

**PRIVACY  
INTERNATIONAL**

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26<sup>th</sup> July 2018

Dear Sir/Madam,

**RE: Personal data on infotainment systems**

We write further to our previous correspondence of 6 December 2017 and the coming into force of the General Data Protection Regulation on 25 May 2018.

In our previous letter to you we recommended that:

- ***Recommendation 1: Provide clear advice to customers on how to delete their personal data from infotainment systems.***
- ***Recommendation 2: Wipe the data from each rental car following a rental period, and factory reset the infotainment systems.***
- ***Recommendation 3: Create a policy in relation to customer data on information systems.***

We are pleased to inform you that Thrifty has taken our recommendations seriously but are disappointed that you appear to have failed to implement any of the above.

We wish to bring to your attention that Thrifty now factory resets infotainment systems in all their rental cars as standard following a rental period and has amended their privacy policy to read:

"Our vehicles may be equipped with an infotainment system that if the customer chooses to use will store certain information. If the customer connects their mobile device via Bluetooth or cable then the infotainment system can store the Bluetooth device name, contacts list, text messages, emails, call logs and any routes or destinations i.e. home address. **Thrifty will**

**reset the infotainment system back to its original factory settings at the end of the hire before the vehicle's next rental."**

We believe that it is essential that you commit to protecting people's data and privacy. We request that you implement the following:

- ***Wipe the data from each rental car following a rental period, and factory reset the infotainment systems.***
- ***Amend our privacy policy to detail your policy in relation to customer data on information systems.***

We believe that a failure to take any action in relation to our recommendations or to effectively address the existence of personal data on infotainment systems in your privacy policy may mean that you are in a breach of the General Data Protection Regulation. In light of this we request that you provide justification as to why you believe your policies and practise are not in breach of Data Protection Act 2018.

We look forward to hearing from you.

Yours faithfully,

Millie Graham Wood  
**Privacy International**