediaries, in the framework of an information portal for car owners www.garagescore.com managed by SAS GarageScore.

The following information is included with each review posted:

- Review submission date / or date of the service (if provided)
- First name + first letter of surname (if provided) or pen name (if provided)
- Vehicle make / model (if provided)
- Reason for the service (if provided)
- Recommendation (positive / negative)
- Overall score calculated by GarageScore
- Comment

Given the nature of the internet where posted information can be freely collected and it is difficult or even impossible to control how it is used by third parties, each User may object to this posting.

For GarageScore to take a refusal into account, the User should send a request by email to contact@garagescore.com.

7.3 Use of contact information

Each User who has left a review may be contacted, by email, mail, or telephone:

- By the Website's teams
- By the trader who provided the service
- By any certified third-party organization, for the purpose of checking that the

review is genuine Under no circumstances will personal contact details be sent to other third parties.

LEGAL NOTICES

GarageScore, a brand of "SAS Custeed", a simplified joint-stock company with capital of €45,748.00, located at 44 Rue Cauchy – 94110 Arcueil. Registered in the Créteil Trade and Companies register under number 813 423 217.

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The website is hosted by Dreamhost

CUSTEED PRIVACY POLICY

We, Custeed, attach great importance to the protection of Your Personal Data and take all the necessary measures to comply with Applicable Regulations.

This privacy policy sets out the manner in which We, Custeed, collect and process Your Personal Data .

As We may collect and process Your Data in different situations, We have defined several policies. We encourage You to read each of the policies that may concern you, as detailed below.

i. In the context of follow-up on behalf of your vehicle service providers

We may collect and process Your Data as part of the Services we provide to our Customers, garages, workshops, car dealerships, from which You have purchased a vehicle or a vehicle service. In this case, We collect and process Your Data as a processor for these vehicle service providers. To find out how we process Your Data in this case, please read our policy on page 3.

ii. In the context of generating contact with a partner

We may collect and process Data concerning You as part of the proposal to provide customized offers that We submit to You in parallel to the processing we carry out on behalf of Our Customers.

The collection and use of Your Data in this context is subject to Your consent given via an opt-in checkbox. If You do not check this box, We will not collect any Data on Our behalf. If You check the box, We will collect the Data You have provided to Us particularly for the purpose of sharing it with Third-Party Partners as specified in the opt-in form.

To find out how we process Your Data in this case, please read our policy on page 6.

iii. In the context of Custeed Services and Custeed's internal operations

We may process Your Data, in the context of Our own activities:

- when You interact with Us on any of Our websites, including by completing an online form on said website;
- when We contact You to offer you services;
- when You use Our Services as a User of one of Our Customers;
- when You are Our point of contact for one of Our Customers;
- when You are Our point of contact for one of Our suppliers.

To find out how We process Your Data in these cases, please read our policy on page 8.

As part of our compliance with Applicable Data Protection Regulations, We have appointed a Data Protection Officer (DPO) who can be contacted by email at: privacy@custeed.com.

To help you understand our policies, a glossary of the capitalized terms used is provided at the end of this document.

We may make changes to this privacy policy from time to time. We therefore encourage You to regularly review the privacy policy or policies that concern You.

In addition, for the functioning of Our website: <https://www.custeed.com> , We use “cookies”. On this topic, we ask You to refer to the "Managing Cookies" section on page 11.

For more general information on the protection of personal data, You can consult the website of the Commission Nationale de l'Informatique et des Libertés (CNIL): <https://www.cnil.fr>.

I. **PRIVACY POLICY IN THE CONTEXT OF FOLLOW-UP ON BEHALF OF YOUR VEHICLE SERVICE PROVIDERS**

This Privacy Policy applies to You as a customer of a garage that has signed a contract with Custeed to use Our Services.

We collect and process your personal data on behalf of the garage of which You are a customer (the "**Garage**"), and in accordance with the instructions of that garage, which is the controller.

1. **Which personal data are processed?**

The personal data concerned by this privacy policy are the data that the Garage provides to Us so that We can contact its customers, and therefore contact You, in the context of the Services.

The data are provided to Us by the garage:

- Surname or company name (if a legal person)
- First name
- Email
- Cellphone number
- Invoicing address
- Make and model of the vehicle concerned
- Registration and vehicle identification number (VIN)

Data concerned by this privacy policy are also the data You provide to Us in your replies to Our requests, in particular:

- The reviews You submit to Us. The review generally consists of a score, a comment and a set of other information (vehicle make and model, type of service provided, place of residence);
- The service experiences You share with Us.
- Any plans You have (renewals, appointment requests) that You share with Us.
- As well as when You use Our support service.

The public part of Customer reviews contains data that have been

anonymized. Finally, the Data in question are the data that We

collect:

- Information about the use of the Services (features used, size and names of files downloaded, types of content accessed, etc.) ;
- Connection information (IP address, type of browser, language, etc.) ;
- Hardware information (PC or tablet (display related to the use of a mouse or different touch pad), operating system, device settings, etc.) ;

In the context of the commercial relationship between you and the Garage, the survey asks about the possible purchase of a new or second-hand vehicle, between less than 30 days and up to 12 months, and whether or not you have chosen a specific make and/or model. These data are only sent to the Garage in order to provide you with customized support.

2. **How do we process Your Personal Data?**

We only process Your data if we are instructed to do so by the garage and in accordance with those instructions. The garage is the controller and We act as processor for the garage.

The garage has agreed beforehand in accordance with the terms of sale to inform you that certain personal data will be sent to Us.

The data We collect are therefore only used to enable Us to respond to the Garage's requests, and in particular for the purposes of:

- Requesting and posting Your review and service experience on a page dedicated to each garage on the domain name "www.garagescore.com";
- Identifying any plans to purchase a vehicle at the Garage so that it can offer you assistance;
- Checking that reviews and evaluations are genuine;
- Calculating the GarageScore rating of the garage(s);
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These data may also be used in the following contexts:

- Detecting any fraudulent activity or security breaches affecting the Services and taking the necessary action;
- Replying to a legal request for disclosure.

Data collected in the context of the functioning of the Services are exclusively intended for Our operational departments, with the exception of:

- companies to which We have entrusted technical services such as hosting servers, on the understanding that these companies are contractually required to protect all personal data transmitted to them in this context;
- the garage on behalf of which Custed contacts or has contacted You.

3. **What are Your rights?**

In accordance with applicable regulations, You can exercise the following rights in respect of Your personal data, in the manner and within the limits provided for in Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data:

- Right of Access, Rectification, Objection and Erasure;
- Right to Restrict Processing;
- Right to Data Portability;
- Right to define *post-mortem* directives.

You may also lodge a complaint with the relevant supervisory authority (the Commission Nationale de l'Informatique et des Libertés (CNIL) in France).

As the Garage is the controller, you must contact it to exercise your rights.

However, should You encounter any difficulties asserting Your rights to the latter, You may contact Us by email at the following address: privacy@custeed.com. We will contact the Garage in question in order to reply to Your requests.

4. How long do We store Your data for?

After the last contact, the Customer's data are stored for ten years.

After the end of the commercial relationship between the Garage and Us, our technical departments anonymize customer contact details after three months.

Data necessary to comply with legal obligations are stored in accordance with provisions in force (particularly those contained in the French Commercial Code, Civil Code and Consumer Code).

It is specified in this context that, concerning Your review, experience, etc. these data are no longer under our control or responsibility once they are posted.

5. Transfers to third countries

In order to provide the Custeed services, collected data may be processed in another country in or outside of the EU. All personal data are transferred in accordance with applicable law and regulations, and particularly in compliance with the provisions of the GDPR. Custeed has ensured that its subcontractors and partners provide adequate guarantees as to the implementation of appropriate technical and organizational measures.

ii. PRIVACY POLICY IN THE CONTEXT OF GENERATING CONTACT WITH A PARTNER

In parallel to the services we provide to our customers (the garages), We offer You the possibility of sharing information with Us concerning a possible vehicle purchase (or use of other vehicle-related services) (Your “**Project**”).

The processing of this information and its transfer to our Third Partners are subject to your consent given by checking the relevant box on Our online form.

If you agree to share this information with Us and our Third Partners, You may go back on this decision at any time by exercising your right of erasure.

In the context of the abovementioned information processing, We are the controller.

Similarly, the Third Partners to whom we transfer Your data are also controllers. In this context, it is specified that once you are in contact with our Third Partners, a direct relationship is established between them and You, which is governed by the privacy policy (or any other type of document) of said Third Partner.

1. For what purposes do We process Your data?

We process your Data for the following purposes:

- To analyze Your Projects;
- To identify Partners who can make an offer suited to your Project;
- To transfer Your data to said Partners.

This processing is based on your consent.

2. Which personal data are processed?

The Data processed are those that You provide to Us to explain Your Project. This is, in particular, your preferred makes of car, the expected date of Your Project, the type of vehicle and engine, the type of financing, the possible trade-in of your vehicle, and whether you would like to test drive a vehicle.

3. How do We process Your data?

Your data are sent to:

- Our Technical department
- Third Partners,
- and companies We have appointed to provide services, on the understanding that these service

providers are contractually required to protect the personal data transferred to them in this context.

4. What are Your rights?

In accordance with applicable regulations, You can exercise the following rights in respect of Your personal data, in the manner and within the limits provided for in Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data:

- Right to Erasure (or right to be forgotten);
- Right of Access, Rectification, and Objection;
- Right to Restrict Processing;
- Right to Data Portability;
- Right to define *post-mortem* directives.

To exercise Your rights, You should send the corresponding request to Custeed by email to the following address: privacy@custeed.com, together with proof of Your identity.

You may also lodge a complaint with the relevant supervisory authority (the Commission Nationale de l'Informatique et des Libertés (CNIL) in France).

5. How long do We store Your data for?

Your data are retained for three years.

Data necessary to comply with legal obligations are retained in accordance with provisions in force (particularly those contained in the French Commercial Code, Civil Code and Consumer Code).

iii. PRIVACY POLICY IN THE CONTEXT OF CUSTEED OPERATIONS

In the context of Our internal operations and the services that We provide to Our customers, We may collect and process Your personal data.

For this processing, Custeed is the controller.

1. For what purposes do We process Your data?

We collect and process Your personal data for the following purposes:

- To respond to requests made by You in the online contact forms on the website www.custeed.com;
- To send you newsletters and other commercial offers, and to manage the relevant subscriptions;
- To perform the contract with Our Customers and particularly to give You access to Our services as User and respond to Your requests for technical support;
- In the context of managing relationships with Our customers, and particularly to manage contracts, invoicing, and disputes;
- In the context of managing relationships with Our suppliers, and particularly to manage contracts, invoicing, and disputes;
- To improve Our services;
- To identify your User habits and assess the efficiency of Our Services;
- To detect any fraudulent activity or security breaches affecting the Services and to take the necessary action;
- To reply to a legal request for disclosure.

This processing is carried out based on Our legitimate interests aiming primarily to enable Us to:

- communicate with You for commercial purposes,
- perform Our contract with Our Customer,
- manage contractual relationships with Our Customers and suppliers,
- improve Our Services.

2. Which Personal Data are concerned?

The data that You send to Us directly:

You may send Us information about You in Your interactions with Us.

These are mainly contact data such as Your first name, surname, title, address, email, and telephone number.

It may also be requests for information or assistance. Data that We collect indirectly:

We may collect Your Data in the context of contractual relationships with Our Customers and suppliers. These Data are generally given to Us by Our main contact at the relevant Customer or supplier.

These Data are mainly contact data, such as first name, surname, title, business postal address, business email address and telephone number, position.

The Data in question are also the Data that We collect in the context of Your use of the Website and Services:

- information about the use of the Services (features used, size and names of files downloaded, types of content accessed, etc.) ;
- connection information (IP address, type of browser, language, etc.) ;
- hardware information (PC or tablet (display related to the use of a mouse or different touch pad), operating system, device settings, etc.) ;

3. How do We process Your Data?

Your Data may be sent to:

- Our Sales and Technical department
- Our administration, accounting and legal departments;
- the Customer in respect of which You are authorized to access Our Services as User;
- Users having an “administrator” account that allows them to see information concerning all of Our Customer’s Users;
- and companies We have appointed to provide services, on the understanding that these service providers are contractually required to protect the personal data transferred to them in this context.

4. What are Your rights?

In accordance with applicable regulations, You can exercise the following rights in respect of Your personal data, in the manner and within the limits provided for in Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data:

- Right of Access, Rectification, Objection and Erasure;
- Right to Restrict Processing;
- Right to Data Portability;
- Right to define *post-mortem* directives.

To exercise Your rights, You should send the corresponding request to Custeed by email to the following address: privacy@custeed.com, together with proof of Your identity.

In any event, if You are a User of Our Services, You may change Your data by logging in to Your User account.

You may also lodge a complaint with the relevant supervisory authority (the Commission Nationale de l'Informatique et des Libertés (CNIL) in France

5. **How long do We store Your data for?**

Your Data are retained:

- Regarding data processed for commercial communication purposes: for three years after the last contact;
- Regarding data processed in Your capacity as User: for the time during which You are authorized by the Customer to access the Services;
- Regarding data processed in the context of relationships with Our Customers and suppliers: throughout said relationship, unless a change of contact is notified by the relevant Customer or supplier or by You.

Data necessary to comply with a legal obligation are retained for the period necessary to allow Us to comply with provisions in force and prove such compliance.

Data may also be retained for the appropriate period of limitation.

IV. COOKIES

1. What is a cookie?

A cookie is a text file placed and stored on the hard drive of the Internet user, subject to their choices, by the server of the website accessed or by a third-party server (web analytics tool, advertising agency, partners, etc.). A cookie therefore allows the User's device to be recognized when they return to a website. It is not the User who is recognized but the device they use to visit a website.

2. Why are cookies sent from our Websites?

Only the sender of a cookie can read or modify the information contained in it.

The cookies we send from our Websites are used to recognize the User's device when they connect to one of our Websites in order to:

- Functional cookies: These cookies allow us to analyze the use of the website in order to measure and improve its performance
- Mandatory cookies: These cookies are necessary for the proper functioning of the website
- Advertising cookies: These cookies are used by advertising agencies to send ads that match your interests.

In addition: Feature enabled

- They provide a secure connection;
- They remember your login information;
- They offer greater consistency in the website display;
- They allow pages to be shared with social media;
- They allow comments to be posted;

3. Accepting or refusing cookies

You can delete the cookies stored on your computer using the following procedures depending on the browser you are using.

For Microsoft Internet Explorer:

- "Tools" menu, then "Internet Options"
- "Confidentiality" tab
- Select the required setting using the cursor.

For Mozilla Firefox:

- "Tools" menu, then "Options"
- Click the "Privacy" icon
- Locate the "Cookie" menu and select the options that you require.

For Google Chrome:

- Settings then Advanced Settings
- Click Content Settings and then Cookies
- Click Delete All

To learn more about cookies, visit the CNIL website: <http://www.cnil.fr/vos-droits/vos-traces/les-cookies/>

v. **Security**

Custeed has introduced security procedures to protect the personal information stored on its systems. For example, Custeed limits access to this personal information to employees on a need-to-know basis, at its reasonable discretion.

However, we draw Your attention to the fact that, although Custeed implements appropriate technical and organizational measures to protect against unauthorized or unlawful processing of personal information and against any loss, damage or accidental destruction of such information, We have no way of guaranteeing the absolute security of Your Personal Data.

GLOSSARY

- Customer(s):** means the automotive service provider who has subscribed to a service with Custeed
- (Company) Custeed:** means Custeed, a simplified joint-stock company, headquartered at 50, rue Alphonse Melun, 94230 Cachan, registered in the Créteil Trade and Companies register under number 813 423 217 (hereinafter “**We**” or “**Custeed**”)
- Data:** Personal information provided by You
- Right to Portability:** You may receive the Personal Data You have provided to Us in a structured, commonly used and machine-readable format.
- Right of Erasure (or right to be forgotten):** You may ask Us to delete Your data for the reasons stated in the Applicable Regulations.
- Right of Access:** means Your right to ask Us to send You the personal data We hold about You.
- Right to Restrict Processing:** You may ask Us to restrict processing on the grounds set out in the Applicable Regulations
- Right of Objection:** means Your right to object at any time to the processing of Your data, for reasons related to Your particular situation.
- Right of Rectification:** means Your right to ask Us to correct any inaccurate information We hold about You.
- Right to define *Post-mortem* directives:** means Your right to define Your directives concerning the retention, erasure and communication of Your personal data after Your death.
- We/Our/Us:** refers to Custeed.
- Applicable Regulations:** means the French Data Protection Act No. 78-17 of January 6, 1978 and Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data (“**GDPR**”).
- Services:** Means all the services provided by Custeed
- Third Partners:** means automotive, insurance and financing professionals
- User:** means the persons who use Custeed services at our Customers
- You/Your :** Means the private individual

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