Rental Agreement Terms and Conditions

The rental agreement is signed between **CRC - Car Rental Company, Lda**, with registered office at Avenida Severiano Falcão, 10, 2685-378 Prior Velho, Lisbon, registered at the Commercial Registry Office under the single registration and *taxpayer* number (NIPC) 514157607, with a share capital of € 195,000.00 (hereinafter referred to as CRC) and the **Customer and Driver** identified therein (hereinafter referred to as the Customer). Through the rental agreement CRC rents the car without driver (hereinafter referred to as Vehicle) to the Customer under the following terms and conditions:

1. VEHICLE HANDOVER AND RETURN

a. The Customer expressly declares that he has received the Vehicle on the date of the beginning of this rental agreement, in good condition of use and without any visible damage, except those recorded in the document "Delivery/Collection of the Vehicle" which forms an integral part of the Rental Agreement;
b. The Customer is obliged to return the Vehicle in the same condition in which it was delivered, with the respective documents, accessories, spare parts and equipment;
c. The return of the Vehicle must be made to the CRC representative on the date agreed and at the place indicated at the beginning of the rental agreement, within business hours;
d. The delay in returning the Vehicle shall constitute an obligation on the part of the Customer to pay CRC for late return, and for each day that it lasts, compensation in the amount corresponding to the public tariff in force at CRC on the date set for return, for the group of Vehicle rented. The same applies to all services and/or extras subscribed and/or applied at the beginning of the rental;
e. In case of vehicle booking, the Vehicle will be delivered at the rental station indicated in the booking confirmation and must be returned at the CRC rental station indicated in the rental agreement, notwithstanding the provisions of paragraphs 7 and 10 *below*.

2. CONDITIONS OF USE

a. During the rental period, the Customer must look after the Vehicle and make a safe and proper use of it, ensuring that, whenever the Vehicle is not in use, it is parked in a safe place, locked and that objects likely to cause theft, robbery or damage to the Vehicle are not visible from outside the Vehicle;
b. The Vehicle must be fuelled with the type of fuel that is suitable for the Vehicle. Fuelling the Vehicle with fuel other than the one required will be considered misuse and/or negligence in the use of the Vehicle and the Customer will be liable under the terms indicated in paragraph b. of number *3 below*.
c. **The Vehicle may not be used or driven under the following circumstances:**
    i. By persons not identified in the rental agreement or in any attachment or amendment forming an integral part thereof, and consequently not authorised by the CRC;
    ii. By persons not qualified under the terms indicated in the following paragraph;
    iii. In disrespect for the Highway Code rules, namely dangerous driving, under the influence of alcohol, psychotropic substances or any other substance that impairs driving ability;
    iv. In trials or tests and sport competitions, official or not;
    v. On unpaved roads or roads unsuitable for the Vehicle, including beaches, dirt tracks, forest roads or any other areas likely to cause damage to the underside, roof or sides of the Vehicle, including damage resulting from contact with sand, water, vegetation, branches or other obstacles;
    vi. For pushing or towing any vehicle, trailer or any other object;
    vii. For transporting passengers or goods in exchange for any explicit or implicit compensation or remuneration;
    viii. For transporting any item, including surfboards and similar equipment, on the roof of the Vehicle;
    ix. For carrying goods in violation of any provision of the law;
    x. Outside the territorial limits of Portugal, without prior written authorization from the CRC.

d. To rent a CRC vehicle, the driver must be qualified as follows:
   i. Present a valid identity document;
   ii. Present a valid credit card for the security deposit and toll deposit. Only credit cards in the Driver's name are accepted. The credit card must be issued in the Driver's name, and the Driver must be identifiable as the cardholder through the documentation presented at pick-up, have enough available credit for a pre-authorisation equal to the excess applicable to the rented Vehicle group, and be valid for at least 60 days after the end of the Rental Agreement. Digital and prepaid credit cards are not accepted;
   iii. For rentals of 28 days or more, the security deposit will be charged instead of using a credit card pre-authorisation;
   iv. For prepaid rentals or rentals with previously agreed rates or conditions, proof of the reservation must be presented when collecting the Vehicle. If it is not presented, the Vehicle may not be released;
   v. For airport arrivals, the Driver must present a valid flight ticket (boarding pass or flight confirmation) for the inbound journey, showing the departure date and time;
   vi. Have a valid driving licence in Portugal for more than 1 year. Driving licenses written in the non-roman alphabet and international digital licenses are not accepted;
   vii. To be over 21 or 25 years old, depending on the Vehicle rented (see public table available at the rental station desk or at www.CRCrental.pt);
   viii. Young Driver: CRC authorises drivers under 21 years of age with a valid driving licence in Portugal for more than 1 year, upon activation of the "Young Driver" service and prior payment of the extra "Young Driver" charge (see the "extras and optional services" public table available at the rental station desk or at www.CRCrental.pt). This condition is not valid for vehicle groups categorized as available only to drivers aged 25 years or over.

e. CRC reserves the right to refuse to rent the Vehicle to any person whom its Representative considers unfit to drive and/or who fails to comply with CRC's rental conditions set out in this paragraph.

3. CUSTOMER OBLIGATIONS

a. In addition to other obligations set out in the Terms and Conditions of this Rental Agreement, the customer is obliged to:
   i. To pay the Vehicle rental according to the rates in force or previously contracted;
   ii. To pay for the optional services and/or extras subscribed to by the Customer and described in the Rental Agreement;
   iii. Not to exchange parts and any components and/or accessories of the Vehicle;
   iv. Not to smoke inside the Vehicle. The confirmation of evidence of such conduct determines the payment by the Customer of the "Special cleaning" service (provided in the price list "extras and optional services");
   v. Return the Vehicle with its interior in a clean condition similar to that at the time of delivery. Failure to comply with this obligation will result in the charge of the extra "Special cleaning" (see public table "extras and optional services" available at the rental station desk or at www.CRCrental.pt);
   vi. Return the Vehicle with the same fuel level that was delivered to you, being responsible for the payment of the missing fuel and of the refuelling service (see public table "optional extras and services" available at the rental station desk or on www.CRCcrental.pt);
   vii. If the Prepaid Fuel Service has been purchased, the Vehicle should be returned without refuelling. If the Vehicle is returned with fuel remaining in the tank, no refund or compensation will be provided for that fuel;
   viii. Not to sublease the rented Vehicle, except in the cases provided for by the Law and provided that it is previously authorized by the CRC.

b. The Customer shall also be responsible and liable for:
   i. All expenses incurred by the Customer during the rental period, namely fuel, parking, tolls, fines and all and any infractions inherent to the use and driving of the Vehicle;
   ii. All administrative, judicial expenses and charges due for the identification of drivers and/or the processing of files with the competent authorities and according to the "*optional extras and services*" price list in force*;*
   iii. The payment of all expenses arising from the repair of the Vehicle if it has been refuelled with fuel other than the one required;
   iv. Payment of all costs resulting from roadside assistance requested due to a lack of fuel or battery charge;
   v. All costs arising from the repair of damage caused to the Vehicle by the Customer due to dangerous or negligent driving, driving in violation of any of the Highway Code rules, namely speeding, driving under the influence of alcohol, psychotropic substances or any other substances which impair driving ability, or damage caused by third parties until liability has been formally determined by the insurers of both parties (see Clause 12 below);
   vi. Without prejudice to the provisions of the preceding paragraph, all costs of repairing damage caused to the Vehicle during the rental period, including, but not limited to, due to impact, collision, overturning, fire, acts of vandalism and/or resulting from the theft or robbery of the Vehicle, up to the amount of the Deductible amount indicated in the Rental Agreement and expressly safeguarding the damages registered and described in the document "Delivery/Collection of the Vehicle";
   vii. The theft, robbery or total loss of the Vehicle, for any reason whatsoever, up to the amount of the Deductible amount indicated in the Rental Agreement;
   viii. The cost of replacing damaged tyres as a result of misuse of the Vehicle;
   ix. The amount due for the provision of the Vehicle return service between CRC rental stations, in case the Customer delivers the Vehicle at a different location from the one agreed upon (see public table "extras and optional services" available at the rental station desk or at www.CRCcrental.pt);
   x. All administrative, judicial and extrajudicial expenses, fines, penalties and other pecuniary sanctions, whatever their nature, arising from the breach of any rule attributable to the Customer or to the Vehicle while it is in his possession;
   xi. All other expenses, including legal costs, the fees of a lawyer, solicitor, or any other entity contracted by CRC to obtain payment of any amounts owed by the Customer, as well as all costs that CRC may incur to recover, or take possession of, the Vehicle rented to the Customer;
   xii. For the amount due for the issue of a duplicate of the Vehicle's documentation and/or a duplicate key of the Vehicle due to damage, loss or misplacement of it (see public table "extras and optional services" available at the rental station desk or at www.CRCrental.pt);
   xiii. All expenses, fines and other charges related to the immobilisation of the Vehicle when it is apprehended by the police authorities as a result of any illegal act for which the Customer is responsible, including the illegal transportation of goods;
   xiv. Taxes applicable in accordance with the Legislation in force, during the whole duration of the Rental Agreement;
   xv. For any loss or damage caused to goods left or transported in the Vehicle.

c. If the damages caused to the vehicle set out in points iv. and v. of the preceding paragraph result from intent or gross negligence of the Customer, the latter's liability shall not be restricted to the Deductible amount specified in the rental agreement. If the Customer fails to return the keys of the stolen Vehicle to CRC or to present documentary evidence that a report of theft or robbery was registered by to the police authorities, the Customer's liability shall also not be restricted to the Deductible amount specified on the rental agreement;

d. CRC is entitled to reduce the rental period and to require the immediate return of the Vehicle in the event of breach of any provision referred in the Terms and Conditions of this Rental Agreement, notwithstanding any compensation to which, under legal or contractual terms, CRC may be entitled to.

4. FLEET AVAILABILITY

a. The Customer booking is made on a Vehicle group basis. The brands and/or models shown in the promotional images are merely indicative of the Vehicle group reserved;
b. If a vehicle from the reserved group is not available on delivery to the Customer, CRC guarantees the delivery of a vehicle from a higher group than the one reserved without any additional cost to the Customer.

5. RENTAL PERIOD

a. The minimum CRC rental period is 24 hours;
b. Rental Extension: If the Customer wishes to extend the rental period, the CRC rental station must be contacted to obtain the appropriate authorisation and should reply to the email sent by CRC to this effect, confirming the extension of the rental and authorising the debit of the rental extension and of the related extras and optional services from the credit card registered on the rental agreement. In the absence of authorisation from CRC or the effective payment of the amount due, the Vehicle shall be deemed to be being used against the lawful will of CRC, the Costumer thereby incurring the crime of breach of trust, which shall be reported by CRC to the competent authorities;
c. The rental days not used by the Customer shall not be entitled to any refund;
d. Consecutive bookings intended to extend the rental period are not permitted without CRC's prior written consent.

6. BOOKING CANCELLATION AND NO-SHOW

a. The Customer may cancel a booking on the following terms:
    i. If made up to 30 days prior to the start of the rental, there will be no cost or penalty to the Customer, and the full amount of the advance payment (including optional extras and services and coverages) will be reimbursed;
    ii. If made between 30 to 8 days prior to the rental start date, up to 3 rental days will be charged (including optional extras and services and coverages) and the advance payment exceeding 3 rental days will be reimbursed;
    iii. If made within 7 days prior to the rental start date, there will be no refund;
    iv. Cancellations must be requested through communication to Reservas@CRCrental.pt.
b. If the Customer does not show up at the CRC rental station on the day and time specified in the booking, the rental will be considered a "no-show", and there will be no refund of the advance payment.

7. DELIVERY AND COLLECTION SERVICE

a. The Delivery and Collection Service is subject to prior confirmation by CRC, under the following terms:
    i. The order, indicating the full address for delivery and/or collection of the Vehicle, should be sent by the Customer to Reservas@CRCrental.pt or mentioned when booking online, at least 24 hours in advance of the date and time of delivery or collection;
    ii. The cost of this service is calculated on the basis of the distance between the nearest CRC rental station and the location for the delivery or collection of the Vehicle, the amount being communicated to the Customer on its confirmation by CRC;
    iii. The acceptance of the value of this service must be confirmed by the Customer by email to Reservas@CRCrental.pt or when booking online, at least 24 hours in advance of the date and time of delivery or collection;
    iv. Payment for this service must be made by the Customer at the time of delivery or collection of the Vehicle.

8. OUT-OF-HOURS SERVICE

a. The Out of Hours service is subject to prior confirmation from CRC and is available for the start and end of the Rental on the following terms:
   i. The request, specifying the exact date and time (flight number if applicable), should be sent to Reservas@CRCrental.pt, or mentioned when booking online, at least 24 hours in advance of the date and time of the service;
   ii. The amount of this service will be due for each service requested and will be confirmed by CRC in the respective confirmation email or in the online booking confirmation;
   iii. The acceptance of the cost of this service must be communicated by the Customer by email to Reservas@CRCrental.pt or through the confirmation of the online booking.

9. "VIA VERDE" MANAGEMENT SERVICE

a. All CRC vehicles are equipped with a "Via Verde" Identifier, installed on the windscreen, ensuring the legal obligation of providing the Customer with a means of automatic payment of tolls, under the terms of article 27 of Decree-Law no. 84-C/2022, of December 9th;
b. Under the terms of the aforementioned provision, the Customer's subscription to the service of providing the means of payment for tolls is automatic, being charged the amount provided in the Public Table "*extras and optional services*" (available at the rental station desk or at www.CRCrental.pt), under Decree No. 190/2013, of 23 May;
   The registration of toll charges is not processed in real time and may be delayed by up to 30 days after the Vehicle is returned. For this reason, at the start of the Rental Agreement, CRC will request a €50.00 pre-authorisation from the bank that issued the Driver's credit card. This pre-authorisation authorises CRC to charge the credit card for any tolls that have not yet been identified at the end of the Rental Agreement, up to the authorised amount;
c. The security deposit referred to in the previous paragraph may only be used to authorise the payment of toll charges and will be released no later than 30 days after the end of the Rental Agreement;
d. The Customer is also responsible for the correct operation and maintenance, in perfect condition, of the Via Verde Identifier, and may not remove the equipment from the site where it is installed, and in case of malfunction, should go to a CRC rental station to replace it.

10. CHANGING THE PLACE OF RETURN OF THE VEHICLE

a. If Customer wishes to change the return location of the Vehicle, must send the corresponding request, indicating the intended CRC rental station, to Reservas@CRCrental.pt or mention it at the time of online booking, at least 24 hours in advance of the return date and time;
b. Return at a rental station other than the one initially confirmed is subject to prior confirmation by the CRC and payment of an additional amount calculated based on the distance between the initial and the desired rental station, in accordance with the Public Table "*extras and optional services*". The payment of this service must be made by the Customer at the time of the return of the Vehicle.

11. INSURANCE AND COVERAGES

a. All CRC Vehicles are covered by a car insurance policy with the legal limits of third-party liability. The insurance policy number and other information are shown on the green card accompanying the CRC documents inside the Vehicle;
b. The insurance coverages made available by CRC are the following (see Public Table available at the rental station desk or at www.CRCrental.pt):
   i. **CDW (Collision Damage Waiver):** The Customer's liability arising from damage caused to the Vehicle, by himself or by a third party, is limited to the maximum amount of the deductible, calculated according to the respective table in force at the time of confirmation of the booking, except for damages to windows, to the lower or upper part of the car without collision, to the rims, tyres and interior, or if the Customer fails to scrupulously comply with the provisions of this rental agreement, the Highway Code rules and other applicable laws;

ii. TP (Theft Protection): The Customer's liability arising from damages caused by theft or robbery of the Vehicle is limited to the maximum amount of the deductible amount, calculated according to the respective table in force at the time of confirmation of the booking, unless the Customer fails to scrupulously comply with the provisions of this rental agreement, the Highway Code rules and other applicable laws;

iii. PAI (Personal Accident Insurance): Guarantees, in the event of an accident, the payment of medical expenses up to a maximum of 1,500.00 Euros and compensation for death or permanent disability up to a maximum of 15,000.00 Euros per passenger (up to the limit of the Vehicle's capacity);

iv. SCDW (Super Collision Damage Waiver): When subscribed, and in case of damage to the body of the rented Vehicle, the deductible amount is reduced to € 0.00. It does not include damage to windows and tyres, optics and headlights, rear view mirrors as well as damage to the under and top of the bodywork and inside the Vehicle, loss of or damage to keys and documents and incorrect use of fuel. At the beginning of the rental agreement a credit card authorisation is required in the amount corresponding to a security deposit quantified per Vehicle group;
In the event of wilful misconduct or gross negligence, this coverage shall be void, and the Customer shall be fully liable for all resulting costs, without limitation to the applicable excess.

v. PSCDW (Partial Super Collision Damage Waiver): In case of damage to the body of the rented Vehicle, the deductible amount is reduced by 50% of the amount stated in the reservation. It does not include damage to windows and tyres, optics and headlights, rear view mirrors, as well as damage to the under and top of the bodywork and inside the Vehicle, loss of or damage to keys and documents and incorrect use of fuel. At the beginning of the rental agreement, a credit card authorisation is required in the amount corresponding to 50% of the security deposit quantified per Vehicle group.
In the event of wilful misconduct or gross negligence, this coverage shall be void, and the Customer shall be fully liable for all resulting costs, without limitation to the applicable excess.

vi. WDW (Windscreen and Tyre Waiver): When subscribed it includes cover in the event of damage to glass, tyres and wheels, rear-view mirrors, headlights, and optics of the rented Vehicle. It does not include damage to the under and upper car body and inside the Vehicle, loss of or damage to keys and documents. At the beginning of the rental agreement a credit card authorisation is required in the amount corresponding to a security deposit quantified per Vehicle group;
In the event of wilful misconduct or gross negligence, this coverage shall be void, and the Customer shall be fully liable for all resulting costs, without limitation to the applicable excess.

vii. FC (Full Coverage): FC (Full Coverage) includes PAI insurance and SCDW and WDW coverages. It does not include damage to the under and upper car body, inside the Vehicle, loss of or damage to keys and documents and incorrect use of fuel. Its subscription reduces the deductible amount to € 0.00, requiring an authorisation to the credit card in the amount corresponding to a security deposit quantified per group of Vehicle;
In the event of wilful misconduct or gross negligence, this coverage shall be void, and the Customer shall be fully liable for all resulting costs, without limitation to the applicable excess.

12. DISASTERS, ACCIDENTS, THEFT AND/OR BURGLARY OF THE VEHICLE

a. In the event of accident, theft, robbery, or fire, even if partial, of the rented vehicle, the Customer is obliged to:

i. Whenever necessary, contact the Roadside Assistance service, Safo-te Assistência Unipessoal, Lda., located at Avenida Severiano Falcão nº 10, 2685-378 Prior Velho, on +351 910 628 505, option 2;

ii. Report to CRC within a maximum period of 8 hours from its occurrence, being simultaneously obliged to report to the police authorities even if there is no involvement of third parties or personal injury;

iii. Complete the Amicable Car Accident Report with the circumstances of the accident, date, time, place, name and address of witnesses, the name and address of the owner and third party involved and the registration number plate, make, Insurance Company and insurance policy number of the third-party vehicle;
iv. Not to declare, under any circumstances, responsible or guilty of the accident before the third party and/or any witnesses;
v. Not to leave the Vehicle without having taken adequate measures for its protection;
vi. In case of an accident involving third parties, whenever possible, take photos of the Vehicles involved in the position they were in after the accident, as well as of the damage caused to the Vehicles in question;

13. PAYMENTS, SECURITY DEPOSITS AND DEDUCTIBLE AMOUNTS

a. The Customer acknowledges that the minimum rental period of the Vehicle is 24 hours from the start of the rental agreement and that the calculation of the total rental charge shall be based on the number of days during which the Vehicle is in the possession of the Customer, depending on the applicable rental rate and the optional extras and services contracted for under the Terms and Conditions of this Rental Agreement;
b. Under this clause, the credit card presented by the Customer at the date of signing the rental agreement will be debited with the amounts due for the rental, for the optional extras and services and coverages contracted and other amounts under the Customer's responsibility set out in clause 3 of the Terms and Conditions of this Rental Agreement;
c. For the purposes of the preceding paragraph, the Customer will present a valid credit card and expressly authorise CRC to make the debits indicated in the preceding paragraph, accepting that such debits may occur after the end of the Rental Agreement upon confirmation by CRC that they are in respect of the rental and its responsibility under the Terms and Conditions of this Rental Agreement;
d. All credit cards presented by the Customer must be valid for 60 days or more after the scheduled rental end date and must display the Driver's first and last name;
e. In view of the validity and cancellation rules applicable to credit card pre-authorisations imposed by the issuing banks, the security deposit for the excess under Rental Agreements of 28 days or more shall be collected by charging the corresponding amount;
f. In the case of online bookings made at www.CRCrental.pt, the Customer may pay the rental in advance using the following payment methods through Easypay - Instituição de Pagamento, Lda:
   i. Credit Card (Visa, Mastercard),
   ii. ATM reference,
   iii. Transfer.

g. In the case of payment by credit card, the debit will be made to the Customer's card immediately after confirmation of the booking. If it is not possible to provide any of the booked services, the value thereof will be credited to the Customer's card after the booking has been closed, notwithstanding the provisions of clause 6 of the Terms and Conditions of this Rental Agreement.

14. MAINTENANCE AND RENTAL EXPENSES

a. Mechanical maintenance arising from the normal use of the Vehicle is the responsibility of CRC. If the Vehicle is immobilised, any repairs or interventions to the Vehicle may only be carried out with the prior written agreement of CRC and in compliance with all instructions given by CRC to the Customer. In case the repair or intervention is authorised by CRC, a tax-accepted invoice must be delivered by the

Customer to CRC, issued in the name of CRC - Car Rental Company, Lda, tax number 514157607, with the description of the intervention made, the parts replaced and the respective labour costs;

b. CRC accepts no liability for delay or damage caused by breakdown or accident, provided that all precautions and best endeavours to avoid such events are used.

15. JURISDICTION AND ALTERNATIVE DISPUTE RESOLUTION

a. These General Conditions may be amended at any time by the CRC, with effect only on services provided after they come into force;
b. This Rental Agreement and its Terms and Conditions are governed in all its aspects by the Portuguese law and are subject to Portuguese jurisdiction, establishing, in case of dispute, as competent the Judicial Court of the Judicial District of Lisbon, with express waiver of any other;
c. In case of dispute, the consumer may resort to one of the Entities for Alternative Resolution of Consumer Disputes included in the list published in the Consumer Portal at www.consumidor.pt. For more information refer to the mentioned website;
d. Notwithstanding the above, Customers may submit their Complaints to the CRC, in the Physical Complaints Book available in its rental stations, or through the Electronic Complaints Book, available at https://www.livroreclamacoes.pt/inicio.

Last update date of the Terms and Conditions of the Rental agreement: 19/10/2026

PRIVACY POLICY

Responsible for processing personal data

Personal data will be processed by CRC, Car Rental Company, Ltd, headquartered at Av. Severiano Falcão 10, 2685-378 Prior Velho, taxpayer number 514157607, hereinafter referred to as "CRC".

Legislation

The processing of personal data carried out by CRC, as well as the sending of commercial communications carried out by electronic means, are in compliance with the national and community legislation in force, Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and the free movement of such data and guidelines issued by European and national authorities, by model clauses approved by the European Commission or by supervisory authorities, as well as by any relevant jurisprudence, jointly referred to as "Data Protection Regime", hereinafter "GDPR".

Processing of personal data

The processing of personal data is carried out in accordance with the general principles set out in the "GDPR", namely:

- In the context of the relationship established with the data subject, we ensure that personal data will be processed in a lawful, loyal and transparent manner («Principle of lawfulness, loyalty and transparency»);
- We collect personal data for specified, explicit and legitimate purposes and do not further process the same data in a way that is incompatible with those purposes ("Principle of purpose limitation");
- We ensure that only personal data that is adequate, relevant and limited to what is strictly necessary for the purposes for which they are collected are processed («Principle of data minimization»);
- We adopt appropriate measures so that inaccurate personal data, taking into account the purposes for which they are processed, are erased or rectified without delay («Principle of accuracy»);
- We keep personal data in such a way as to allow their identification only for the period necessary for the purposes for which they are processed («Conservation principle»);

- We ensure that personal data are treated in a way that guarantees their security, including protection against unauthorized or unlawful processing and against accidental loss, destruction, or damage, adopting the appropriate technical or organizational measures («Principle of integrity and confidentiality").

What personal data we do process

In the context of the activities carried out by CRC, the Data Subject is, without limiting, the customer and/or former customers, potential customers, partners, job candidates, employees and former employees, employees of partners, suppliers and service providers and its collaborators, applicants and claimants, visitors, and individuals and all those individuals who maintain a relationship with CRC and to whom the Personal Data concern.

CRC does not voluntarily or directly solicit or collect personal data from minors. If CRC discovers that it has inadvertently collected personal data from a minor under the age of 18, it will immediately proceed to delete the records with the personal data of that Subject. We point out, however, that CRC may collect personal data relating to minors, when provided by parents or a legal guardian who expressly consents to such collection or when they are collected through CCTV systems.

In carrying out its activities, CRC processes the personal data of a significant number of categories of Data Subjects.

The personal data that CRC collects always depends on the nature of the interaction, but may include the following:

- Identification and contact data: Name, surname, postal address, telephone or mobile number, e-mail address, civil identity documents (citizen card, passport) or other similar information.
- Data related to the provision of services and supply of goods, or for contractual performance or for compliance with legal obligations, such as billing data, billing history, current account values, payment data, data on the method of payment with credit or debit card details), taxpayer number, driving license details, and special requests related to the vehicle to be rented.
- Data related to the way of acquiring services, goods or subscribing to services, your transaction, billing history and assistance in the context of the CRC services you use, or any other related information and information in the context of answering any questions, requests or complaints.
- Demographic data, place of birth, nationality, CV, gender, age, preferred language, general education and professional history, as well as data of general interest about the job.
- Preferences Data: Information about the Subject's preferences and interests, insofar as this is related to the products and/or services and about the way in which he prefers to receive communications.
- Data from social networks: Information shared on social networks when interacting with the CRC, where transparency is guaranteed through the existence of adequate privacy policies.
- Depending on the relevant circumstances and applicable local laws and requirements, we may collect photos, video images, age/date of birth, and supplementary information that you choose to share with us;
- Images from CCTV systems if you visit our facilities.

We emphasize that you will not be obliged to share personal data with CRC. However, if you choose not to share your personal information, in some cases, CRC may not be able to provide the services or products you want, ensure certain specialized features, or effectively respond to any questions you may have.

Why do we treat your information

The development and carrying out of the various activities pursued by the CRC presuppose the existence of a relevant set of specific, explicit, and legitimate purposes for the processing of personal data, such as:

Purpose:	Legal basis:
Provision of car rental services (reservation, rental agreement, check-in, check-out, rental management)	Pre-contractual due diligences and contractual performance/execution

Provision of roadside assistance and accident insurance services (coverage, accidents, damages, roadside assistance)	Contractual performance/execution
Management of road violations (inform authorities for administrative offense or road crime)	Compliance with legal obligations
Connected vehicles / geolocation of vehicles without driver's location (vehicle security, preventing theft, fraud)	Legitimate interest
Communications (responding to requests, information about reservations, contracted services, rental management, payments, complaints, managing insurance)	Legitimate interest, pre-contractual due diligences and contractual performance/execution
Sending commercial communications	Consent of the Subject of personal data
Administrative, economic and accounting management (invoicing, payments, receipts)	Pursuit of the necessary pre-contractual measures, contractual execution and fulfillment of legal obligations
Recruitment and job candidates	Consent, pursuit of the necessary pre-contractual measures, compliance with legal obligations, legitimate interest
CCTV video surveillance	Legitimate interest

With what purpose do we process your information

By reference to the «Principle of Lawfulness» enshrined in the GDPR, in the development and carrying out of its activities, CRC only processes personal data when there is a basis of lawfulness that legitimizes the treatment, namely:

- Consent
  CRC will only process personal data if you consent to the respective Processing through a free, specific, informed, and explicit expression of will, by which you accept, by means of a declaration (in writing or orally) or an unequivocal positive act (by filling in an option), that personal data are processed.
- Pre-contractual due diligence or performance/execution of a contract
  CRC may process personal data if they are necessary, without limiting, for the performance of a contract for the provision of services and/or supply of products to which it is a party as an Employee, Customer and/or Supplier, or to carry out pre-orders -contractual on request.
- Compliance with a legal obligation
  CRC may process personal data to ensure and guarantee compliance with legal obligations to which it is subject under the legislation of a Member State and/or the European Union.
- Legitimate Interests
  CRC, other Responsible Persons, or Third Parties may process personal data, provided that the same Treatment does not prevail over the interests or fundamental rights and freedoms of the Data Subject.

How long do we keep personal data

During the processing period of personal data, CRC guarantees that they are treated in accordance with this Privacy Policy. As soon as the data is no longer necessary for the fulfilment of the purpose, CRC will proceed to its safe elimination.

Tratamento:	Tempo de conservação:
Provision of car rental services (reservation, rental agreement, check-in, check-out, rental management)	5 years after providing services
Provision of roadside assistance services and accident insurance (coverage, accidents, damages, roadside assistance)	5 years after providing services
Management of road violations (inform authorities for administrative offense or road crime)	3 years after the date of knowledge of the infringement
Connected vehicles / geolocation of vehicles without driver location (vehicle security, preventing theft, fraud)	For the duration of the rental contract
Communications (responding to requests, information about reservations, contracted services, rental management, payments, complaints, managing insurance)	1 year after completion of service or pursuit of purpose
Sending commercial communications	Until revocation of consent or opposition to treatment
Administrative, economic, and accounting management (invoicing, payments, receipts)	10 years after administrative obligation or the time necessary to comply with the legal obligations that are applicable in each case payment card information
Administrative, economic, and accounting management (invoicing, payments, receipts)	10 years after administrative obligation or the time necessary to comply with the legal obligations that are applicable in each case
Receipt with bank cards	3 years to evidence a payment, or to dispute the transaction or to pay the customer's responsibilities as per the rental agreement
CCTV video surveillance	30 days after picture recording date

CRC retains personal data only for the period necessary to carry out the specific purposes for which they were collected. However, CRC may be required to retain some personal data for a longer period, considering factors such as:

- Legal obligations, under the laws in force, to retain Personal Data for a certain period;
- Limitation periods, under the laws in force;
- (eventual) Disputes; and,
- Guidance issued by competent data protection authorities.

Sharing of personal data with third parties

Personal data may be shared with entities responsible for providing services to CRC.
The companies in charge of providing services are bound by a written contract to the CRC, only being allowed to process personal data for the specifically established purposes and are not authorized to process personal data, directly or indirectly, for any other purpose, for their own benefit or for the benefit of others.
Personal data may be shared internally with other CRC companies that will comply with the applicable data protection rules depending on the purposes assigned to the processing carried out.
Personal data may be shared with other entities upon request and with due consent.
In compliance with legal and/or contractual obligations, personal data may also be transmitted to judicial, administrative, supervisory, or regulatory authorities and to entities that lawfully carry out data compilation

actions, actions to prevent and combat fraud, accident, administrative offence or road crime insurance, market, or statistical studies.

EEA cross-border transfer

Within the scope of the internationalization of the provision of integrated services to Clients, or to our international partners, or to providers of external communications services or to providers of external services in the area of information systems management, CRC may transfer personal data to outside the European Economic Area (EEA), such as Portuguese-speaking countries, whose data protection legislation may not ensure protection equivalent to that conferred within the EEA.

However, CRC only transfers personal data outside the EEA:

- when the transfer is made to a location or by a method or under circumstances that the European Commission considers to ensure adequate protection of Personal Data;
- when you have implemented standard data protection clauses adopted by the European Commission or a competent data protection authority; or,
- when none of the above options applies, but the law still authorizes such a transfer, for example, if it is necessary for the declaration, exercise, or defence of a right in a legal proceeding.

In this sense, CRC follows criteria in the selection of service providers, to comply with its obligations to protect personal data, committing itself to sign the Data Processing Agreement with them, which includes, among others, the following obligations to apply appropriate techniques and organizational measures to the protection of personal data.

What are the Data Subject's rights

As Data Subject of personal data processed by CRC, you have the right of access, rectification, limitation, portability, erasure and the right to oppose the processing of personal data, under certain circumstances, which may be exercised under the terms of this section of the Privacy Policy.

- Right to provide information
  You have the right to obtain clear, transparent, and easily understandable information about how CRC uses personal data and what your rights are. That's why CRC makes all this information available to you in this Privacy Policy.
- Right of access
  You have the right to obtain information about what Personal Data CRC processes (if it is processing it) and certain information (similar to that provided in this Privacy Policy) about how such data is processed. This right allows you to know and confirm that we use your data in accordance with data protection laws. CRC may refuse to provide the requested information whenever, to do so, CRC must disclose Personal Data of another person, or the information negatively impacts the rights of another person.
- Right of rectification
  If your data is incorrect or incomplete (for example, if your name or address is wrong), you can ask CRC to take reasonable steps to correct it.
- Right to erase data
  This right is also known as the “right to be forgotten” and, simply put, it allows you to request the erasure or deletion of your data, as long as there are no valid grounds for CRC to continue using them or their use is illicit. This is not a generic right to erasure, as exceptions are allowed (for example, whenever this data is necessary for the defence of a right in a legal proceeding).
- Right to limitation of treatment
  You have the right to “block” or prevent future use of your data while CRC evaluates a request for rectification or as an alternative to erasure. Whenever the processing is limited, CRC continues to be able to store your data, but will not be able to use them later. The CRC maintains a list of Data Subjects who have requested “blocking” the future use of their data, to ensure that this limitation is respected.

- Right to data portability
  You have the right to obtain and reuse certain personal data for your own purposes across various organisations. This right only applies to personal data that you have provided to CRC and that CRC processes with your consent and those that are processed by automated means.
- Right to opposition
  You have the right to object to certain types of processing, for reasons related to your situation, at any time during which such processing takes place, for the purposes of the legitimate interest of CRC or third parties. CRC may continue to process this Data if it can prove "preponderant legitimate reasons for the Processing that overlap your interests, rights and freedoms" or if this Data is necessary for the establishment, exercise, or defence of a right in a judicial process.
- Right to revoke a consent
  When the legal basis is consent, you have the right to revoke it at any time.
- Right to file a complaint
  You have the right to file a complaint with the competent supervisory authority, the National Data Protection Commission - CNPD, if you consider that the processing carried out on personal data violates your rights and/or applicable data protection laws. You can do it through the website www.cnpd.pt.

Security and confidentiality

Personal data will be processed by CRC, within the context of the purposes identified in this Policy, in accordance with other policies, procedures and internal rules of CRC and using appropriate techniques and organizational measures to promote the respective availability, confidentiality and integrity, namely in regarding unauthorized or unlawful processing of personal data and their accidental loss, destruction or damage.

Without limiting, CRC uses logical and physical security requirements and measures to guarantee the protection of personal data by preventing unauthorized access, ensures that information is stored on secure computers in a closed and certified information centre and that data is encrypted whenever possible, has implemented auditing and control procedures to ensure compliance with security and privacy policies, and periodically reviews our security policies and procedures to ensure that CRC systems are safe and secure.

However, given that the transmission of information over the Internet is not completely secure, the CRC cannot guarantee the security of data when transmitted over an open network.

CRC recognizes that the information you provide may be confidential. CRC does not sell, rent, distribute, or commercially or otherwise make personal data available to any third party, except in cases where it needs to share information with Service Providers for the purposes set out in this Privacy Policy. CRC preserves the confidentiality and integrity of data and protects it in accordance with this Privacy Policy and applicable laws.

Use of cookies

CRC automatically collects information whenever someone visits the Websites. The CRC obtains information from the user's computer and assigns it a "cookie".

Cookies are small text files stored on your computer or mobile device when you access certain websites or other online services, containing information regarding your navigation. The cookies we use do not store sensitive personal information, such as your address, password, or bank details. Apart from the cookies necessary for the provision of the service, cookies will only be collected after expressing your acceptance.

All browsers allow the respective user to accept, refuse or delete cookies, namely by selecting the appropriate settings in the respective browser. The user can thus configure his browser to inform whenever a cookie is received or even deactivate its acceptance.

If you wish, you can change the cookie values here.

Please note that by not allowing certain types of cookies, your experience on the website or other online services may be affected.

In case of doubt or to exercise rights

If you have any questions or would like more information about how we handle personal data or about our information security practices, please do not hesitate to contact us at our address or at rgpd@crcrental.pt.
You may at any time, in writing, exercise the rights enshrined in the GDPR and other applicable legislation through the contacts mentioned above.
For the exercise of rights, if necessary, you must attach a copy of the citizen's card or another document that proves the identity of the Data Subject. The right you intend to exercise must be indicated. The exercise of rights is free of charge, except in the case of a manifestly unfounded, excessive, or repeated request.

Changes to this Privacy Policy

CRC may periodically update this Privacy Policy, as well as any other specific data protection and privacy statement. When making changes to this Privacy Policy, a new update date will be added.

Last update date of the Privacy Policy: 19/10/2026