

Terms and Conditions for NissanConnect Services

Version 3.1. Effective as 1 March 2023

As used in these terms and conditions (“**NissanConnect Services Terms and Conditions**” or “Terms and Conditions”), the terms “**you**”, “**your**” and “**Subscriber**” shall be deemed to refer to yourself, an individual, representing yourself or, if applicable, acting as a legal representative for a company or other legal entity having purchased or leased a Nissan vehicle equipped with the NissanConnect Services (“**Vehicle**”). Also, as used in these Terms and Conditions, the terms “**we**”, “**us**”, “**our**” and “**Nissan**” shall be deemed to refer to Nissan Automotive Europe SAS, a company incorporated and existing under the laws of France with company registration number 443 089 990, and registered office at 8 rue Jean Pierre Timbaud, 78180 Montigny-le-Bretonneux, France and Nissan Motor Manufacturing (UK) Ltd., a company incorporated and existing under the laws of England and Wales with company registration number 01806912, and registered office at Washington Road, Sunderland, Tyne & Wear SR5 3NS. In addition, the following persons and entities are intended third party beneficiaries of these Terms and Conditions: (i) Nissan Motor Co., Ltd. affiliates, parent company, successors and assigns; (ii) service providers and their affiliates, successors and assigns; (iii) and any employees, directors, officers, subcontractors, representatives and agents of any of the foregoing.

Our mailing address is Nissan Automotive Europe SAS, 8 rue Jean Pierre Timbaud, 78180 Montigny-le-Bretonneux. Certain services and other information referenced in these Terms and Conditions are available online.

Depending on its specification, your Vehicle is equipped with a NissanConnect telematics control unit and, as applicable, with a head unit and/or a navigation system that may include further communication interfaces for smartphone or other devices. This equipment can be used to provide a wide range of services and information aimed at serving you and any other driver or passenger of your Vehicle and to facilitate collection, processing and use of certain data to provide the Services (the “**NissanConnect Services**”) available on Nissan dedicated platform. The use of such data is further explained below in **SECTION 4 PERSONAL DATA, DATA PRIVACY**.

NissanConnect Services provides the capability for the Subscriber to interact with the Vehicle and/or to use a variety of applications (“applications” or “apps”) directly through the equipment of the Vehicle, or indirectly by smartphone, computer or other devices that are enabled to connect with the Vehicles telematics control unit and the Vehicle systems. The NissanConnect telematics control unit is not compatible with all smartphone or other device technologies/vendors. Additionally, older smartphones or devices may not be supported.

For safety and regulatory reasons, some services may be automatically deactivated while driving.

We are not responsible for and do not provide any guarantee or warranty regarding compatibility that currently exists between your smartphone or other devices and **NissanConnect Services**, and are not responsible for the lack of support or loss of services that may result. The Terms and Conditions describe the relationship between you and us regarding the use of the **NissanConnect Services**.

We work with many different companies to provide you with the **NissanConnect Services**. In these Terms and Conditions, “Service Provider” means any person, company, subsidiaries or affiliates or entity who

provides any service, equipment, or facilities in connection with **NissanConnect Services**, including, but not limited to, wireless service providers, suppliers, licensors, distributors and dealers.

Some or all of the services or content provided as part of the **NissanConnect Services** may be provided by third party Service Providers. The Service Providers may impose further terms and conditions on providing such content and services. By using **NissanConnect Services**, you also agree to be bound by those additional terms and conditions. Nissan makes no representations regarding the availability of any app or of the content you select when using the **NissanConnect Services** and cannot be held responsible for app availability or the content provided to you.

PLEASE READ THESE TERMS AND CONDITIONS COMPLETELY BEFORE USING ANY **NISSANCONNECT SERVICES** AND KEEP A COPY FOR YOUR FILES. READ AND KEEP A COPY OF ANY ADDITIONAL **NISSANCONNECT SERVICES** DOCUMENTS GIVEN OR SENT TO YOU. ANY **NISSANCONNECT SERVICES** DOCUMENTS THAT SAY THEY BECOME PART OF YOUR NISSANCONNECT SERVICES TERMS AND CONDITIONS ARE PART OF THESE TERMS AND CONDITIONS IF YOU ACCEPT TO SUBSCRIBE TO ANY OF THE SERVICES THEY DESCRIBE.

1. NISSANCONNECT SERVICES ACTIVATION PROCESS

1.1. Your agreement. By entering into these Terms and Conditions and/or using the **NissanConnect Services**, you agree to the practices and procedures described in these Terms and Conditions.

You can only get and use the **NissanConnect Services** by accepting these Terms and Conditions through **NissanConnect Services** smartphone application ("**NissanConnect Services App.**") by clicking "*I agree*" and/or using the slide button, during the service subscription process.

By accepting the Terms and Conditions, you acknowledge that you have read, accepted and agreed to be bound by these Terms and Conditions.

You understand and agree that the subscription to the **NissanConnect Services** is attached to your Vehicle and you cannot transfer the **NissanConnect Services** to another vehicle.

Should you choose to not subscribe to the **NissanConnect Services**, you will not be able to benefit from the **NissanConnect Services**.

It is your responsibility to inform all Vehicle drivers and passengers who wish to use the **NissanConnect Services** regarding these Terms and Conditions, including the aspects related to data privacy.

1.2. Access to NissanConnect Services. The **NissanConnect Services** may be available on board through a head unit and/or a navigation system or remotely using an internet enabled computer, smartphone or other device, NissanConnect App. or any other app specifically designed for accessing the **NissanConnect Services**. Those apps may be made available by Nissan or by third party on behalf of Nissan and additional terms and conditions might apply to their download or use.

1.3. On-board authentication or activation of certain functionalities. In addition to your subscription to **NissanConnect Services**, it might be necessary to authenticate yourself at the Vehicle systems by entering user name, password or other information. Further, certain functionalities related to the collection of data

may require that you or other occupants of your Vehicle actively confirm that these functionalities should be activated.

For this purpose the head unit or navigation system might display an “*I Agree*” button or a similar function to request your confirmation. If you confirm the use of the relevant functionality, it will be activated during your entire journey and the data necessary for the operation of the functionality will be transferred to Nissan. If you do not confirm its use it will remain temporarily deactivated until the next time you provide your consent, and the relevant data will not be transferred to Nissan. For a better experience of **NissanConnect Services**, the “*I Agree*” button might not appear at every vehicle turn on, but based on the regularity of your use and considering that you may have read the Terms & Conditions and provided your consent recently. In any case if you wish to deactivate the functionality, you can do it via the “Privacy” menu (“Privacy Mode” button).

Despite the consent has not been provided or the Privacy Mode is ON, certain functionalities will still be active and allow the transfer of data. This is especially the case for regulatory Emergency Call service (eCall) available in most European countries.

For Nissan systems equipped with an in-vehicle personal profiles feature, you have the possibility to create a personal profile which can be secured. In such case, your acceptance to NissanConnect Services Terms and Conditions can be stored in your Profile and won't be prompted at the start of a new trip under the same profile.

1.4. Modification of the Terms and Conditions. We may modify these Terms and Conditions at any time and from time to time in our sole discretion. Any changes will be notified on your **NissanConnect Services App**. (or, where appropriate, notified to you by e-mail) and will take effect as of the date on which they are posted. Your continued use of the **NissanConnect Services** shall constitute your acceptance of such revised Terms and Conditions. You can access the Terms and Conditions in force through your **NissanConnect Services App**. at any time. We advise you to periodically review the Terms and Conditions in force carefully.

If any such change materially affects your rights under these Terms and Conditions, or negatively impacts your service in a material way, or results in higher Subscription Fees (as further explained below in section 3.5 of these Terms and Conditions – “Change of Subscription Fees”), we will provide you with notice of such change by e-mail.

After receiving the said notice, you may terminate your subscription or agree to the change. Subject to applicable law, if you do not terminate your subscription within 30 days following the notice, you will be deemed to agree to the change and it shall become part of the agreement between us.

Through your **NissanConnect Services App**., you can request and obtain an updated copy of these Terms and Conditions.

1.5. Updating or Changing Subscriber Account Information. Using your **NissanConnect Services App**., at any time you can review, modify, correct, or update your information that you provided to us.

2. NISSANCONNECT SERVICES SUBSCRIPTION, DURATION AND TERMINATION

2.1. Subscription to NissanConnect Services. Your **NissanConnect Services** start as soon as you have accepted these Terms and Conditions through your **NissanConnect Services App**. and successfully completed the activation process.

NissanConnect Services are provided in Nissan Store. Some Service Packages are offered free of charge and some others are paid Service Packages. These Service Packages have a validity period which may vary by Service, Model, Grade and Country. The validity period is visible in the Nissan Store available in the **NissanConnect Services App**. For Service Packages provided free of charge, the validity period starts from the warranty start date.

Service Packages, together with their characteristics and duration, and the applicable fees related to such Service Package ("**Subscription Fees**") are detailed in Nissan Store within the **NissanConnect Services App**.

If you are the second or subsequent owner of the Vehicle, then the Service Packages initially offered as free of charge will remain available for remainder of the initial validity period (calculated from the warranty start date).

2.2. Paid Service Packages. You can subscribe to any of the paid Service Packages available for your vehicle through the Nissan Store available on the **NissanConnect Services App**. You may decide to subscribe to one or several additional Service Packages at any time.

2.3. Subscription period. All paid Service Packages are initially subscribed for one (1) year (the "**Subscription Period**"), unless earlier terminated in accordance with these Terms and Conditions.

30 days month before the expiry of the initial subscription period, you will be notified by email and you will be given the opportunity to renew your subscription via **NissanConnect Services App**. under the terms and conditions then in force. At the time of subscription renewal or subscription to new Service Package(s) you may be asked to submit a payment form. If the subscription request is for a paid Service Package or renewal of a Service Package whose free period has expired, subscription fee at the rate then in force will be applied. Every time you decide to purchase or renew the relevant Service Packages, your payment account will be automatically charged.

IF YOU HAVE VALIDATED THE RENEWAL OF YOUR SUBSCRIPTION, YOU WILL CONTINUE TO BENEFIT FROM THE SERVICES FOR THE RENEWAL PERIOD. IF YOU DO NOT RENEW YOUR SUBSCRIPTION BEFORE THE EXPIRY DATE YOU WILL STOP BENEFITING FROM THE SERVICES AT THE END OF THE PERIOD.

2.4. Billing Period. The length of the billing period may differ depending on the Service Package and is irrespective of the Subscription Period. *Example: in case of monthly payments, the length of the billing period is one (1) month, even if the services are subscribed for one (1) year (unless earlier terminated in accordance with these Terms and Conditions).*

The relevant Billing Periods of each Service Package are specified in Nissan Store.

2.5. Your Termination Rights.

Right of withdrawal. In accordance with the applicable legislation, you have the right to cancel your subscription to any paid Service Package(s) within fourteen (14) days from the date of your subscription to such Service Package ("**Right of withdrawal**").

You can decide to exercise your Withdrawal Right by:

- going in the Nissan Store section
- selecting the service you want to unsubscribe to
- using on the "Unsubscribe" button

In such case, we will refund you the Subscription Fees paid for such Service Package within fourteen (14) days, by the method you used for payment.

Termination of your subscription. You can terminate your subscription to Services Package at any time prior to the end of the Subscription Period by:

- going in the Nissan Store section
- selecting the service you want to unsubscribe to
- using the "Unsubscribe" button

For a free Service Package: you will stop benefiting from the services with immediate effect.

For a paid Service Package: the termination of your Subscription will come into effect at the end of the current Billing Period and you will continue to benefit from the services until then.

2.6. Our Termination and Suspension Rights.

We may terminate your **NissanConnect Services** at any time and without cause, in which case we will give you notice 30 days prior to the effective date of termination after which your **NissanConnect Services** will end. This means that we can decide to cease providing the **NissanConnect Services** to you at any time and for any reason, even for reasons unrelated to you or your account with us. In case we decide to terminate the **NissanConnect Services** in the event of termination of any agreement between us and any Service Provider on which we are dependent to provide the **NissanConnect Services**, we will use our best endeavours to give you the 30-day notice mentioned above.

We can also suspend your **NissanConnect Services** for network or system maintenance or improvement, or if there is network congestion, or if we suspect your **NissanConnect Services** are being used for any purpose that would allow us to terminate it.

In such events, we might refund subscription fees paid or provide credits on a pro-rata basis from the date of the termination of these Terms and Conditions or for the period of the suspension of the **NissanConnect Services**.

We can terminate your **NissanConnect Services** immediately if you are in a material breach of these Terms and Conditions, if you interfere with our efforts to provide the **NissanConnect Services**, if you interfere with our business, or if your **NissanConnect Services** is used for illegal or improper purposes. You do not have any right to have **NissanConnect Services** reactivated, even if you resolve any of these problems.

We also reserve the right, at our sole discretion, to stop offering the **NissanConnect Services** and not to accept the renewal of your **NissanConnect Services** without incurring any liability whatsoever.

2.7. Change of ownership (if you sell your vehicle or purchase a used vehicle).

Your **NissanConnect Services** are attached to your Vehicle and you cannot transfer the **NissanConnect Services** to another vehicle. If you do not own or use your Vehicle during a given Initial or Renewal Service Period, we will not reimburse any part of your Subscription Fee.

If you sell your Vehicle or end its lease or if your Vehicle is scrapped or destroyed while you are registered user of **NissanConnect Services**, we ask you to notify us by contacting Nissan Customer Service or by removing the Vehicle directly from your **NissanConnect Services App**. If we are otherwise appropriately informed that you have sold your Vehicle or ended your lease, we reserve the right to deregister the Vehicle from your account and allow the new owner or lessee to register the Vehicle on his/her account.

If you sell or transfer your Vehicle and fail to notify us, we will have no way of knowing that the Vehicle has changed hands and we may continue to collect data in the belief that it is data concerning you. **We are not responsible for any privacy-related damages you or a subsequent owner may suffer if you fail to notify us of your end of lease or sale of your Vehicle.** Whether or not you notify us of your end of lease or sale of your Vehicle, you agree that you shall not, nor attempt to, access or use the **NissanConnect Services** or any of the data relating to your Vehicle following the sale, transfer or end of lease of your Vehicle.

You understand and agree that in case you do not notify us, and in case the subsequent owner of the Vehicle subscribes to the **NissanConnect Services** related to the Vehicle, the new owner's profile will overwrite your profile and your **NissanConnect Services** subscription will automatically end.

You cannot transfer your **NissanConnect Services** to another vehicle. The **NissanConnect Services** remain attached to the Vehicle (similar to the warranty). If you sell your Vehicle (or returned it at the end of a lease) without having cancelled your Subscription, this Subscription might be automatically transferred to the new owner as long as the new owner proves the ownership of the Vehicle by calling Nissan Customer Service or by registering the Vehicle on the **NissanConnect Services App**.

If you purchase or lease a previously owned or leased Vehicle, you should register as the new owner and subscribe, and activate the **NissanConnect Services** to benefit from Nissan's Connected Services offerings.

3. FEES, PAYMENT, BILLING AND TAXES POLICY

3.1. General. The **NissanConnect Services** along with their details, payment and billing are available on Nissan Store within **NissanConnect Services App**. as applicable.

3.2. Monthly Payments. In case the Service Package you subscribed to is paid on monthly basis, you will be billed immediately and from the subsequent months following your subscription (the "**Billing Date**").

3.3. Billing Date and pro-rata basis for additional Service Package(s). If you decide to subscribe to any new Service Package in addition to your first, such Service Package will be added to your bill the following

month to align to your original Billing Date. Therefore, any new Service Package may be charged on a pro-rata basis on the first and last bill you will receive for such new Service Package.

3.4. Payment methods. For all paid Service Package, you must provide one or more valid payment methods. You remain responsible for any uncollected amounts. If a payment is not successfully settled, due to expiration, insufficient funds, or otherwise, we may suspend your access to the relevant Service Package until we have successfully charged a valid payment method. For some payment methods, you may be charged of certain fees by the issuer, such as foreign transaction fees or other fees relating to the processing of your payment method. Local tax charges may vary depending on the payment method used. Check with your payment method service provider for details.

You can update your payment methods at any time on the Nissan Store within **NissanConnect Services App**. Following any update, you authorize us to continue to charge the applicable payment method.

3.5. Change of the Subscription Fees. We reserve the right to change the Subscription Fees of any of the NissanConnect Service Packages at any time. In such case, we will notify you of such change at least 30 days prior to such change ("**Change Notification**"). You may decide to terminate your Subscription prior to such change. Subject to applicable law, if following a Change Notification you continue to use the relevant Service Package after the change of Subscription Fees has taken effect, you will be deemed to have accepted the new Subscription Fees.

3.6. Change of ownership. If you are not the first owner of the Vehicle, you might still be able to benefit from the **NissanConnect Services** free period if such period has not expired at the time of your subscription.

4. PERSONAL DATA, DATA PRIVACY

4.1. General. Nissan respects and upholds your rights under applicable law. This privacy collection statement describes how we manage any personal information we may collect from you.

4.2. Use of personal data. We will collect and use certain data in connection with your use of the Vehicle and the **NissanConnect Services**, which might include personal data. By subscribing to and/or using **NissanConnect Services**, you also consent to the collection and use of personal data by us for the purposes set out in these Terms and Conditions. We will respect your privacy and that of other occupants of the Vehicle.

4.3. Categories of personal information we collect. The types of personal information we collect depend on the Vehicle, its specification and the **NissanConnect Services** you have subscribed to and your use of the **NissanConnect Services**. We collect data you provide in connection with your **NissanConnect Services** subscription, including subscription data and contract information, the Vehicle's identification number (VIN), name, address, country location, User IDs, passwords, contact data of the primary driver or car owner. We may (as applicable) also collect data not limited to Vehicle health information, Vehicle malfunction, maintenance information, its devices and system information, including navigation system ID, embedded SIM IDs, operation history and diagnostic data of vehicle systems and parts, in case of an electro vehicle electricity consumption, battery status and charging history. For the provision of the **NissanConnect Services** and statistical purposes, we may collect data regarding your use of the **NissanConnect Services**, including navigation system behaviour and parameters data, certain location

data including trip stop and start location, charging locations. We further collect (as applicable) billing, payment and claims management data related to the **NissanConnect Services**.

4.4. Purposes of processing of personal data.

As a result of the contract you have entered into with us when subscribing to the **NissanConnect Services**, we will use the personal data for:

- providing you with the **NissanConnect Services**;
- managing your subscription to the **NissanConnect Services** and your subscription account;
- enabling you to use the communication and messaging services;
- granting you remote vehicle controls;
- making vehicle notifications such as maintenance alerts, integrated security and safety features such as eCall or bCall functionalities;
- ensuring road side assistance;
- helping you save energy;
- provide you with customer assistance in case of issues and claims with regards to **NissanConnect Services**;
- provide you with necessary information in relation to your subscription.

In addition, for our legitimate interest to improve the services and products we offer you, we also process your personal data for the following purposes:

- provision of information relating to our products and services and about terms and offerings in connection with the **NissanConnect Services**;
- answering your questions and addressing your complaints;
- evaluation and statistical purposes, market research and for other research and development purposes;
- infrastructure planning (such as charging stations);
- to detect or prevent the abuse of the **NissanConnect Services** by you, any other occupant of the Vehicle or any other third parties;
- to ensure security of the infrastructure of the **NissanConnect Services**.

Subject to your prior express consent, we will process the personal data collected when using the **NissanConnect Services** for the following purposes:

- sending you promotional email, mail, telephone or other electronic communications;
- sending information relating to special discounts or added services or functions;
- enhancing and personalising the communication between you, us and the Nissan dealership;
- customise the **NissanConnect Services** for individual subscribers or groups of subscribers;
- planning a trip as per your request;
- to the extent necessary to provide **NissanConnect Services** that are based on the location of the Vehicle and which are not defined above

We may also process the personal data collected when using the Vehicle and notably **NissanConnect Services**, in order to fulfil our Legal obligations, for the following purposes:

- eCall (automatic emergency dial-in in the event of a serious road accident, with processing of information such as location)
- Compliance with specific laws in the country of use of **NissanConnect Services**

When you access the services of third party service providers (e.g. for social media accounts, media content, third party service information) by means of the **NissanConnect Services** or any of its functionalities or apps, we may receive, process, use and transfer such data in connection with the provision of such services. Further, any such third party service accessed through **NissanConnect Services** may use additional terms and conditions regulating to the use of your personal data. Nissan does not control any such terms and conditions of independent services and disclaims any responsibility or liability in this regard and we shall not be held liable for any use of your personal information as collected and processed as a result of your use of the third party services.

WE DO NOT SELL, RENT OR TRADE SUBSCRIBER INFORMATION WITH ANYBODY.

4.5. Disclosure of personal Information. We work with many different companies to provide you with the **NissanConnect Services**. As a result we share your personal information notably with mobile network providers, internet access and connectivity providers, subscription management providers, payment service providers, content providers, suppliers, licensors, leasing partners, public safety answering points, emergency responders (police, ambulance etc.), road side assistance providers, distributors, dealers and workshops, only for the purpose of delivering the **NissanConnect Services** requested by the Subscriber or other occupants in the Subscriber's Vehicle.

When required and according to applicable law, we may be compelled to release personal information to comply with the applicable law or binding or enforceable orders of public authorities or courts, or to enforce or apply these Terms and Conditions.

We may also share your personal information with all Nissan-affiliated companies. In the event of a merger, reorganization, acquisition, joint venture, assignment, spin-off, transfer, or sale or disposition of all or any portion of our business, including in connection with any bankruptcy or similar proceedings, we may transfer any and all personal information to the relevant third party. Where receiving such data it will be the responsibility of each receiving entity to obtain your valid express consent for any further processing they may decide to undertake.

We may share your personal information with service partners providing services, feature or facilities in connection with **NissanConnect Services** or not. These service partners may be in contractual relationship with other service providers to provide specific services (e.g. on demand services such as usage-based insurance, on-demand fuelling, smart electric vehicle charging, etc ...) requested by you or the Vehicle user(s) / occupant(s). The data, including your personal information, necessary to provide any of the services you would request may be provided to such third-party service providers and these Terms and Conditions will not govern those providers. By accessing these specific services, you agree to comply with any additional terms and conditions imposed by them. The data shared with our service partners will be anonymized as much as technically possible, and our service partners will be requested to anonymize the data as much as technically possible before sharing it with the service providers to provide the requested services.

4.6. Transfer of data outside the European Union (EU) / European Economic Area (EEA).

As a result of the above purposes, your personal information **will be transferred to and processed by Nissan International SA's affiliates and their Service Providers not only inside, but also outside the EU/EEA.** This includes in particular (without limitation) the processing of personal data by Nissan Motor Co., Ltd in Japan and its Service Providers in Japan and/or other countries outside the EU/EEA. The Data Privacy laws of any such third countries might not offer the same level of protection as in the European Union or the European Economic Area. However, in case such transfer occurs, we will take adequate measures to ensure that the personal data is processed in accordance with the standards provided by the applicable legislation relating to Data Privacy. If personal data collected and processed by us are processed by Service Providers outside of the EU/EEA they will only process any such data in accordance with our instructions and for the purposes described above and subject to stringent data security measures.

4.7. Security. We will maintain ourselves and require our Service Providers to maintain appropriate technical, physical and administrative data security measures in order to protect any personal data under our control from loss, misuse, unauthorised access and alteration. For example, depending upon the applications, we employ the use of encryption technologies and user authentication systems such as passwords and personal identification numbers. All information is stored under commercially reasonable secure measures with access limited only to authorized employees or representatives of Nissan, Nissan affiliates and their Service Providers. We use industry standard practices to protect the privacy of Subscriber information.

If you do not notify us of a sale or transfer of your Vehicle, we may continue to send certain subscriber information or other information about your account to the address currently on file with us. In such case, we are not responsible for any privacy related damages you may suffer.

4.8. Storage period.

General storage period. We will retain all personal information only as long as you are using the **NissanConnect Services**.

Usage data. As an exception to the above storage period, usage data will not be stored for longer than 3 years after your last use of the **NissanConnect Services**.

Location data. Information like vehicle speed, vehicle driving direction and certain location data (in the framework of remote control request e.g. Geofence or MyCarFinder) will be deleted after the purpose for which they have been processed has ended but in any case no later than 7 days after being received by the relevant data centre used by Nissan.

Certain location data (processed outside of remote control services) will be stored up to 3 months depending on the legal framework of the country where the **NissanConnect Services** are used, or within the framework of a claim relating to **NissanConnect Services**.

Deletion of the data. After the end of the above data retention periods, the personal information will be deleted or made anonymous in accordance with the applicable law.

In any case, as indicated below, you have the possibility at any time to delete all usage data stored on your vehicle except those data which are needed for the proper functioning of your vehicle, or necessary for the provision of services you might still be using, or which are mandatory (e.g. eCall).

4.9. Right of access and correction. You can access, modify certain data, delete and/or block personal data in accordance with local Data Privacy legislation. You are entitled as well to object to the processing of your personal data or to request restriction thereof. In addition, you have the right to ask for receiving your personal data in a structured and standard format.

To exercise these rights, you can edit your account on your **NissanConnect Services App**, or contact the local contact centre of Nissan.

Alternatively, you can contact our Data Protection Officer at the following email address: dpo@nissan-europe.com

In any case, you also have the right to lodge a complaint with the competent data protection authority.

5. SPECIAL INFORMATION ABOUT SERVICES AND SYSTEM LIMITATIONS

5.1. Technology Ownership. Nissan and its Service Providers are and shall at all times be the owner of all right, title and interest in and to (i) any and all hardware, software and related technology, used by Nissan as a part of or in conjunction with the **NissanConnect Services**, and (ii) all intellectual and other proprietary rights, including without limitation all patent, copyright, trademark and trade secret rights contained therein. It is prohibited to, and you agree that you shall not, copy, decompile, disassemble, reverse engineer, make derivative works of or manipulate any technology or data or content stored or incorporated in any equipment used to receive or operate the **NissanConnect Services** (collectively, „Equipment Technology”), or otherwise modify or tamper with, any such equipment. You also agree not to upload, post, transmit or otherwise make available any material that contains software viruses or any other computer code, files, or programs designed to interrupt, disable or limit the functionality of the **NissanConnect Services**. Any and all software contained in your Vehicle is licensed solely for use in conjunction with the **NissanConnect Services**. Furthermore, any and all data and other content of the **NissanConnect Services** are protected by copyright and other intellectual property laws and all ownership rights remain with Nissan and its Service Providers. You may use the Equipment Technology only for your personal, non-commercial use in connection with the **NissanConnect Services**.

5.2. Trademarks. NissanConnect and the Nissan logo are trademarks of Nissan Motor Co., Ltd. Other trademarks, service marks, graphics, logos and domain names appearing as part of the or on any related websites may be the trademarks of third parties. Neither your access to and use of the **NissanConnect Services** or such app or websites nor these Terms and Conditions grant you any right, title or interest or license to reproduce or otherwise use the trademarks or any third party trademarks, graphics, logos or domain names. Any goodwill in the trademarks generated as a result of your use of the **NissanConnect Services** will inure to our benefit.

5.3. Global Positioning System. Your **NissanConnect Services** work using wireless communication networks and the Global Positioning System („GPS”) satellite network. NOT ALL **NISSANCONNECT SERVICES** ARE AVAILABLE EVERYWHERE, PARTICULARLY IN REMOTE OR ENCLOSED AREAS, OR ON ALL CARS, AT ALL TIMES. The area that you are driving in may affect the service that we can provide to you,

including but not limited to routing service. Additionally, services are not available if the GPS system is not working. Certain programming limitations of the GPS system may impair our ability to determine your Vehicle's precise location.

5.4. Secure Remote PIN. As an added security measure, a Personal Identifier Number ("PIN") is required before –not limited to - the Remote Door Lock/Unlock features can be used. This PIN is established when enrolling in **NissanConnect Services** or using for the first time a remote action. If you need to re-set your PIN, you can go to the Settings menu of **NissanConnect Services App**.

5.5. Google Home/Google Voice Assistant. If your Vehicle is compatible with Google Home technology, it is recommended to use the NissanConnect Services *Action* only in a secure and private setting. Please note that the use of this *Action* enables you to control certain vehicle functions through Google Assistant, and thus this *Action* is not intended for use by children or anyone who should not have access to your vehicle (when applicable). All voice interactions with Google Home device are stored in your "Google Assistant" history found under "My Activity" in the Google Assistant companion application. The transaction history is visible to anyone with access to your Google account. It is recommended that you do not share your Google account credentials with anyone you do not want to access this transaction history. You can delete specific voice interactions associated with your account by going to "My Activity" in the Google Assistant Application, searching for a specific entry, and then tapping the delete button. Or, you can delete all voice recordings associated with your account for each of your Google Assistant-enabled products by selecting the applicable product at the "Delete activity by" page at myactivity.google.com or contacting Google Assistant customer service.

While using Google Voice Assistant, and depending on the voice command, NissanConnect Services *Action* might use following data in order to deliver requested order: Vehicle Identification Number (VIN) of the car, GPS coordinates, destination address requested, home or work addresses if stored in your **NissanConnect Services** profile. Used data through NissanConnect Services *Action* are only done in the context of Google Voice Assistant, deleted after 20min and not shared to any third parties.

This service requires an active subscription to **NissanConnect Services**.

5.6 Amazon Alexa. If your Vehicle is compatible with Amazon Alexa technology, it is recommended to use the **NissanConnect Services** Skill only in a secure and private setting. Please note that the use of this Skill enables you to control certain vehicle functions through Amazon Alexa, and thus this Skill is not intended for use by children or anyone who should not have access to your vehicle. All voice interactions with Amazon Alexa device are stored in your "Alexa Device History" found under "Settings" in the Alexa Companion Application. The transaction history is visible to anyone with access to your Amazon account. It is recommended that you do not share your Amazon account credentials with anyone you do not want to access this transaction history. You can delete specific voice interactions associated with your account by going to "History" in "Settings" in the Alexa Smartphone Application, searching for a specific entry, and then tapping the delete button. Or, you can delete all voice recordings associated with your account for each of your Alexa-enabled products by selecting the applicable product at the Manage Your Content and Devices page at www.amazon.com/mycd or contacting Amazon Alexa customer service.

While using Amazon Alexa Voice Assistant, and depending on the voice command, **NissanConnect Services** Skill might use following data in order to deliver requested order: Vehicle Identification Number (VIN) of the car, GPS coordinates, destination address requested, home or work addresses if stored in

your **NissanConnect Services** profile. Used data through **NissanConnect Services** Skill are only done in the context of Amazon Alexa Voice Assistant, deleted after 20min and not shared to any Parties.

This service requires an active subscription to **NissanConnect Services**.

5.7. Onboard WIFI. Your Vehicle is equipped with an embedded WIFI chipset and, if applicable, can deliver in-car WIFI service allowing access to internet for portable devices connected to it (up-to 7 devices maximum).

The access to internet requires the activation of **NissanConnect Services** as-well-as the subscription to data Packages provided by selected mobile network operator. Provided internet connection is secured – we recommend against sharing WIFI security credentials available on NissanConnect unit.

6. YOUR RESPONSIBILITIES

6.1. Maintaining Your Account. Your receipt of the **NissanConnect Services** is dependent upon your activation of the **NissanConnect Services** as described above. You are responsible for maintaining a valid form of payment for your service package after the expiration of any Initial Service Period or Renewal Service Period. For any additional information related to account management, please refer to the **NissanConnect Services App**.

6.2. Passwords/User ID. You promise to be fully responsible for the protection of your password and user ID (provided at the dealership during the delivery or otherwise made available to you or set by yourself in accordance with the activation process). Anyone who has your password or user ID may be able to access the **NissanConnect Services** and neither we nor any Service Provider has any obligation to inquire about the authority of anyone using your password and user ID or other information that can be used to identify your account to request services for your Vehicle.

6.3. Proper Use of the Services. You promise not to use any NissanConnect Service for any fraudulent, unlawful, or abusive purpose, or in any way that interferes with our provision of services to our other customers. You promise you will not abuse or do anything to damage our business operations, services, reputation, employees, facilities, or those of the Service Providers. If you do any of these things, you agree you will be responsible for any amount anyone else claims from us, plus any expenses, resulting in whole or in part from that use or your actions.

You cannot resell, copy, store, reproduce, distribute, modify, display, publish, perform, transmit, broadcast, or create derivative works from any content you receive through **NissanConnect Services** and you cannot use any content you receive through the **NissanConnect Services** for commercial purposes.

6.4. Safeguarding and Use of Others' Information. Certain information you receive through your **NissanConnect Services** belongs to us, the Service Providers or other third parties who provide it through us. It may be covered by one or more copyrights, trademarks, service marks, patents, or other legal protections. You promise not to use any content you receive through **NissanConnect Services** except as expressly authorized by us or our Service Provider. You cannot resell any of it or use it for commercial purposes. You cannot copy, store, reproduce, distribute, modify, display, publish, perform, transmit, broadcast, or create derivative works from any of it.

6.5. Other Users or Occupants of your Vehicle. YOU ARE SOLELY RESPONSIBLE FOR ANY USE OF **NISSANCONNECT SERVICES** IN YOUR VEHICLE, EVEN IF YOU ARE NOT THE ONE USING IT, AND EVEN IF YOU LATER CLAIM THE USE WAS NOT AUTHORIZED. YOU ARE ALSO SOLELY RESPONSIBLE FOR THE SERVICES REQUESTED BY YOU, OR BY ANYONE USING YOUR VEHICLE, THROUGH **NISSANCONNECT SERVICES**. You promise to educate and inform all users and occupants of your Vehicle about the **NissanConnect Services** and system features and limitations, and the Terms and Conditions. Neither any Service Provider nor we have any obligation to inquire about the authority of anyone using your Vehicle. If you use the **NissanConnect Services** to commit a crime or for another improper purpose, you will be responsible for any damages owed by us as a result of such use.

7. SPECIAL NOTICES

7.1. Software, Hardware and Equipment Updates. The **NissanConnect Services** involve software (including Vehicle software and software used by the telematics control unit, the head unit or the navigation system) or content that we may need or want to change from time to time. We may do this remotely without notifying you first. Such changes may affect or erase data you have stored on the **NissanConnect Services** system in your Vehicle. We are not responsible for lost data. You do not own the **NissanConnect Services** software or acquire any rights to use or modify the **NissanConnect Services** software on your own. Your Vehicle's systems also involve software that we may need to change from time to time. You agree that we may assist the Service Providers to do this remotely.

7.2. Mobile Network Services. You do not have any right in the mobile phone number(s) assigned to the telematics control unit of your Vehicle other than for use in connection with the **NissanConnect Services**.

7.3. Technology and Communications. The **NissanConnect Services** cannot work unless your Vehicle is in a place where our mobile network carrier has coverage. The **NissanConnect Services** that involve location information about your Vehicle cannot work unless GPS satellite signals are unobstructed, available in that place and compatible with the **NissanConnect Services** hardware as well.

7.4. Telecommunications/GPS Changes. The **NissanConnect Services** system uses digital wireless telecommunications technology and GPS technology that are outside of our control. Telecommunications technologies have been known to change over time, resulting in the obsolescence of certain telecommunications networks. If the telecommunications infrastructure, the public internet or GPS technology required by the **NissanConnect Services** system changes in a way that results in incompatibility of those technologies with the **NissanConnect Services** system, then the **NissanConnect Services** might not work and we may be forced to terminate your **NissanConnect Services**. If that happens, we will notify you of the effective date of termination and describe each of our rights and obligations. We are not responsible for and do not provide any guarantee or warranty regarding the telecommunications technology and GPS used to support **NissanConnect Services**. We are not responsible for any modifications made by those who provide these technologies, and any loss of service resulting from it.

7.5. Content Providers. Certain Service Providers impose further terms and conditions on providing services (for example, the end user terms covering navigation and location data). By using **NissanConnect Services**, you also agree to be bound by those additional terms and conditions. Nissan makes no representations regarding the availability of any applications or of the content you select when using the **NissanConnect Services** and cannot be held responsible for application availability or the content provided to you.

7.6. Maps and Navigation. The routing data that we provide to you is based on the map information available to us during the manufacturing process, but may be inaccurate or incomplete when first used by you. For example, our routing data may not include information about one-way roads, turn restrictions, construction projects, seasonal roads, detours or new roads. It may suggest using a road that is now closed for construction or a turn that is prohibited by signs at the intersection. In addition, traffic, weather and other events may cause road conditions to differ from the results generated. Therefore, you should always use good judgment, obey traffic and roadway laws and instructions and evaluate whether it is safe and legal based on current traffic, weather and other conditions to follow the directions provided by the **NissanConnect Services** or your Vehicle's navigation system. Nissan makes no representations regarding the completeness or accuracy of the map information provided to you other than it is based on the most current map information available to us when you subscribe to the **NissanConnect Services**. Nissan will not be held responsible for any inaccuracies or incompleteness of the map data provided to you.

7.7. Geography and Environment. There are other circumstances that we do not and cannot control that may prevent us from providing **NissanConnect Services** to you at any particular time or place, or that may impair the quality of the **NissanConnect Services**. Some examples are hills, tall buildings, tunnels, weather, electrical system design and architecture of your Vehicle, damage to important parts of your Vehicle in an accident, or wireless phone network congestion. Nissan will not be responsible or liable for any inability to use the **NissanConnect Services** due to any of the above circumstances.

7.8. Outside Our Control. We are not responsible for any delay or failure in performance if such failure or delay could not have been prevented by reasonable precautions. Additionally, we are not responsible if such failure or delay is caused by acts of nature, or forces or causes beyond our reasonable control. Examples include public utility electrical failure, acts of war, government actions, terrorism, civil disturbances, labor shortages or difficulties (regardless of cause), or equipment failures including Internet, computer, telecommunication or other equipment failures.

7.9. Available Information. The **NissanConnect Services** may be limited to certain geographic areas where map data and/or content providers are available. In such case the geographic coverage may be less important than what is otherwise generally available.

7.10. Vehicle integrity and information. For use of the **NissanConnect Services** your Vehicle must have a working electrical system including, in case of an electro vehicle, adequate battery power. The **NissanConnect Services** may not work if you try to add, connect or modify any equipment or software in your Vehicle (such as plugging devices in to the Vehicle's electrical system or diagnostic port, or otherwise modifying the Vehicle).

8. WARRANTIES & LIABILITY

8.1. No Warranties. Warranties are special kinds of promises. Your Vehicle's limited warranty or hardware maker's limited warranty (if applicable) includes the **NissanConnect Services** equipment in your Vehicle, BUT DOES NOT COVER THE **NISSANCONNECT SERVICES** OR THE WIRELESS SERVICE. Due to circumstances beyond our control, we cannot promise uninterrupted or problem-free service, and cannot promise that the data or information provided to you will be error-free.

9. General

9.1. Applicable Law. To the fullest extent permitted by law, and except as explicitly provided otherwise, these Terms and Conditions and any disputes arising out of or relating to it will be governed by the laws of England without regard to its conflict of law principles, and by any applicable tariffs, wherever filed. You and we agree that any disputes arising out of or in connection with these Terms and Conditions or your use of **NissanConnect Services** shall be subject to the exclusive jurisdiction of the courts of England.

9.2. We Can Assign these Terms and Conditions. We can assign these Terms and Conditions in whole or in part to anyone we choose. You may not assign these Terms of Use or your obligations to anyone else without Nissan's prior consent.

9.3. This is the Entire Agreement. These Terms and Conditions (any other Nissan documents incorporated in them) constitute the entire agreement between you and us. It supersedes all other agreements or representations, oral or written, between us, past or present, and may not be amended save as provided in these Terms and Conditions. If any part of these Terms and Conditions is considered invalid by a court or arbitrator, the rest of it will remain enforceable. Even after these Terms of Use have ended, their provisions will govern any disputes arising out of or relating to it (unless it has been replaced by a new agreement between us). It will also be binding on your heirs and successors and on our successors. No waiver of any part of these Terms and Conditions, or of any breach of it, in any one instance will require us to waive any other instance or breach. IN SOME CIRCUMSTANCES WE MIGHT DECIDE TO PROVIDE YOU SERVICE VOLUNTARILY EVEN IF YOU WOULD NOT OTHERWISE QUALIFY. THIS WILL NOT BE A WAIVER OR REQUIRE US TO DO SO AGAIN. YOU AGREE WE WILL NOT BE LIABLE FOR ANYTHING RESULTING FROM OUR PROVISION OF SUCH SERVICE.

- END OF NISSANCONNECT TERMS AND CONDITIONS -