

## **MINI Connected Services – Information/Data Protection**

The high standards you place on the qualities of our products and services govern how we handle your data. Our aim is to create and maintain the basis for a trusting business relationship with our customers and prospective customers. The confidentiality and integrity of your personal data is one of our prime concerns.

### **Who is responsible for data processing?**

Data processing activities are jointly performed by the national sales company (BMW Vertriebs GmbH Sp. z o.o. Oddział w Polsce) (hereinafter referred to as "NSC") and Bayerische Motoren Werke Aktiengesellschaft, Petuelring 130, 80788 Munich, with its registered office in Munich and entered in the commercial register of the Local Court [Amtsgericht] of Munich under HRB 42243 (hereinafter referred to as "MINI").

The NSC provides the customer with certain vehicle-related information and assistance services (hereinafter referred to as "services") under the name "MINI Connected" (hereinafter referred to as the "MINI Connected contract") and is the customer's contact with regard to operational and contractual matters.

MINI is responsible for the technical provision of the services. For the purpose of providing the services and support to the customer in case of problems, data are transferred from the NSC to MINI.

### **What kind of data are processed and for what purpose?**

The data collected in connection with entering into a contract or providing the services are processed for the following purposes:

#### **A. Entering into a contract (Art. 6(1)(b) GDPR)**

In connection with entering into a contract, the following data categories are processed:

- contact data (last name, first name, address, email address, etc.)
- account data (MINI Connected or myMINI login account, bank details, etc.)

The contractual data are automatically erased 1 year after expiry of the contract; financial transactions are erased in accordance with the statutory provisions after 10 years.

#### **B. Compliance with the contractual obligation to perform the MINI Connected contract (Art. 6(1)(b) GDPR)**

For the purposes of the performance of the MINI Connected contract entered into between you and the NSC, MINI provides various services, such as MINI Intelligent eCall, Concierge Service, Real Time Traffic Information, TeleServices, etc.

For the purposes of the provision of these services by MINI and commissioned service providers, the following information from the vehicle is processed:

- vehicle status data (mileage, battery voltage, door and tailgate status, etc.)
- position and movement data (time, position, speed, etc.)
- vehicle maintenance data (next service, oil level, break wear, etc.)
- dynamic traffic information (traffic jams, hindrances, signs, parking spaces, etc.)
- environmental information (temperature, rain, etc.)
- user profile (configured news, email, audio providers, etc.)
- sensor information (radar, ultrasonics, gestures, speech, etc.)

A complete list and a detailed description of the services and the data used in each case can be found [here](#).

Although the provision of these data is not required to enter into the MINI Connected contract, MINI is unable to provide you with the respective service if these data are not provided by you and are not processed.

The processed personal data are automatically erased after 4 weeks unless they are needed longer for the provision of a specific service.

#### **C. Assurance of product quality and development of new products (Art. 6(1)(f) GDPR)**

Beyond the mere provision of services, the data collected under B. are also processed for the purposes of quality assurance of the products and services offered by BMW Group and for the development of new products and services by MINI. These processing activities serve the legitimate interests of MINI to comply with the high standards placed by our customers on existing products and services and to be capable of satisfying our customers' future wishes through the development of new products and services. In order to protect our customers' privacy, the data are processed exclusively in a form that is not directly traceable to the customer/vehicle.

#### **D. Fulfillment of the sales, service and administrative processes of BMW AG, the national sales company and authorized dealers (GDPR 6(1)(f))**

In order to optimize the customer experience and collaboration with BMW distributors continuously, we create evaluations and reports based on information from agreements and we share these evaluations and reports with the applicable BMW distributors. These evaluations are predominantly used for introducing appropriate measures (e.g. training courses for sales personnel) to improve the request and sales process. We will create the aforementioned reports only in an aggregated and anonymized form; this means that the recipients of the reports will be unable to draw any conclusions about you personally.

Portions of the vehicle-specific data collected under B. are used for performance of the service processes (e.g. repair, warranty, goodwill) of BMW AG, the national sales companies and authorized dealers. This processing is within the legitimate interests of BMW to provide our customers with the best possible service process. Processing sometimes also takes place in connection with legal requirements (e.g. repair and maintenance information due to the provisions of anti-trust regulations). Technical data is always processed in relation to the vehicle and without direct connection to the customer in order to protect the privacy of our customers.

The following data categories are used for this:

- Vehicle master data (vehicle type, color, equipment, etc.)
- Vehicle service data (due date of next service visit, oil level, brake wear, etc.)
- Vehicle status information (mileage, battery voltage, door and hatch status, etc.)

The technical vehicle data is deleted at the end of the vehicle life cycle.

The NSC is a company within BMW Group. In part, we process your data in order to make the administration of the various companies within BMW Group as efficient and successful as possible. One of the areas this affects is common group accounting in accordance with international accounting regulations for companies (such as the International Financial Reporting Standards (IFRS)).

#### **E. Customer support (GDPR 6 (1)(b), (g), (f))**

The NSCs and BMW partners use your personal data for communication as part of concluding contracts, see above (e.g. booking BMW ConnectedDrive services) or for the transaction of a request formulated by you (e.g. inquiries and complaints to BMW Customer Support). We contact you regarding all aspects of concluding a contract or processing a request without special permission e.g. in writing, by phone, by messenger services, by e-mail, depending on which contact data you have specified.

#### **F. Marketing communications and market research due to consent (GDPR 6 (1) (a))**

If you have separately given your consent to the further use of your personal data, your personal data may be used to the extent described in the consent declaration, e.g. for marketing purposes and/or market research, and where applicable disclosed to third parties. Further details can be found in the respective consent declaration, which can be revoked at any time.

#### **G. Fulfillment of legal obligations of the NSC or BMW (GDPR 13(1)(c) and 6(1)(c))**

The NSC will also process personal data if there is a legal obligation to do so. This could be the cause if we needed to contact you because your vehicle is subject to a recall or repair request.

Collected data is also processed as part of safeguarding the operation of IT systems. Safeguarding in this context includes, but is not limited to, the following actions:

- Backup and restoration of data processed in IT systems
- Logging and monitoring transactions to check the specific functionality of IT systems
- Detecting and defending against unauthorized access to personal data
- Incident and problem management for resolving problems in IT systems.

Collected data is also processed as part of internal compliance management, wherein we review aspects such as whether you have received sufficient advising as part of concluding an agreement and whether dealers have complied with all legal requirements.

BMW is subject to a number of additional legal obligations. In order to comply with these obligations, we process your data to the extent needed and pass on this data to the responsible authorities if necessary as part of legal reporting requirements.

#### **How long do we store your data?**

We only store your personal data for as long as is required for the respective purpose. If data are processed for multiple purposes, they are automatically erased, or stored in a form that is not directly traceable to you, as soon as the last specified purpose has been fulfilled.

## How are your data secured?

We secure your data using state-of-the-art technology. By way of example, the following security measures are used to protect your personal data against misuse or any other form of unauthorised processing:

- access to personal data is restricted to only a limited number of authorised persons for the specified purposes;
- collected data are transferred only in encrypted form;
- furthermore, sensitive data are stored only in encrypted form;
- the IT systems used for the processing of the data are technically isolated from other systems to prevent unauthorised access, e.g. by hacking;
- furthermore, access to these IT systems is monitored permanently in order to detect and avert misuse at an early stage.

## Who will we share your data with and how will we protect them?

MINI is a global company. Personal data are processed preferably within the EU by BMW/MINI employees, national sales companies, authorised dealers and service providers engaged by us.

If data are processed in countries outside the EU, MINI ensures that your personal data are processed in accordance with the European level of data protection, using EU standard agreements, including suitable technical and organisational measures.

Some countries outside the EU, such as Canada and Switzerland, the EU has already officially considered as countries providing an adequate and comparable level of data protection. As a result, data transfers to these countries do not require any specific authorisation or agreement.

## Contact details, your rights as a data subject and your right to lodge a complaint with a supervisory authority

In the event of questions regarding our use of your personal data, please start by contacting BMW customer support, either by e-mail [info.bmw.pl@bmw.com](mailto:info.bmw.pl@bmw.com) or by phone at +48 885 269 269 (daily 8:00 AM – 8:00 PM).

As persons affected by the processing of your data, you can assert certain rights in accordance with the GDPR and in accordance with other applicable data privacy provisions. The following section contains explanations regarding your rights as a data subject in accordance with the GDPR.

### Rights as a data subject

In accordance with the GDPR, you specifically have the following rights as a data subject in relation to BMW:

**Right of access by the data subject (GDPR Article 15):** At any time, you can request information about the data that we have about you. This information includes the data categories processed by us, the purposes for which we process it, the source of the data if we did not collect it from you directly and, where applicable, the recipients to which we have transferred your data. You can obtain from us one free copy of your data that is part of the agreement. If you are interested in additional copies, we reserve the right to charge you for any additional copies.

**Right to rectification (GDPR Article 16):** You can request that we rectify your data. We will take appropriate measures to maintain, based on the latest information available to us, the correctness, completeness, timeliness and relevance of the data we have and continue to process regarding you.

**Right to erasure (GDPR Article 17):** You can request that we erase your data if the legal requirements exist for doing so. In accordance with GDPR Article 17, this could be the case if

- the personal data is no longer necessary in relation to the purposes for which it was collected or otherwise processed;
- you withdraw your consent on which the processing is based and where there is no other legal ground for the processing;
- you object to the processing of your data and there are no overriding legitimate grounds for the processing, or you object to data processing for direct marketing purposes;
- the personal data has been unlawfully processed

if such processing is not necessary

- for compliance with a legal obligation that requires that we process your data;
- especially with respect to retention periods required by law;
- for the establishment, exercise or defense of legal claims.

**Right to restriction of processing (GDPR Article 18):** You can request the restriction of processing of your data by us if

- you contest the accuracy of the personal data for a period enabling us to verify the accuracy of the personal data;

- the processing is unlawful and you oppose the erasure of the personal data and request the restriction of its use instead;
- we no longer need your data but you require it for the establishment, exercise or defense of legal claims;
- you have objected to processing pending the verification whether our legitimate grounds override yours.

**Right to data portability (GDPR Article 20):** Your data shall, where technically feasible, be transmitted to another responsible party at your request. This right shall be available to you only insofar as data processing is based on your consent or is necessary in performance of an agreement. Instead of receiving a copy of your data, you can also request that we transfer the data directly to another controller that you specify.

**Right to object (GDPR Article 21):** You can object, on grounds relating to your particular situation, at any time to processing of your personal data if data processing relates to your consent or to our legitimate interests or to those of a third party. We will cease processing of your data in such a case. The latter shall not apply if we can demonstrate compelling legitimate grounds for the processing which override your interests or we require your data for the establishment, exercise or defense of legal claims.

#### **Periods for fulfillment of rights as a data subject**

We always make an effort to comply with all requests within 30 days. This period, however, may be prolonged for any reason relating to the specific right of a data subject or the complexity of your request.

#### **Information restriction for fulfillment of rights as a data subject**

In certain situations, we may be unable to provide you with any information about any of your data due to legal requirements. If we are required to decline a request for information in such a case, we will promptly notify you of the reasons for the refusal.

#### **Complaints to supervisory authorities**

BMW AG takes your rights and concerns very seriously. If you feel that we have not duly addressed your complaint or concern, you have the right to lodge a complaint with a responsible data protection authority.

Status: May 2018

## **MINI Connected Services - General Terms and Conditions**

### **1. MINI Connected Services and MINI Connected Agreement**

- 1.1 BMW Vertriebs GmbH, Siegfried-Marcus-Strasse 24, 5021 Salzburg, Austria, seat and district court: Salzburg, Fm 63069, acting through its Polish branch under the business name BMW Vertriebs GmbH Spółka z ograniczoną odpowiedzialnością oddział w Polsce (address: ul. Wołoska 22A, 02-675 Warszawa) entered into the Register of Entrepreneurs kept by the District Court for the Capital City of Warsaw, 13th Commercial Division of the National Court Register under the number KRS 363068 (hereafter referred to as "MINI") provides you "the Customer" with vehicle-specific information and support services (hereafter referred to as "Services") under the name "MINI Connected", in connection with a vehicle, in accordance with these General Terms and Conditions of Service.
- 1.2 The current version of these Terms and Conditions of Service may be viewed, stored and printed out at the website: [www.mini.com.pl/connected](http://www.mini.com.pl/connected). MINI reserves the right to change these Terms and Conditions of Service. Changes to these Terms and Conditions of Service shall be delivered to the Customer. These shall become part of the contract provided the Customer does not dissent at the earliest possible term following receiving the notification.
- 1.3 To ensure that a specific Service can be made available for the Customer, it is necessary to establish a MINI Connected contract between the Customer and MINI. If the Customer orders a new MINI vehicle that features the series or optional equipment required for a specific Service from a sales person (authorised MINI dealer or regional MINI branch), the Customer shall simultaneously offer MINI to establish a MINI Connected contract for this Service.
- a) If the Service is part of the series equipment of the new MINI vehicle, the MINI Connected contract for this Service between the Customer and MINI shall commence at the same time as the sales agreement between the Customer and the sales person.
- b) If the Service is part of the optional equipment of the new MINI vehicle, the Customer shall only be bound by the request for the conclusion of the MINI Connected contract for this Service from the moment when the Customer can no longer deselect the optional equipment ordered for the new MINI vehicle. The MINI Connected contract for this Service between the Customer and MINI shall then be established with the activation of the Service by MINI at the first registration of the new MINI vehicle.

### **2. Description, duration and availability of Services**

- 2.1 The Services are described in detail and their duration and availability may be viewed at the website [www.mini.com.pl](http://www.mini.com.pl) and in the "MINI Connected Services" document. "MINI Connected Services" constitutes an integral part of these General Terms and Conditions of Service.
- 2.2 The term of a MINI Connected contract is determined by the respective Service. In general, the duration of a fixed-term Service shall be a maximum of two years and this shall be tacitly extended for a maximum of one year, unless the Customer terminates the contract with a notice period of six weeks before the end of the agreed term.
- 2.3 Services are provided by means of a SIM card installed in the vehicle. The Services may therefore be restricted in part by the regional reception and transmission area of the radio transmitters operated by the respective network providers and may also be particularly impacted by atmospheric conditions, topographical conditions, the position of the vehicle and obstructions (e.g. bridges and buildings). Additionally, it is a necessary condition for the provision of the Services that the mobile communication network required for the installed SIM card is functioning correctly and ready for operation.
- 2.4 The Services may be disrupted by force majeure, including strikes, lock-outs and official orders, as well as technical and other measures required on MINI facilities or on those of traffic information suppliers or network operators for the proper operation or improvement of the Service (e.g. maintenance, repair, system-related software updates, expansions).
- 2.5 The Services may also be disrupted by short-term capacity-related bottlenecks due to peak loads on the Services or by failures in the telecommunication systems of third parties. MINI shall make reasonable efforts to eliminate such disturbances immediately or to work towards their elimination.
- 2.6 The Customer can report Service disturbances to MINI Connected Infoline.
- 2.7 MINI reserves the right to modify the scope of a particular Service, provided this modification is reasonable for the Customer with regard to the full scope of the agreed Service. In the event of a far-reaching modification of the scope of a Service, the Customer may terminate this Service with immediate effect within one month of receipt of the change notification and deactivate it free of charge according to point 4.1

### **3. Use of the Services**

- 3.1 The Customer shall not be permitted to use these Services for unlawful purposes and shall not allow third parties to do so. The Customer shall not be permitted to forward to third parties or process data or information received using the Services for commercial purposes.
- 3.2 The SIM card installed in the vehicle shall only be used by the Customer for the provision of these Services provided by MINI.
- 3.3 The Customer shall bear the cost of misuse of the MINI Intelligent Emergency Call.
- 3.4 The Services are vehicle-specific and cannot be transferred to another vehicle or used in another vehicle.

### **4. Deactivating the Services, termination of the MINI Connected contract**

- 4.1 The Customer may have the Services “Teleservices” and “MINI Intelligent Emergency Call” deactivated at any time at an authorised MINI dealer, a regional MINI branch or an authorised MINI workshop. Deactivation of this Service will also deactivate the SIM card installed in the vehicle.
- 4.2 The other Services can also be deactivated by the Customer via the MINI Connected Infoline.
- 4.3 The Customer may terminate a Service with an indefinite duration at any time, giving a notice period of six weeks. The Customer may terminate a fixed-term Service with a notice period of six weeks before the end of the agreed term, if, otherwise, the Service would have been automatically extended.

### **5. Sale or transfer of a Vehicle to a third person for long term use**

- 5.1 In case where a vehicle is sold or transferred to a third person for long term use the Customer shall be obliged to remove all its personal data stored in the vehicle.
- 5.2 The Customer shall be obliged to inform a third person, that acquires the vehicle or takes over the vehicle from the Customer for a long term use, about all and any Services, which the Customer has not deactivated yet (information on deactivation see point 4.1 and 4.2).
- 5.3 In case where a vehicle is sold or transferred to a third person for long term use the Customer shall be entitled to terminate the services in accordance with point 4.3. Further the Customer shall be entitled to terminate Services concluded for definite period of time giving a notice period of six weeks. In case where a Service is terminated before the lapse of an agreed period of time, the price partially paid for the service will not be returned.
- 5.4 The Customer shall not be entitled to transfer the MINI Connected Agreement to a third person without a consent of MINI. This shall be applicable also in situation where a vehicle is sold to a third person or transferred for long term use.

### **6. Cancellation right for consumers**

If the customer is a consumer in the sense of Civil Code, the customer shall have a 14-day cancellation right in the event of a contract conclusion as per Point 1.3. According to art. 21 of the Civil Code, a consumer is any natural entity who concludes a legal transaction for purposes that cannot be primarily allocated to his or her commercial or independent professional activities.

The following section informs the customer about this cancellation right:

#### **Cancellation policy**

##### **Cancellation right**

You have the right to cancel this contract within fourteen days without any explanation.

The cancellation period is fourteen days from the date when the contract is concluded.

In order to exercise your cancellation right, you must inform us (BMW Vertriebs GmbH, Siegfried-Marcus-Strasse 24, 5021 Salzburg, Austria, seat and district court: Salzburg, Fn 63069, acting through its Polish branch under the business name BMW Vertriebs GmbH Spółka z ograniczoną odpowiedzialnością oddział w Polsce (address: ul. Wołoska 22A, 02-675 Warszawa)) via an unambiguous declaration (e.g. a letter sent by mail, fax or email) of your decision to cancel this contract. You may use the attached sample cancellation form, but this is not required.

You are considered to be within the cancellation period as long as you send the notice exercising your cancellation right before the end of the cancellation period.

##### **Consequences of cancellation**

If you cancel this contract, we must refund all payments we received from you – including delivery costs (with the exception of additional costs resulting from your choice of a type of delivery other than the cheapest standard delivery we offered) – immediately, at the latest within fourteen days after we receive the notice of your cancellation of this contract. We shall use the same payment method to refund the payments that you used for your original transaction, unless explicitly agreed otherwise with you. Under no circumstances shall you be charged fees for this refund.

If you requested the Services to start during the cancellation period, you must pay us an appropriate amount that corresponds to the share of Services already provided by the time you informed us that you would be exercising the cancellation right for this contract, in relation to the total scope of Services described in the contract.

## **SPECIMEN OF WITHDRAWAL**

BMW Vertriebs GmbH acting through BMW Vertriebs GmbH Spółka z ograniczoną odpowiedzialnością oddział w Polsce

ul. Wołoska 22A

02-675 Warsaw

e-mail: [info.mini.pl@mini.com](mailto:info.mini.pl@mini.com)

I, the undersigned, [name and surname], withdraw from the contract on provision of the following MINI Connected services: [designation of service].

The contract on provision of the aforementioned MINI Connected service has been concluded on [date of conclusion of the contract in MINI Connected].

[Place and date]

[legible name and surname of the customer]

[address of the customer]

[signature of the customer]

## **7. Contacts**

The MINI Connected Infoline is available on: +48 885 69 64 64, Monday – Friday, 8am - 8pm, and at: [info.mini.pl@mini.com](mailto:info.mini.pl@mini.com)

## **8. Liability**

8.1 Within the legal stipulations, MINI shall assume no liability for the accuracy and topicality of the data and information transmitted via the Services. This shall also apply for the consequences of disturbances, interruptions and functional impairments of the Service, particularly in the cases described in 2.4 above.

8.2 Within the legal stipulations, MINI shall assume liability for negligence only in the event of violation of the key contractual obligations, i.e. which this Contract imposes on MINI for its content or aim, or first upon meeting these obligations, MINI shall be able to fulfil the Contract properly and the Customer shall rely or should have relied on their conduct by MINI. This liability is limited to usual damages, which could have been foreseen while concluding this Contract.

8.3 Eventual personal liability of the legal representatives, assistants and personnel of MINI for damages caused by them through slight negligence is also limited to the extent described in the previous paragraph.

8.4 MINI's liability in case of fraud resulting from taking over the guarantee or homesteading an item and the liability for hazardous product resulting from the constitutive provisions shall be unaffected. The limitation of liability shall not apply in case of intention, gross negligence or in case of death, personal injury or grievous bodily harm.

## **9. Data collection, storage, use and security**

9.1 MINI collects, stores and uses personal data provided by customers within the legal stipulations, insofar as it is necessary for the conclusion, substantive organisation or modification of the contractual relationship and the utilisation and billing of the Services (usage data).

9.2 Usage data required for the billing of the Services (billing data) may be stored and used by MINI beyond the end of the usage process until completion of billing.

## **10. Place of jurisdiction and applicable law**

- 10.1 A court in Warsaw shall have exclusive jurisdiction for claims resulting from relations with entrepreneurs. Jurisdiction for claims resulting from relations with costumers shall be set in accordance with general provisions of law.
- 10.2 Within the legal stipulations, the same jurisdiction applies in case the costumer does not have general jurisdiction in Poland, has transferred his place of residence or stay abroad or the place of residence or stay is unknown when filing a sue.
- 10.3 All disputes arising out of or in connection with this Contract or related contracts shall be subject to Polish Law, excluding United Nations Convention on Contracts for the International Sale of Goods (CISG). This law applies only in case when, by choice, the mandatory provisions of consumer protection law of the country in which the costumer had his place of residence at the point of issuing an order have not been violated.

Rev.: May 2018

## **BMW / BMWi ConnectedDrive Services / MINI Connected Services**

The following services or service bundles are available in Poland. The service bundles may include different services depending on the technical capabilities / equipment of your vehicle. Click on the services to display further details.

- BMW; BMWi; MINI; [Apple CarPlay® Preparation](#)
- BMW; BMWi; MINI; [Concierge Services](#)
- BMW; BMWi; MINI; [Customer Hotline](#)
- BMWi; MINI; [eDrive Services](#)
- BMW; BMWi; MINI; [Intelligent Emergency Call](#)
- BMW; BMWi; MINI; [Legal Emergency Call](#)
- BMW; BMWi; MINI; [My Info](#)
- BMW; BMWi; MINI; [USB Navigation Map Update](#)
- BMW; BMWi; MINI; [Real Time Traffic Information](#)
- BMW; BMWi; MINI; [Remote Services](#)
- BMW; BMWi; MINI; [Teleservices](#)
- BMW; BMWi; MINI; [Vehicle Apps - BMW/MINI Online](#)
- BMW; BMWi; [Anonymous evaluation of sensor data and usage information for data quality enhancements and product development](#)
- BMW; BMWi; [Connected+](#)
- BMW; BMWi; [Online Logbook](#)
- BMW; BMWi; [WLAN Hotspot](#)
- BMW; [Digital Key](#)

### **Runtime of Services**

If you bought Services with the order of a new vehicle BMW/ BMWi /MINI (ex-factory) the following terms will apply. Service can be extended via the BMW ConnectedDrive Store / MINI Connected Store, if available.

[www.bmw-connecteddrive.pl](http://www.bmw-connecteddrive.pl)

#### **Service Duration: Lifetime**

Service runs for the lifetime of the vehicle

#### **Service Duration: 3 Years**

Service runs for a period of 3 years

#### **Service Duration: 1 Year**

Service runs for a period of 1 year

#### **Service Duration: 3 Months**

Service runs for 3 months and can be extended

#### **Teleservices (6AE)**

BMW, BMWi: Teleservices [Lifetime], Anonymous evaluation of sensor data and usage information for data quality enhancements and product development [Lifetime]

MINI: Teleservices [Lifetime]

#### **ConnectedDrive Services (6AK)**

BMW, BMWi, MINI: Customer Hotline [Lifetime], My Info [Lifetime], Vehicle Apps - BMW/MINI Online [3 Years]

#### **eDrive Services (6AG)**

BMWi, MINI: eDrive Services [3 Years]

#### **Intelligent Emergency Call (6AC)**

BMW, BMWi, MINI: Intelligent Emergency Call [Lifetime]

#### **Legal Emergency Call (6AF)**

BMW, BMWi, MINI: Legal Emergency Call [Lifetime]

#### **Real Time Traffic Information (6AM)**

BMW, BMWi, MINI: Real Time Traffic Information [3 Years]

#### **Concierge Services (6AN)**

BMW, BMWi, MINI: Concierge Services [3 Years]

#### **Remote Services (6AP)**

BMW, BMWi, MINI: Remote Services [Lifetime]

#### **Digital Key (322)**

BMW: Digital Key [1 Year]

#### **Live Cockpit (6U1)**

BMW: Intelligent Emergency Call [Lifetime], Legal Emergency Call [Lifetime], My Info [Lifetime], Teleservices [Lifetime], Vehicle Apps - BMW/MINI Online [3 Years], Anonymous evaluation of sensor data and usage information for data quality enhancements and product development [Lifetime], Connected+ [3 Years]

### **Live Cockpit Plus (6U2)**

**BMW:** Intelligent Emergency Call [Lifetime], Legal Emergency Call [Lifetime], My Info [Lifetime], Teleservices [Lifetime], Vehicle Apps - BMW/MINI Online [3 Years], Anonymous evaluation of sensor data and usage information for data quality enhancements and product development [Lifetime], Connected+ [3 Years], USB Navigation Map Update [3 Years]

### **Live Cockpit Professional (6U3)**

**BMW:** Intelligent Emergency Call [Lifetime], Legal Emergency Call [Lifetime], My Info [Lifetime], Teleservices [Lifetime], Vehicle Apps - BMW/MINI Online [3 Years], Anonymous evaluation of sensor data and usage information for data quality enhancements and product development [Lifetime], Connected+ [3 Years], USB Navigation Map Update [3 Years]

### **Connected Package (6C1)**

**BMW:** Concierge Services [3 Years], Remote Services [3 Years]

### **Connected Package Plus (6C2)**

**BMW:** Concierge Services [3 Years], Remote Services [3 Years], Real Time Traffic Information [3 Years], Apple Carplay Preparation [1 Year]

### **Connected Package Professional (6C3)**

**BMW:** Concierge Services [3 Years], Remote Services [3 Years], Real Time Traffic Information [3 Years], Apple Carplay Preparation [1 Year], Intelligent Functions [3 Years]

### **Services Purchased Online**

The service bundles or services can be bought with the initial vehicle order or can be bought / renewed at a charge separately via "My BMW ConnectedDrive" / "My MINI Connected" website. Lifetimes of 12 months, 6 months and 1 month are available for renewal of the contract.

### **Availability of the service outside your home country**

When you travel outside your Home Country your BMW ConnectedDrive / MINI Connected services (as shown in section 1 of this service list) will work in the following countries.

#### **Teleservices**

Austria, Belgium, Bulgaria, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom

#### **Concierge Services**

Austria, Belgium, Bulgaria, Czech Republic, Denmark, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Russia, Spain, Slovakia, Slovenia, Sweden, Switzerland, United Kingdom

#### **Intelligent Emergency Call**

Austria, Belgium, Czech Republic, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Russia, Spain, Sweden, Switzerland, United Kingdom

#### **Real Time Traffic Information**

Austria, Belgium, Bulgaria, Czech Republic, Denmark, France, Germany, Greece, Hungary, Ireland, Italy, Netherlands, Norway, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom

#### **Remote Services**

Austria, Belgium, Bulgaria, Czech Republic, Denmark, France, Germany, Greece, Hungary, Ireland, Italy, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom

#### **Vehicle Apps - BMW/MINI Online**

Austria, Belgium, Bulgaria, Czech Republic, Denmark, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom

#### **Connected+**

Austria, Belgium, Bulgaria, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom

#### **Digital Key**

Austria, Belgium, Bulgaria, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom

#### **Online Logbook**

Czech Republic, Germany, Poland

### **How-to deactivate**

You can have the BMW ConnectedDrive / MINI Connected basic services deactivated through an authorized BMW or MINI dealer, a BMW / MINI subsidiary or a BMW / MINI authorized workshop at any time. Deactivation of these Services also deactivates the vehicle's built-in SIM card. This also has the consequence that the emergency call in the vehicle as well as all remaining Services will no longer function.

You can additionally arrange for the remaining Services to be deactivated via "My BMW ConnectedDrive" / "My MINI Connected".

If the vehicle is equipped with the legally required EU Emergency Call (as from April 2018 only relevant for BMW and BMWi) a deactivation of the BMW ConnectedDrive basic services will not deactivate the vehicle's build-in SIM card. It has to remain active, so that the EU Emergency Call is functional all the time.