LEGAL NOTICES

The https://public.servicebox-parts.com Website is published jointly by:

- Automobiles Peugeot SA, a French limited company with a capital of 172.711.770 euros, registered in the Versailles Trade and Companies Register under number 552 144 503 and whose headquarters is located 43 Rue Jean Pierre Timbaud 78300 Poissy France, France,

- Automobiles Citroën, a French limited company with a capital of 159.000.000 euros, registered in the Versailles Trade and Companies Register under number 642 050 199 and whose headquarter is located 43 Rue Jean Pierre Timbaud 78300 Poissy, France acting in the name and on behalf of DS Automobiles,

- Opel France SAS, a French limited company with a capital of 12 939 625 euros , registered in the Versailles Trade and Companies Register under number 342 439 320 and whose headquarter is located 43 Rue Jean Pierre Timbaud 78300 Poissy, France acting in the name and on behalf of Opel Automobile/Vauxhall and of Chevrolet (Europe).
  .

(hereafter referred to as the "Service Providers").

Publishing director: Pietro GORLIER
Website manager: Pierpaolo VEGLIO
Website hosting: [Automobiles Peugeot SA, Automobiles Citroën, DS Automobiles and Opel France SAS subsidiaries of STELLANTIS AUTO SAS 43 Rue Jean Pierre Timbaud 78300 Poissy France , France]

GENERAL TERMS AND CONDITIONS OF USE

RECITAL

The access and the use of the Website are subject to these Terms and Conditions of Use as well as the applicable national and international laws and regulations.

The access to the Website and its use by the User imply unconditional acceptance by the latter of the Terms and Conditions of Use in their latest version.

The Service Providers reserve the right to modify and/or update, at any time and without prior notice, these Terms and Conditions of Use as well as the Content of the Website. These modifications and updates may eventually be subject to the express acceptance of a new version of the Terms and Conditions of Use. Either way, all these modifications and updates are binding for the User at every connection to the Website.

ARTICLE 1: Definitions

« Content »: means all the elements, in particular the functionalities and the information, provided by the Service Providers to the User and accessible through the Website.

« Service Providers »: means Automobiles Peugeot, Automobiles Citroën and Opel France as defined in the legal notice. Automobiles Citroën is acting in the name and on behalf of DS Automobiles and Opel France is acting in the name and on behalf of Vauxhall and Chevrolet (Europe).

« Terms and Conditions of Use »: means this document.

« User »: means any Independent Operator (*), Testing Centre (**), Assistance and First Aid (***) and Other Professionals (****) as defined below using the Website as part of their professional activity and for business purposes only. Consumers are expressly excluded from this definition of User.

(*) « Independent Operator »: means a natural or legal person, other than an authorized dealer or repairer, which is directly or indirectly involved in the repair and maintenance of vehicles as defined in Regulation (EU) 2018/858 of the European Parliament and of the Council of 30 May 2018.

(**) « Testing Centre »: means a public or private body or establishment authorized by a Member State to carry out roadworthiness tests as defined in the Commission implementing Regulation (EU) 2019/621 of 17 April 2019.

(***) « Assistance and First Aid »: means in particular fire services, police services and emergency services without this list being exhaustive.

(****) « Other Professionals »: means in particular competent authorities and companies operating fleets of vehicles manufactured by the Service Providers, without this list being exhaustive.

« Website »: means the website accessible at the address https://public.servicebox-parts.com intended to the User to access and/or order:

- technical information for:
  - repair and maintenance;
  - roadworthiness test;
  - rescue;

- technical support for diagnostics and repair;
- diagnostic and repair single licence;
- technical training materials.

ARTICLE 2: Purpose

The purpose of these Terms and Conditions of Use is to define the modalities and conditions of use of the Website and access to its Content by the User. The use of the Website and access to its Content are subject to the compliance with all these Terms and Conditions of Use by the User.

ARTICLE 3: Presentation of the Website

3.1. Username and password

To access to the functionalities offered by the Website, the User must first create a User account providing his full contact details to the Service Providers: title, surname, first name, email address, phone number, complete address with post code, town and country, company, SIRET number (France) and inter-community VAT code.

To create a User account, the User has to follow the following steps:

1. First, the User goes on the home page of the Website.
2. Secondly, the User goes to the registration form and ticks the box corresponding to his activity. For example: a User that is a Testing Centre has to tick the box "Roadworthiness testing Center" to access to technical information for Roadworthiness tests.
3. Thirdly, the User completes his full contact details as presented above and chooses a password.
4. Fourthly, the User confirms his registration after accepting the Terms and Conditions of Use, the pricing conditions, the privacy policy and after confirming that he is not a robot.
5. Fifthly, the User receives a confirmation email containing his username and a link on which he has to click to connect for the first time on his User account and consequently to validate his registration.

Only one User account can be created per email address. The username and the password created by the User enables the User to access to the functionalities offered on the Website. To connect to his User account on the Website, the User has to input his username and his password.

The User must log off after every use of the Website.

The username and the password are strictly personal and the User undertakes to ensure that they remain confidential. Therefore, the User is liable for all use of his username and/or his password and under any circumstances the Service Providers may not be held liable for any loss of username and/or password and/or for any damage caused by their use by an Internet user who is not the User.

In the event that he notices a fraudulent use of his username and/or password, the User must immediately inform by email the Services Provider at servicebox-contact@stellantis.com the Service Providers.

In the event that any Service Provider notices a fraudulent use of the username and/or password of the User, it will inform him by email that if he does not cease this fraudulent use within 24 hours, it reserves the right to cut off the User's access to the Website and to its Content.

3.2. Functionalities offered by the Website

Once the User has created an account on the Website and has login, he can access and/or purchase:

- Technical information for repair and maintenance:

The Users that are Independ Operator can purchase the access to technical information on the chosen Service Provider's vehicles, and in particular the specific tooling required for certain repairs, the information required to calculate labor times, the electrical wiring diagrams, without this list being limitative.

- Technical information for roadworthiness test information:

The Users that are Testing Centre, to the exclusion of all other categories of customer, can purchase the access to technical information for periodic roadworthiness tests of the vehicles of their clients.

- Technical information for rescue information:

The Users that are Assistance and First Aid can access to the help manual for rescue of passengers.

- Technical support for diagnostic and repair:

The user, in the event of difficulties encountered on the website when using technical information to perform diagnostic and / or repair services on a vehicle, can have access to technical support.

- Diagnostic and repair single licence:

The User can be granted, in exchange of a payment, a license (hereinafter referred to as the "Single License") from the Service Providers for a chosen Service Provider's vehicle identified in the Service Provider's systems through its VIN number (Vehicle Identification Number). This Single License enables the User to use the diagnostic and repair software for the ECUs fitted on the Service Provider's vehicles, as well as the diagnostic flow process grids and technical information for said vehicle for the purposes of completing repair and service operations on the said Manufacturer's vehicle. This Single License is granted to the User by the Service Providers on a non- exclusive, non-assignable and non-transferable basis.

- Technical training material:

The User can access to training materials that aim to deliver a set of theoretical knowledge and techniques necessary to ensure the maintenance and repair of the chosen Service Provider's vehicles.

Please note that, at the time to purchase and/or access to any functionality, the User chooses to which brand of the Service Providers he wants his subscription to be related. In other words, he chooses if he wants to access and/or to purchase a functionality branded Peugeot or Citroën or DS or Opel or Chevrolet.

ARTICLE 4: Use of the Website by the User

The User undertakes to comply with these Terms and Conditions of Use and guarantees the Service Providers against any illicit, fraudulent, non-compliant and/or non-authorised use of the Website and/or of its Content.

The User undertakes to use the Website and any service available through it in accordance with the applicable national and international laws and regulations.

ARTICLE 5: Access to the Website and to the Content – Restriction of access – Suspension or interruption of access

5.1. Access to the Website and to the Content

The Website is accessible via the Internet network through a computer and/or a smartphone and/or a tablet computer. However, for a full optimisation of the Website, it is not recommended to access to it and/or to use it though a smartphone or a computer tablet. Moreover, in order to access to the Website, the User must have the appropriate IT equipment as described on the homepage of the Website by clicking on the buttons “Help” > “First Steps” > “Pre-requisites”.

To access the Content of the Website, the User has to create an account according to the conditions defined in Article 3.1 above.

All the costs relating to the access to the Website, whether they are costs linked to equipment, software or access to Internet, are to be borne by the User. The User is solely responsible for the proper functioning of his computer equipment as well as his Internet access. The User declares accepting the characteristics and the limits of his computer equipment as well as of the Internet network and acknowledges being aware of their nature and in particular of their technical performances, the response time for consulting, querying or transferring information, the interruption risks and more generally the risks inherent in any connection to his computer equipment and transmission on the Internet network.

The Service Providers implement all reasonable means at their disposal to ensure a qualitative access to the Website being specified that they have no performance obligation to achieve this and are by no means responsible for a malfunction of the Website.

5.2. Restriction of access

In the event of breach of the Terms and Conditions of Use by the User, his access to the Website may be blocked, temporarily or permanently, without prejudice of any right or action that may be exercised by the Service Providers and any damages that may be claimed to the User.

5.3. Suspension or interruption of access

The Service Providers may suspend at any time, temporarily or not, the access of the User to the Website in the event of technical problems linked to the system set up for putting online the Website, the functioning of the Website or in the event of maintenance of the Website. This interruption will be notified by a notification message on the homepage of the Website or by any other mean.

ARTICLE 6: Hyperlinks

The creation by the User of a hyperlink on a third-party website linking to the Website requires the prior written authorisation of the Service Providers.

In any case, the Service Providers cannot be held liable of the content as well as the products or services offered on third-party websites to which the Website is linked by a hyperlink.

The Service Providers cannot be held liable for the content of third-party websites to which the Website may itself send via a hyperlink.

The User is responsible for consulting the general terms and conditions of use of third-party websites that refer to the Website and/or to which the Website refers.

ARTICLE 7: Intellectual property rights

The User is informed that the Website and its Content are protected by:

- copyright legislation in particular for the pictures, the articles, the drawings, the animated sequences and the computer programs of the Website or present on the Website;
- designs and models legislation in particular for models of vehicle appearing in the Website;
- trademark legislation in particular for trademarks and logos of the brands and logos of the Services Providers of the vehicle models appearing on the Website.

The elements thus protected are the property of the Service Providers or of third-parties having authorised the Service Providers to use them.

Consequently, any reproduction, use, representation, adaptation, modification, incorporation, translation, marketing, partial or total, by any means and on any medium (paper, digital, etc.), of any element of the Website is prohibited without the prior written authorisation of Service Providers except from the exceptions referred to in article L.122-6 of the French Intellectual Property Code, or else it constitutes an offence of copyright infringement and/or of designs and models and/or trademarks, punished by criminal and civil penalties provided for in the applicable legislation.

ARTICLE 8: Personal data protection

The protection of your personal data is our priority. Please take note of the Confidentiality Declaration in appendix.

ARTICLE 9: Cookies

The User is advised that a system of cookies has been implemented on the Website.
Cookies are files sent to users' hard drives to make it easier for them to browse the Website.
Capcha's system contains cookies but only for the security of our Website in order to prevent robot intrusion and hacking of our data.
These cookies will never contain personal information.

ARTICLE 10: Responsibility

10.1. Responsibility of the User

The User uses the Website under his sole and entire responsibility. Since the Website and/or its Content is provided for information and guidance, the User shall use his judgement and his own discernment in the interpretation of the information communicated on the Website.

The User is liable for the use he does of the information communicated on the Website.

10.2. Responsibility of the Service Providers

The Service Providers cannot be held liable, without this list being exhaustive, in the event of modification, suspension or interruption of access to the Website and/or to its Content. The modification, suspension or interruption of access to the Website and/or to its Content therefore does not entitled to any compensation.

The Service Providers cannot, in any case, be held liable for the reliability of the data transmission, access times, potential access restriction on the Internet network or the networks connected to it and more generally for any malfunction of the Internet network preventing the proper functioning of the Website.

The Service Providers cannot be held liable in the event of interruption of access to the Website and of total or partial unavailability of the Website and/or of its Content resulting in particular from the telecommunications operator of the User, in the event of transmission error or problem related to the security of transmissions and/or in the event of failure of the receiving equipment and/or the computer equipment of the User.

In the same way, the Service Providers cannot be held liable in the event of malfunction of the access to the Website and/or use to the Website resulting from the User accessing to the Website and/or using it though a smartphone and/or a tablet computer or using inappropriate IT equipment.

ARTICLE 11: Warranties

The User undertakes to guarantee the Service Providers against any action which may be taken against them or any complaint filed against them by a third party as a result of the use of the Website by the User under conditions which would not comply with the Terms and Conditions of Use. This warranty covers any sum that the Service Providers would be required to pay for any reason, including the lawyers' fees and the recognised or decided legal fees.

The use of the Website is subject to any warranty whatsoever. The Service Providers do not grant any warranty, express or implicit, about the use of the Website by the User and in particular about the availability, the timely, current, reliable and useful nature of the Website and its Content. Likewise, the Service Providers do not guarantee that the Content of the Website meets the expectations of the User.

It is hereby stated that the information appearing on the functionalities of Website is drawn up by the Services Providers on the basis of the technical knowledge currently available at their time of loading or updating the Website and is regularly updated. The Service Providers may modify the technical characteristic of the functionalities offered at any time. The Service Providers assume no responsibility for any direct or indirect loss or damage resulting from hardware errors or lack of updates

Thus, the User is required to visit the Website regularly to benefit from the most recent updates and in all circumstances at the latest when a vehicle on which work or inspection has been carried out is delivered to the customer

ARTICLE 12: Scope of the provisions

If any provision of these Terms and Conditions of Use is considered null and void, it will be deemed unwritten and will not invalidate the other provisions. The default for the Service Providers to exercise any of the rights resulting from the Terms and Conditions of Use does not constitute a waiver of their rights.

ARTICLE 13: Applicable law – Dispute

13.1. Applicable law

The Website and these Terms and Conditions of Use are subject to French law.

13.2. Dispute

In the event of a dispute between the Service Providers and the User about these Terms and Conditions of Use and/or the Website and/or its Content, the Parties will try to resolve it amicably.

In the absence of an amicable agreement, the dispute between the Service Providers and the User will be brought before the courts of Paris.

APPENDIX : Confidentiality Declaration

PRIVACY POLICY

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This website is owned by STELLANTIS AUTO SAS 43 Rue Jean Pierre Timbaud 78300 Poissy, France. It is operated by

- Automobiles Peugeot SA, a French limited company with a capital of 172.711.770 euros, registered in the Versailles Trade and Companies Register under number 552 144 503 and whose headquarters is located 43 Rue Jean Pierre Timbaud 78300 Poissy, France,
- Automobiles Citroën, a French limited company with a capital of 159.000.000 euros, registered in the Versailles Trade and Companies Register under number 642 050 199 and whose headquarter is located 43 Rue Jean Pierre Timbaud 78300 Poissy, France acting in the name and on behalf of DS Automobiles,
- Opel France SAS, a French limited company with a capital of 12 939 625 euros , registered in the Versailles Trade and Companies Register under number 342 439 320 and whose headquarter is located 43 Rue Jean Pierre Timbaud 78300 Poissy, France acting in the name and on behalf of Opel Automobile/Vauxhall and of Chevrolet (Europe).

This website is hosted in Europe by our IT-service Automobiles Peugeot, Automobiles Citroën, DS Automobiles and Opel France subsidiaries STELLANTIS AUTO SAS 43 Rue Jean Pierre Timbaud, 78 300 Poissy, France

Please read this policy carefully before using this website because it explains how we will process personal data. Using this website indicates that you accept this policy.

1 Types of data being processed / Links to other website

We care about your privacy. We collect and process various types of personal data via this website. This includes:

- Information you provide to us when requesting and using our services and our website, such as name, address, e-mail address, as well as image files uploaded by you as a user.
- Information that we need when you report a problem with our website
- Information collected with cookies

For further details, see section 2.

This website can also contain links to other Groupe PSA website or to website of PSA Automobiles partners, authorized workshops, other affiliated companies or social media websites. When you click on

such a link to any of such PSA Automobiles or third party website, please be aware that these website have their own Data Protection policies. Please check their privacy policies when using these website.

Please be informed that PSA Automobiles cannot accept any responsibility or liability for third party website.

2 Information about the processing of personal data

Your personal data will be processed to fulfil your request and for registration and general administration purposes related to your Independent Operator Portal account and by us.

- Automobiles Peugeot SA, a French limited company with a capital of 172.711.770 euros, registered in the Versailles Trade and Companies Register under number 552 144 503 and whose headquarters is located 43 Rue Jean Pierre Timbaud 78300 Poissy, France,
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as controllers, as follows.

We as controllers process your personal data as follows:

Data / Data Categories *(mandatory data is marked with an *)*	**Purpose(s)**
Respective identification and contact details (name*, email address*; phone no., postal address,), password*, company identification (company name*, SIRET* – for France, VAT code)	Registration process: Information you provide to us when (pre-) registering, requesting and using our services and our website.
Respective identification and contact details (name*, email address*; phone no., postal address,), password*, company identification (company name*, SIRET* – for France, VAT code)	Contacting, communication, request fulfilment and invoices sending
Vehicle identification data (e.g. vehicle identification number (VIN)*, registration number / license plate, model year) specific vehicle related information (e.g. ownership type*, new/used, mileage), preferred dealer* (sales / service), odometer reading, vehicle drop off date/time, pickup date/time, courtesy car	Service Request fulfilment
Respective identification and contact details of the final customer (name*, email address*; phone no., postal address contact preferences)	Service Request fulfilment
Information collected via cookies	Please see Cookies Policy for detailed information

The data elements marked with an asterisk (*) are mandatory and a contractual requirement. You are therefore obliged to provide the data when you register or request certain Independent Operator Portal related services. In case you don’t provide the data, we cannot fulfil your request.

Your personal data will be stored for ten years after inactivity.

We disclose your personal data for the below listed purposes to the following recipients:

A. Purposes related to the performance of a contract or related to steps at the request of the data subject prior to entering into a contract according to Art. 6 (1) 1 b) General Data Protection Regulation (GDPR)

Data/Data Categories	**Purpose(s)**	**Recipient(s)**
Respective identification and contact details (name*, email address*; phone no., postal address,), password*, company identification (company name*, SIRET* – for France, VAT code)	Registration process: Information you provide to us when (pre-) registering, requesting and using our services and our website.	Automobiles Peugeot SA, Automobiles Citroën, DS Automobiles and Opel France SAS subsidiaries of STELLANTIS AUTO SAS 43 Rue Jean Pierre Timbaud, 78 300 Poissy, France. The above listed recipients disclose your personal data to the respective (IT-)service providers to support the administration of the named purposes, in particular: • Capgemini (Capgemini Technology Services, 5/7 rue Frédéric Clavel – 92287 Suresnes Cedex - France) who engages other (sub-) processors who are located outside of the European Economic Area (EEA) and therefore in a country without adequate level of data protection. There is no adequacy decision of the European Commission, but there are appropriate safeguards in place, which are in this case respective Binding Corporate Rules ('s). In order to obtain a copy please follow this link: https://www.capgemini.com/resources/capgemini-binding-corporate-rules/ • Atos (Atos SE, River Ouest, 80 Quai Voltaire, 95877 BEZONS CEDEX, France) who engages other (sub-) processors who are located outside of the European Economic Area (EEA) and therefore in a country without adequate level of data protection. There is no adequacy decision of the European Commission, but there are appropriate safeguards in place, which are in this case respective Binding Corporate Rules (BCRs). In order to obtain a copy please follow this link: https://atos.net/content/dam/global/documents/atos-binding-corporate-rules.pdf • SCALIAN (417 l'Occitane BP 47506 – 31675 LABEGE cedex – France) • DXC (31 Place des Corolles - 92400 Courbevoie)

		• Salesforce (Salesforce.com EMEA Limited, Village 9, Floor 26 Salesforce Tower, 110 Bishopsgate, London, EC2N 4AY, United Kingdom) • Fair Computer Systems, Ostendstr. 132, 90482 Nürnberg, Germany • Opentext, Centurion House, London Road, Staines-Upon-Thames, TW18 4AX, United Kingdom • IBM GBS France, 17 Avenue de l'Europe, 92275 Bois-Colombes, France • MRM McCann GmbH, Großer Hasenpfad 44, 60598 Frankfurt, Germany
Respective identification and contact details (name*, email address*; phone no., postal address,), password*, company identification (company name*, SIRET* – for France, VAT code)	Contacting, communication, request fulfilment and invoices sending	Further recipients: See above mentioned IT service providers.
Vehicle identification data (e.g. vehicle identification number (VIN)*, registration number / license plate, model year) specific vehicle related information (e.g. ownership type*, new/used, mileage), preferred dealer* (sales / service), odometer reading, vehicle drop off date/time, pickup date/time, courtesy car	Service Request fulfilment	Further recipients: See above mentioned IT service providers.
Respective identification and contact details of the final customer (name*, email address*; phone no., postal address contact preferences)	Service Request fulfilment	Further recipients: See above mentioned IT service providers.

B. Purposes related to the legitimate interests pursued by the controller or by a third party according to Art. 6 (1) 1 f) GDPR unless you have exercised your right to object (Art. 21 (1) GDPR):

Data/Data Categories	**Purpose(s)**	**Recipient(s)**
Respective identification and contact details*, product and service specifications*	Market research and consumer surveys to receive feedback related to Independent Operator Portal products and services (e.g. customer satisfaction surveys) only in case the customer can be contacted via the respective communication channel(s) for these purposes without customer's prior consent	Automobiles Peugeot SA, a French limited company with a capital of 172.711.770 euros, registered in the Versailles Trade and Companies Register under number 552 144 503 and whose headquarters is located 43 Rue Jean Pierre Timbaud, 78 300 Poissy, France - - Automobiles Citroën, a French limited company with a capital of 159.000.000 euros, registered in the Versailles Trade and Companies Register under number 642 050 199 and whose headquarter is located 43 Rue Jean Pierre Timbaud 78300 Poissy, France acting in the name and on behalf of DS Automobiles, - Opel France SAS, a French limited company with a capital of 12 939 625 euros , registered in the Versailles Trade and Companies Register under number 342 439 320 and whose headquarter is located 43 Rue Jean Pierre Timbaud 78300 Poissy, France acting in the name and on behalf of Opel Automobile/Vauxhall and of Chevrolet (Europe). The above listed recipients disclose your personal data to the respective engaged processors to support the administration of the named purposes.

3 Interaction with social networks

We have no interaction with social networks

4 Your Rights

As data subject, you have the right of access, right to rectification, right to erasure (right to be forgotten), right to restriction of processing, right to data portability, right to object to processing of personal data concerning you which is based on Art. 6 (1) 1 e) or f) GDPR or where the personal data are processed for direct marketing purposes in accordance with the applicable law.

Please note that your above-mentioned rights are restricted by law and must be fulfilled by us possibly only under certain conditions.

Amendments:

If you have submitted personal information to us as part of your registration with Independent Operator Portal, this corresponds with the information stored in your profile data. If you make changes to your profile, they are also amended in our database.

Block/unblock advertising, market research and opinion polls:

You may either allow or disallow us to process your personal data for marketing purposes. Please proceed as follows:

- If you would like to allow us to contact you for marketing purposes, please check the appropriate box for the desired method of contact on your profile page (optional).
- If you do not want to be contacted for marketing purposes, please uncheck the checkmark on your profile page.

Delete your data:

If you would like to delete or deactivate your account, please contact this functional mailbox: servicebox-contact@stellantis.com

Deactivating your account will not change your communication preference choices. To opt out of being contacted, please update your communication preferences before writing to the functional mailbox: servicebox-contact@stellantis.com

If you want to claim your above-mentioned rights please contact this functional mailbox: servicebox-contact@stellantis.com

Your personal data can be updated at any time on the menu My Account > My Personal Data

To exercise your right to lodge a complaint (Art. 77 GDPR) please contact the functional mailbox: servicebox-contact@stellantis.com

Phone number: +33 1 61 45 02 01

5 Changes to the Privacy Policy

All future changes to our Privacy Policy will be posted on this website. You should therefore periodically review these for changes to our Privacy Policy.

6 Contacting us

Use the maibox contact: servicebox-contact@stellantis.com

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