

It is expressly agreed that these special terms and conditions (hereinafter the "Special Terms and Conditions") apply to all Liber-t electronic toll collection offers issued by Fulli. They supplement and/or derogate from the Liber-t general terms and conditions of subscription (hereinafter the "Liber-t General Terms and Conditions"). It is hereby reiterated that, in the event of any contradiction or discrepancy between the General Terms and Conditions and the Special Terms and Conditions, these Special Terms and Conditions shall prevail over the General Terms and Conditions.

I. Subscription methods

The Holder may subscribe to a contract for the issue and use of one or more electronic tags and certain associated services at a Fulli shop, at a Fulli partner point of sale, or on the fulli.com website (hereinafter the "Website").

II. Mobilis

The electronic tag is issued by Mobilis, a simplified single-shareholder company with capital of €526,160, registered in the Dijon Trade and Companies Register under number 808 639 801, with its registered office at 36, rue du Docteur Schmitt, Saint-Apollinaire (21850).

III. Electronic consultation service

III.1 Description of the service

The electronic invoice consultation service is available in the customer area accessible from the Website and from the Fulli mobile application.

Mobilis sends invoices in electronic format. However, the Account Holder may request that their invoice be sent in paper format, under the conditions defined in the price list appendix, by contacting Fulli Customer Service at the contact details indicated in Article VIII below.

Access to the Website and the Fulli mobile application is secured by a password and username. Invoices are available 24 hours a day, 7 days a week. Access is guaranteed on devices running the main operating systems (Android, iOS, Windows, MacOS in particular) and browsers, provided that they are still supported by their publisher and updated (security patches in particular). Viewing the invoice may require the installation of free software.

Mobilis accepts no responsibility in the event of temporary unavailability of the service or access problems related to the Account Holder's connection or equipment. The time taken to load the invoice may depend both on the congestion of the Internet network at the time the invoice is viewed and on the subscriber's connection speed. Access to the invoice is available as long as the subscriber's contract is active.

Invoices are made available each month. At a minimum, the last eighteen (18) months of invoices are made available. It is the Account Holder's responsibility to archive their invoices if they wish to keep a record of them.

III.2 Status of the invoice

The invoice is the supporting document for the payment request issued by Mobilis and serves as the original invoice.

In addition, the invoice constitutes a tax document.

Mobilis may provide the Account Holder with a duplicate invoice upon request, in accordance with the current price list.

IV. Limitation period (Holder acting in a professional capacity)

Any claim by a professional, whether amicable or contentious, relating to their contract shall be time-barred within one (1) year from the date on which the professional became aware or should have become aware of the facts enabling them to exercise it.

V. Cancellation fees

In the event of non-payment of an invoice on the agreed date, Mobilis may block the electronic tag(s) and may

charge blocking fees in accordance with the current price list.

VI. Protection of personal data

This article supplements the provisions of Article XV of the General Terms and Conditions and aims to describe how Mobilis processes and protects personal data in accordance with the amended French Data Protection Act of 6 January 1978 and the General Data Protection Regulation (GDPR) No. 2016/679.

Mobilis is responsible for data processing.

VI.1 Data processing

VI.1.1 Subscription to an electronic toll payment service, online management of the account and badge by the Holder

Personal data is collected through forms completed by the Holder and attached documents: Identity details and date of birth of the subscriber, data relating to journeys in order to calculate the cost of the journey made (time stamps and network entry and exit points), vehicle registration details and characteristics (linked to certain subscription contracts) and bank details for billing purposes.

Mobilis is authorised to process personal data for the performance of the contract. This data is kept for five (5) years after the final termination of the contract.

VI.1.2 Billing management

A. Data processed

a. Toll collection (excluding free-flow motorways)

- Journey data: time stamp of entry and exit from the network, identification of entry and exit points, vehicle category, transaction price.

- Subscriber data: identity, customer number, information held on the badge issued by Mobilis (number, expiry date, vehicle registration number and country).

- Data required for customer assistance (at the customer's request or in the event of a technical alert): CCTV footage.

b. Toll collection (free-flow motorway)

- Vehicle data: vehicle category determined by sensor based on various information (width, height, length, number of axles, etc.), vehicle characteristics (colour, make, model), photos of the vehicle in context, photos (front and rear) and vehicle registration number.

- Subscriber data (except in degraded mode): identity, customer number, information held on the badge issued by Mobilis (number, expiry date, vehicle registration number and country).

- Journey data: time stamp of passage through the gate(s), location of the gate(s), transaction price.

c. Billing management

- Data relating to electronic badges: identification of Mobilis, electronic badge number.

- Subscriber data: videos from CCTV cameras enabling the application and monitoring of commercial terms and conditions.

B. Lawfulness of processing

Mobilis is authorised to process data for the performance of the electronic toll subscription contract as part of the performance of a public service mission.

C. Data retention period

- Toll collection, journey data: five (5) years, or ten (10) years if a tax receipt is issued.

- Billing management: billing data is retained for ten (10) years. Videos relating to the commercial conditions of electronic toll collection subscribers are kept for a maximum of twenty-eight (28) days.

VI.1.3 Management of exception lists relating to electronic toll payment subscribers

A. Data processed

a. Prevention of unpaid bills

Customer identity, customer number, electronic tag number, bank details, subscription date, information related to payment request rejection (amount, reason provided by the bank, corresponding invoice), number

of electronic tags, average consumption amount, history of unpaid bills.

b. Management of lost or stolen electronic toll collection devices

Customer number, electronic toll tag number, date of loss or theft.

c. Management of payment method fraud

Identity of the bank account holder, bank card number or IBAN, email address, telephone number, date of birth.

B. Lawfulness

Mobilis is authorised to process data in connection with the performance of the subscription contract and its legitimate interests.

C. Recipients

Data relating to the management of electronic toll tags reported as lost or stolen is shared with other motorway concession companies.

D. Retention period

- Prevention of unpaid bills: data is kept on the opposition list until the unpaid bill is settled and for five (5) years if it is not settled.

- Management of lost or stolen tags: data is kept for a maximum of five (5) years after the loss or theft is reported.

- Management of payment method fraud: data is kept for a maximum of six (6) years.

VI.2 Recipients of the data

The data is accessible to authorised departments within Mobilis. Subcontractors are recipients of the data within the framework of contracts that comply with personal data protection regulations.

VI.3 Data security measures

All necessary technical and organisational measures are taken to ensure the confidentiality and security of the data against any breach, destruction, loss, alteration, disclosure, reproduction or unauthorised access. Subcontractors are subject to the same confidentiality and security obligations.

VI.4 Location of data

Data is not transferred outside the European Union.

VI.5 Automated decision-making

Data processing is not subject to automated decision-making.

VI.6 Rights of data subjects

Any person concerned by the processing of their personal data by Mobilis has the following rights: right of access, rectification, erasure, opposition on legitimate grounds, restriction and portability of data.

All of these rights may be exercised by contacting the Mobilis data protection officer:

- electronically using the form available at www.fulli.com/protection-donnees-personnelles;

- by post to the following address:

Mobilis – Data Protection Officer

36 rue du Dr Schmitt

21850 Saint Apollinaire

VI.7 Complaints to the CNIL

Any person concerned by the processing of their personal data by Mobilis may, after contacting the data controller, and if they consider that their rights have not been respected, lodge a complaint with the CNIL.

VII. Linking the contract to a bank card

Once Mobilis has authorised the linking of the subscription to a bank card, the Holder undertakes to immediately notify any change in the payment card number by contacting Fulli Customer Service at the contact details indicated in Article VIII below, or via the customer area of the Website or the mobile application. Failure to comply with this obligation shall automatically result in the termination of the contract.

VIII. Fulli Customer Service

Any questions relating to subscription, tracking of the order for the electronic toll tag(s), delivery, the terms



and conditions for exercising the right of withdrawal and the performance of the contract may be addressed:

- By telephone on 03.80.77.01.01 (no surcharge);
- By post, to the following address:

Fulli Customer Service
TSA 80 001
52009 Chaumont Cedex

IX. Consumer mediation

After contacting Fulli Customer Service, and in the absence of a satisfactory response or in the absence of a response within sixty (60) days, the consumer customer may refer the matter to the Tourism and Travel Mediator free of charge:

Referral by post:

MTV-MEDIATION TOURISME VOYAGE
Referral Service
BP 80303

75823 PARIS Cedex 17

Online submission via the website: www.mtv.travel

Contact by telephone: 01.42.67.96.68