

PRIVACY NOTICE REFURBISHED DEVICES CUSTOMERS

Pursuant to Articles 13 & 14 of the EU General Data Protection Regulation (GDPR)

1. LiveRental Group — Legal Entities

LiveRental Group is a pan-European group of companies specialising in B2B device leasing and IT asset management. The group is composed of the following legal entities:

Legal Entity	Country	Address	Reg. No.	GDPR Role
LiveRental BV (Parent)	Belgium	Excelsiorlaan 47 1930 Zaventem	BE0551842601	Data Controller
Koha Solutions SARL	France	144, av Charles de Gaulle 92200 Neuilly-sur-Seine	FR79 533 489 514	Internal Processor
LiveRental GmbH	Germany	Subbelrather Str. 15a 50823 Köln	DE304813399	Internal Processor
LiveRental BV	Netherlands	Keizersgracht 241 1016EA Amsterdam	NL855392794B01	Internal Processor
LiveRental Ltd	United Kingdom	64 Nile Street London N1 7SR	316 0211 59	Internal Processor
LiveRental SARL	Switzerland	Chemin de Roseneck 5 1003 Lausanne	CHE-204.908.135	Internal Processor
LiveRental GmbH	Austria	Seitenstettengasse 5/37 1010 Wien	ATU79245648	Internal Processor
LiveRental Madrid SL	Spain	Avenida de Brasil 29 28020 Madrid	ESB56685753	Internal Processor

The Data Controller for the purposes of the GDPR is LiveRental BV (Belgium), the parent company of the group. Each local entity acts as an internal processor operating under the authority and instructions of LiveRental BV.

Field	Details
Data Controller	LiveRental BV – Excelsiorlaan 47, 1930 Zaventem, Belgium · BE0551842601
Privacy Contact	privacy@liverental.com
Document Version	1.0 — 2026-05-15

2. Who This Notice Applies To

This notice applies to individual consumers who purchase refurbished devices from LiveRental Group via the Backmarket marketplace or any other B2C sales channel. As consumers, you benefit from enhanced rights under the GDPR and applicable consumer protection law.

3. Personal Data We Collect and Why

3.1 Order Processing

Attribute	Detail
Data collected	First name, last name, postal address, email address, phone number, order details, payment reference
Purpose	Processing your purchase, arranging delivery, managing your order
Legal basis	Performance of contract (Art. 6.1.b)
Retention	Duration of legal warranty (2 years) + 5 years

3.2 Delivery & Returns

Attribute	Detail
Data collected	Delivery address, phone number, tracking number, return request details
Purpose	Coordinating delivery and managing your statutory right of withdrawal (14 days) and warranty claims
Legal basis	Performance of contract (Art. 6.1.b) + Legal obligation (Art. 6.1.c)
Retention	3 years after closure of the case

3.3 After-Sales & Warranty

Attribute	Detail
Data collected	Device serial number, purchase date, description of defect, communication history
Purpose	Managing warranty claims and after-sales support for your refurbished device
Legal basis	Performance of contract (Art. 6.1.b) + Legal obligation (Art. 6.1.c)
Retention	2 years from date of purchase (statutory warranty period) + 3 years

Note on Backmarket: When you purchase through Backmarket, Backmarket acts as an independent data controller for the data you provide on their platform. LiveRental only receives the data necessary to fulfil your order. Backmarket's own privacy policy applies to data collected directly by their platform.

4. Recipients of Your Personal Data

Recipient	Purpose & Transfer Mechanism
Backmarket (France, EU)	Marketplace platform — EU, independent data controller
FileMaker / ERP (EU)	Order and contract management — EU, DPA in place
Zapier (USA)	Order workflow automation — SCC in place
Shipping carriers (EU/UK)	Delivery and collection — EU/UK adequacy

We do not sell your personal data to third parties or use it for marketing without your explicit consent.

5. Your Rights Under the GDPR

Right	What it means for you
Right of access (Art. 15)	Request a copy of the personal data LiveRental holds about you.
Right to rectification (Art. 16)	Ask us to correct any inaccurate or outdated information.
Right to erasure (Art. 17)	Ask us to delete your data where there is no longer a legitimate purpose for keeping it.
Right to restriction (Art. 18)	Ask us to temporarily stop using your data while a dispute is resolved.
Right to data portability (Art. 20)	Receive your data in a structured, commonly used, machine-readable format.
Right to object (Art. 21)	Object at any time to processing based on legitimate interest.
Right to lodge a complaint	Lodge a complaint with the Belgian Data Protection Authority (APD/GBA) at www.dataprotectionauthority.be — or with the supervisory authority of your country of residence.

To exercise any of the above rights, contact us at: privacy@liverental.com

We will acknowledge your request within 5 business days and provide a full response within 1 calendar month.

6. Data Security

- Encryption in transit (TLS/HTTPS) across all systems
- Data minimisation — we only receive from Backmarket the data strictly necessary to fulfil your order
- Access restricted to our fulfilment and after-sales teams only

7. Changes to This Notice

We may update this notice periodically. Material changes will be communicated via email where we hold your address.

8. Contact Us

Channel	Details
Email	privacy@liverental.com
Postal address	LiveRental BV – Excelsiorlaan 47, 1930 Zaventem, Belgium

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