



Rolls-Royce Teleservices Get Connected

Our Enhanced Ownership programme is designed to offer you peace of mind and assurance that your motor car is equipped with our latest communications technology.

Description of Services

Teleservices: When your Rolls-Royce requires maintenance attention, the motor car transmits all service-related data automatically or via manual request to the assigned Rolls-Royce Dealer, enabling them to make contact with you.

Mobile Care (Rolls-Royce Roadside Assistance): In the unlikely event you need to contact us for Roadside Assistance, using the rotary controller and selecting 'Mobile Care' will activate a call and transmit the location and precise condition data of your motor car, directly to the Roadside Assistance team. This is currently only available in limited markets, please speak to your authorised Rolls-Royce Dealer for more details.

Real Time Traffic Information (RTTI): Using data drawn from sources such as movement profiles from the surrounding mobile phone network, the GPS data of motor cars, smartphone apps and police reports, precise details of the time and duration of traffic delays to the nearest few metres are relayed to your motorcar virtually in real time. This is currently only available in limited markets, please speak to your authorised Rolls-Royce Dealer for more details.

To accept Rolls-Royce Teleservices within your motor car please complete the details below.

Customer Details

The information you provide on this form will be used by Rolls-Royce Motor Cars Limited, its authorised Rolls-Royce dealers and relevant third party suppliers for the purposes of providing you with Rolls-Royce Teleservices. We may also use your contact information to keep you informed about other available Rolls-Royce Motor Cars products, services and events which we think may be of interest to you. Refer to section 8.3 of this document for further information.

If you would prefer **not** to be contacted by Rolls-Royce Motor Cars Limited for marketing purposes, please tick here

Title

Forename*

Surname*

Email*

Contact Number* Country Code: ()

Motor Car Details

Model

Chassis Number*

*Mandatory fields

Email the completed form to teleservices.admin@rolls-roycemotorcars.com

Dealer Details

Dealer Name*

Dealer Number

I confirm that I would like Rolls-Royce Teleservices to be active within my motor car and I agree to the Terms and Conditions on this form.

Customer Signature*

Print Name* Date:

Dealer Signature*

Print Name* Date:

Waiver

To be completed only in the event that the customer wishes to decline Rolls-Royce Teleservices.

You acknowledge and agree that the features and functionality of Rolls-Royce Teleservices, including, but not limited to, Real Time Traffic Information (RTTI) and Rolls-Royce Roadside Assistance (Mobile Care) were fully disclosed to you.

You acknowledge that, notwithstanding the disclosure, you have requested that the features of Rolls-Royce Teleservices are disabled within your motor car. You understand that Rolls-Royce Teleservices **WILL NOT** be active and further acknowledge that none of the Rolls-Royce Teleservices features including, but not limited to, Real Time Traffic Information (RTTI) will be available to you.

Rolls-Royce Roadside Assistance (Mobile Care) 'call activation function' will remain operational provided a mobile phone is paired via Bluetooth to the motor car (motor car condition and location data will **NOT** be transmitted)

I wish to decline Rolls-Royce Teleservices.

Customer Signature*

Print Name*

Witness Signature*

Print Name*

Date*

General Terms and Conditions of Service for Rolls-Royce Teleservices

1. Rolls-Royce Teleservices contracts

Rolls-Royce Motor Cars Limited of The Drive, Westhampnett, Chichester, West Sussex, PO18 0SH ("RRCM", we, "us", "our" "Rolls-Royce Motor Cars" as appropriate) will provide to the customer ("you", "your" as appropriate) certain motor car-specific information and support services ("Services") under the names 'Rolls-Royce Teleservices' and 'Rolls-Royce Roadside Assistance', in accordance with these Terms and Conditions.

2. Description, availability and duration of Services

- 2.1 The Services are provided by means of a SIM card installed in the motor car. The Services may therefore be restricted in part by the regional reception and transmission area of the radio transmitters operated by the respective network providers and may also be particularly impacted by atmospheric conditions, topographical conditions, the position of the motor car and obstructions (e.g. bridges and buildings).
- 2.2 Whilst we will use reasonable efforts to ensure that the Services are provided to you without interruption or disruption, the Services may be disrupted or interrupted by events beyond our reasonable control (e.g. strikes, lock-outs, official orders, maintenance, repair, software/technical/ service updates/improvements by us, traffic information suppliers or network operators, capacity related restrictions due to peak loads on the Services or disruption/interruption to the tele-communications systems of third parties).
- 2.3 Details of the Services (including duration and availability) can be viewed in the Rolls-Royce Enhanced Ownership Guide obtained from your preferred authorised Rolls-Royce Dealer or Service Workshop, or online at www.rolls-roycemotorcars.com/ownership/service-and-aftercare/.
- 2.4 You may report any disruption or interruption of the Services to Rolls-Royce Customer Relations (see 6 below).
- 2.5 We may modify or withdraw a Service or part of it, at any time.
- 2.6 Rolls-Royce Teleservices are provided free of charge to you for an initial term of four (4) years from the date of this Contract. Thereafter, the Contract will continue on a month by month basis unless otherwise indicated by you. You may renew or cancel the Services by contacting our Client Contact Team (for details, please see section 6).

3. Use of the Services

- 3.1 You must not use or allow others to use the Services for any unlawful or commercial purposes.
- 3.2 You may only use the SIM card installed in the motor car for the provision to you of the Services.
- 3.3 You are responsible for any misuse of the Services.
- 3.4 The Services are motor car-specific and cannot be transferred to or used in another motor car.

4. Deactivating the Services, termination of these Terms and Conditions

You may have the Services de-activated at any time by signing the Waiver section at your authorised Rolls-Royce Dealer or Service Workshop.

5. Sale or permanent transfer of the motor car

- 5.1 The Services cannot be transferred to a third party without our consent, (this also applies if you sell or permanently transfer the motor car to a third party). Please refer to your preferred authorised Rolls-Royce Dealer or Service Workshop for a new Get Connected or Change of Dealer form.
- 5.2 If you sell or permanently transfer your motor car, you must ensure that all the personal data stored in the motor car is deleted; notify your authorised Rolls-Royce Dealer or Service Workshop of the sale or transfer; and inform the purchaser of any Services which have not been deactivated. The purchaser should then refer to their authorised Rolls-Royce Dealer or Service Workshop to notify them of the change.

6. Contacts

You can contact the Client Contact Team by one of the following:

- Calling us on +44 (0)1243 525700 (Monday to Friday 9:00 - 17:00GMT)
- Sending an email to enquiries@rolls-roycemotorcars.com
- By writing to us at:
Customer Contact Team
Rolls-Royce Motor Cars Limited
The Drive
Westhampnett
West Sussex
England
PO18 0SH

7. Liability

- 7.1 We are not liable for the accuracy of the data and information transmitted via the Services or for any disruption or interruption to the Services.
- 7.2 Nothing in these Terms and Conditions shall exclude or restrict our liability for death or personal injury resulting from our negligence or that of our employees while acting in the course of their employment.
- 7.3 Except as otherwise stated at 7.2 above, we shall not be liable under these Terms and Conditions for:
 - a) any loss, damage, cost, expense or other claim for compensation arising as a direct or indirect result of any breach or non-performance of these Terms and Conditions due to events beyond our reasonable control; or
 - b) any loss of profit, goodwill, indirect, consequential loss or economic loss.

8. Privacy Notice

- 8.1 Rolls-Royce Motor Cars Limited is committed to protecting and respecting your privacy. We will only collect and use your personal information to deliver the Services and in accordance with the current data protection law in the UK. For the purpose of the data protection legislation, the data controller is Rolls-Royce Motor Cars Limited of The Drive, Westhampnett, West Sussex, PO18 0SH.

- 8.2 Data processing activities are jointly performed by RPMC and its ultimate parent company, Bayerische Motoren Werke Aktiengesellschaft, Petuelring 130, 80788 Munich, with its registered office in Munich and entered in the commercial register of the Local Court [Amtsgericht] of Munich under HRB 42243 (hereinafter referred to as "BMW").
- 8.3 RPMC provides the customer with the Services and is the customer's contact with regard to operational and contractual matters.
- 8.4 BMW is responsible for the technical provision of the Services.
- 8.5 Information collected and processed in the delivery of the Services includes but it is not limited to your motor car's: identification number (VIN), description, location, service data or incidents involving your motor car, information about anyone making a Mobile Care call from your motor car or under your account, the date, time and duration of your calls, (please note all calls may be recorded). Your Rolls-Royce motor car is also equipped with one or more sensing or diagnostic modules capable of automatically retrieving, recording, transmitting, or storing certain motor car data, such as battery voltage, coolant temperature, mileage, air temperature, oil levels and other data relating to servicing requirements.
- 8.6 In addition to enabling Service provision, the data collected in the delivery of the Services is also processed for the purposes of quality assurance of the products and services offered by RPMC and BMW for the development of new products and services by RPMC and BMW. These processing activities serve the legitimate interests of RPMC and BMW to comply with the high standards placed by our customers on existing products and services and to be capable of satisfying our customers' future wishes through the development of new products and services. In order to protect our customers' privacy, the data is processed exclusively in a form that is not directly traceable to the customer/vehicle.
- 8.7 Some of the vehicle-specific data collected in Service provision, is processed for the fulfilment of service processes (e.g. repairs, warranty, goodwill) of RPMC and our authorised dealers. These processing activities are in the legitimate interest of RPMC to offer the best possible service process to you. Sometimes, data is also processed in connection with statutory requirements (e.g. repair and maintenance information due to requirements under competition law). In order to protect your privacy, technical data is processed in relation to a specific vehicle and without any direct connection to you. For this purpose, the following data categories are used:
- o motor car master data (vehicle type, colour, equipment, etc.)
 - o motor car maintenance data (next service, oil level, break wear, etc.)
 - o motor car status data (mileage, battery voltage, door and tailgate status, etc.) At the end of the vehicle's life cycle, the technical vehicle data is erased.
- 8.8 For the purposes of the provision of the Services by RPMC and commissioned service providers (such as RPMC Roadside Assistance or Real Time Traffic Information), the following (if required, personal) information from the vehicle is processed:
- o motor car status data (mileage, battery voltage, door and tailgate status, etc.)
 - o position and movement data (time, position, speed, etc.)
 - o motor car maintenance data (next service, oil level, break wear, etc.)
 - o dynamic traffic information (traffic jams, hindrances, signs, parking spaces, etc.)
 - o environmental information (temperature, rain, etc.)
 - o sensor information (radar, ultrasonics, speech, etc.)
- A complete list and a detailed description of the services and the data used in each case can be found in the [Rolls-Royce CarData Data Catalogue](#) located on the RPMC website under Ownership, CarData
- 8.9 We may record or monitor your motor car's location or other information when a) you or other occupants in your motor car request the Services,
- b) your airbag deploys or a severe impact occurs, or c) as required by law.
- 8.10 RPMC is unable to provide you with the Services if you do not consent to the data set out in clause 8.8 being shared with us, or to the processing of the data by us and our authorised third parties. Further information on who your data may be shared with can be found online at www.rolls-roycemotorcars.com/ownership/service-and-aftercare/.
- 8.11 The processed personal data is automatically erased after 4 weeks unless they are needed longer for the provision of a specific service.
- 8.12 RPMC and BMW may process personal data if it has a legal obligation to do so. For example, we may be legally obliged to disclose personal data to public authorities or other third parties.
- 8.13 At your request, the data collected under this Agreement can be transferred in electronic form to third parties. This serves other purposes in the relationship between the third party and you, such as use-related insurance for your vehicle. For more details, please see [Rolls-Royce CarData Data Catalogue](#) located on the RPMC website under Ownership, CarData
- 8.14 Where practicable, RPMC and BMW provides data collected under this agreement to third parties in anonymised form, in order to provide the Services to you e.g. for mobility services, maps and tools.
- 8.15 RPMC and BMW are global companies. Personal data is processed predominantly within the EU by our employees and authorised dealers and service providers engaged by us.
- If data is processed in countries outside the EU, we use all reasonable endeavours to ensure that your personal data is processed in accordance with the European level of data protection, using EU standard agreements, including suitable technical and organisational measures.
- Some countries outside the EU, such as Canada and Switzerland, the EU has already officially considered as countries providing an adequate and comparable level of data protection. As a result, data transfers to these countries do not require any specific authorisation or agreement.
- 8.16 We only store your personal data for as long as is required for the respective purpose. If data is processed for multiple purposes, it is automatically erased, or stored in a form that is not directly traceable to you, as soon as the last specified purpose has been fulfilled.
- 8.17 The Services employ wireless telephone networks that use radio channels to transmit voice and data. All data transmitted during the provision of the Services is automatically encrypted (using SSL), as is the industry standard for the transfer of confidential data via the internet. However, neither the privacy nor security of conversations or data over the wireless telephone networks can be guaranteed.
- 8.18 We secure your data using state-of-the-art technology. By way of example, the following security measures are used to protect your personal data against misuse or any other form of unauthorised processing:
- o access to personal data is restricted to only a limited number of authorised persons for the specified purposes;
 - o collected data are transferred only in encrypted form;
 - o furthermore, sensitive data are stored only in encrypted form;
 - o the IT systems used for the processing of the data are technically isolated from other systems to prevent unauthorised access, e.g. by hacking;
 - o furthermore, access to these IT systems is monitored permanently in order to detect and avert misuse at an early stage.

8.19 You are entitled to request access to your personal data, to request the rectification/erasure or restriction of processing, to object to the processing and/or to exercise your right to data portability.

8.20 To request access to the data stored about your motor car, please refer to section 8.8

8.21 You can review and/or change privacy information at any time by contacting our Client Contact Team. For details please see section 6

9. Place of jurisdiction and applicable law

9.1 All disputes arising out of or in connection with these Terms and Conditions shall be subject to English Law and the exclusive jurisdiction of the Courts of England