

Privacy Policy – Tire Mobility Group B.V.

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Introduction

Tire Mobility Group B.V. ("TMG") is committed to protecting personal data. This privacy policy explains how we process personal data of customers, drivers and business partners in the context of our services.

1. Who we are

Tire Mobility Group B.V. Wilhelminaplein 1, 3072 DE Rotterdam, Netherlands Chamber of Commerce (KvK): 92345678 Email: info@tiremobilitygroup.com Phone: +31 (0)10 381 0824 Website: <https://www.tiremobilitygroup.com> TMG is a coordination organisation specialised in arranging 24/7 mobile tyre services, emergency vehicle transport and replacement mobility through a network of certified partners across the EU.

2. Personal data we process

We process only data necessary for our operations: - Name, address, telephone number and email of the driver or customer - Vehicle and location data (registration number, make, model, tyre size, GPS location) - Incident and case details (tyre damage, time, circumstances) - Contact and billing information of business clients and partners - Usage and log data within our digital reporting and dispatch platform

3. Purposes of processing

We use personal data for the following purposes: • Coordination and delivery of mobility services (tyre service, transport, replacement mobility) • Communication with customers, partners and clients • Financial administration and invoicing • Quality control, audits and complaint handling • Security and fraud prevention • Compliance with legal obligations

4. Legal bases for processing

Personal data is processed on the following legal grounds: • Performance of a contract (Art. 6(1)(b) GDPR) • Legitimate interests of TMG and its clients (Art. 6(1)(f) GDPR) • Legal obligations (Art. 6(1)(c) GDPR) • Consent where explicitly required (Art. 6(1)(a) GDPR)

5. Retention periods

We do not keep personal data longer than necessary: • Operational case and intervention data: up to 2 years • Administrative and billing data: 7 years (tax retention requirement) • Log and security data: up to 12 months

6. Disclosure of data

We disclose personal data only to carefully selected parties: • Clients (call centres, leasing companies, insurers) • Performing partners (mobile tyre specialists, transport providers) • IT and hosting providers • Legal and administrative service providers • Public authorities when legally required We enter into data processing agreements with our processors in accordance with the GDPR.

7. International transfers

Some of our partners may be located outside the EU/EEA. In such cases we implement appropriate safeguards, such as standard contractual clauses (SCCs) or transfers to countries with an adequacy decision.

8. Security

TMG implements technical and organisational security measures aligned with ISO 27001, including encryption, access controls, logging and periodic audits.

9. Data subject rights

You have the right to access, rectify, erase, restrict processing, object, and data portability. To exercise these rights, contact privacy@tiremobilitygroup.com. We respond within 30 days.

10. Supervisory authority

If you have concerns, you may contact the Information Commissioner's Office (ICO) in the UK or the competent supervisory authority in your country. For EU-wide matters, you can also contact the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

11. Changes

We may update this privacy policy. The latest version will always be available on our website: <https://www.tiremobilitygroup.com/privacy>