

Theft Protection Policy Update

Dear customer,

At roadsurfer, we continuously strive to enhance the safety and security of our services to provide you with the best possible experience. To this end, we're implementing a new theft protection policy, as required by our insurance partners and law enforcement agencies.

This means that from this point forward, we are required to take a photograph of your ID and driver's license and to store it for the duration of your trip.

Why the change?

This policy update is crucial to ensure comprehensive theft protection coverage for both you and roadsurfer. Collecting photographs of your driver's license and ID is necessary to fulfil the stringent disclosure obligations towards our insurance partners, particularly in the case of total loss of the vehicle, as well as to meet legal obligations as per Article 6 (1) c) of the GDPR, thereby reducing the risk of misappropriation and facilitating coordination with law enforcement authorities in case of loss.

What happens to my data?

We understand the importance of privacy, which is why we assure you that the information collected will be handled with the utmost confidentiality. Our data privacy policy remains unwavering, and you can review it in and more details about these new requirements in more detail at any time by scanning the following QR code (Section VI).



Once the van has been returned and the rental period concludes, all photographs of your ID and driver's license will be automatically deleted from our system.

What happens if I refuse?

In adherence to this new policy, failure to provide the necessary photographs will unfortunately result in the inability to complete the vehicle handover process. We sincerely apologize for any inconveniences this may cause but the legal requirements do not allow us to make any exceptions.

We greatly appreciate your understanding and cooperation as we implement these necessary changes to enhance our theft protection measures.

Safe travels,
Your roadsurfer team