

# **AION Roadside Assistance**

## **UK Breakdown Assistance Handbook**

April 2026

**IMPORTANT INFORMATION: PLEASE READ AND KEEP THIS HANDBOOK BECAUSE IT TELLS YOU HOW YOUR AION ROADSIDE ASSISTANCE COVER WORKS**

### **Contents**

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## Your AION Roadside Assistance Handbook

AION provides cover for the Eligible Vehicle regardless of who is driving, provided the vehicle is within the specified limits. Please see vehicle type, size and the weight restrictions on page 4.

AION Roadside Assistance runs from date of first registration for a period of 8 years.

If you already have breakdown assistance cover elsewhere, and you are unsure about how AION Roadside Assistance affects your existing cover, call your existing breakdown cover provider to discuss your requirements. If you are an AA Member please call the AA on 0343 316 4444 to clarify your needs. Please note that whilst you can choose to suspend your AA personal Membership it will not automatically be suspended.

### Who to call when you need help

| What help do you need?                                 | Telephone     |
|--|---------------|
| AION Roadside Assistance                               | 0330 232 8841 |
| AION Accident Assistance                               | 0330 232 8842 |
| To speak to a member of the AION Customer Support Team | 0330 232 8840 |

### Who to speak to about your policy

| What do you need to do? | Telephone   | In Writing  | Email/The Web  |
|-------------------------|---|---|--|
| To register a complaint | 0344 209 0556<br>0161 333 5901  | Customer Solutions<br>The AA, Park Square,<br>Bird Hall Lane<br>Cheadle Heath<br>Stockport, SK3 0XN | <a href="mailto:customer.solutions@theAA.com">customer.solutions@theAA.com</a> |
| Hard of hearing         | Text Phone users can contact us using Relay UK by prefixing any of our numbers with 18001. If in a breakdown situation you can text us on 07860 027 999 |   |  |



What does your AION Roadside Assistance Cover include?

| <b>COVER TYPE</b>   | <b>CUSTOMER NEEDS</b>  |
|---------------------|--|
| Roadside Assistance | Provides help when you break down more than ¼ mile away from home. If, following the breakdown, the AA can't fix your Vehicle, it'll be taken to an AION Service Partner or to a destination of your choice-                   |
| At Home             | Provides help when you need cover at home or in the surrounding ¼ mile of your home. If the AA can't fix your Vehicle, it'll be taken to an AION Service Partner or to a destination of your choice provided it is no further. |
| National Recovery   | Provides help when you need a recovery to a single UK destination if the AA can't fix your Vehicle.  |
| Onward Travel       | Provides help when you need a hire car, hotel or public transport costs to keep moving if we cannot fix your vehicle.  |

## Part 1. AION Roadside Assistance Cover

### Definitions

The AA use defined terms in this handbook to make our terms and conditions as clear as possible, so the words in the table below have the following meaning:

|                                       |   |
|---------------------------------------|---|
| <b>‘AA’</b>                           | the provider of your AION Roadside Assistance cover being Automobile Association Developments Limited (trading as AA Breakdown Services) for Roadside Assistance, At Home, National Recovery and Onward Travel. |
| <b>‘Agent’</b>                        | means any garage or other service provider appointed by the AA to act as its agent in the provision of certain roadside services.   |
| <b>‘AION’</b>                         | means AION Auto UK Limited  |
| <b>‘Authorised Driver’</b>            | means any person driving an Eligible Vehicle with the lawful authority to do so, including but not limited to the Registered Keeper.  |
| <b>‘Breakdown’</b>                    | an event (excluding an accident):<br>where a vehicle suffers a mechanical or electrical fault that prevents it from being driven or continuing a journey safely.  |
| <b>‘Eligible Vehicle’</b>             | means any AION vehicle sold by AION directly or a AION Service Partner in the United Kingdom for which a current AION Assistance policy exists.   |
| <b>‘AION Auto UK’</b>                 | Means the official distributor of AION vehicles   |
| <b>‘AION Roadside Assistance’</b>     | Means breakdown services detailed in this handbook. They cover anyone authorised to drive the Eligible Vehicle.   |
| <b>‘AION Auto UK Service Partner’</b> | Means an AION Service Partner or an AION approved dealer that is able to carry out repairs to Eligible Vehicles.  |
| <b>‘You’ and ‘Your(s)’</b>            | Means the registered owner or keeper of the Eligible Vehicle or, as the context requires, the Authorised Driver requiring assistance.   |

### Vehicle specifications

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| <b>What is covered</b>   |
| <ul style="list-style-type: none"> <li>a) Vehicles that have been registered as an Eligible Vehicle with the AA</li> <li>b) Maximum Vehicle Weight: 3,500kg (3.5 tonnes) gross vehicle weight</li> <li>c) Maximum Vehicle Width: 2.55m (8ft 3in) which includes the overall width of the vehicle bodywork excluding mirrors, measured at the widest points</li> <li>d) Caravans or trailers which are on tow at the time of the breakdown, if it falls within the above limits, including a maximum length of 8m (26 ft). Limits for caravans and trailers are separate to the towing vehicle, not combined. Anything exceeding this can be recovered but will be chargeable.</li> </ul> |
| <b>What is not covered</b>   |
| <ul style="list-style-type: none"> <li>a) Electric pavement vehicles, electrical wheelchairs, bicycles (including electric bicycles), any vehicle which can't lawfully be used on the public highway and/or any non-motorised vehicle</li> <li>b) Vehicles on trade plates</li> <li>c) Vehicles that are used to carry items or people for money</li> <li>d) Recovery of horses or livestock.</li> </ul>   |



**Your right to cancel**

AION Roadside Assistance is provided to You free of financial charge, accordingly if You cancel AION Roadside Assistance You will not be entitled to any refund.

## AION Roadside Assistance – what is covered and what is not covered

### 1. Roadside Assistance

| What is covered  |
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| <p>a) Roadside Assistance is available if the Eligible Vehicle is stranded on the highway more than a quarter of a mile from the Authorised Driver’s home following a breakdown.</p> <p>b) If, following a breakdown, the AA can’t fix your Vehicle, it’ll be taken to a AION Service Partner or to a local destination of your choice, provided it is no further. This includes the driver and up to a maximum of 7 passengers.</p> <p>c) If your Vehicle has run out of fuel or charge it will be taken to a local fuelling station, repairer or charge point;</p> <p>Once at the AION Service Partner or alternative repairer, it is then the Authorised Driver’s responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Driver and the repairer, and it is the Authorised Driver’s responsibility to pay them. The AA does not guarantee that any recovery to an appropriate AION Service Partner will be within the opening hours of the repairer or that the repairer will be immediately available to undertake any required repair. The AA does not provide any assurance or warranty with respect to any work carried out at Your request by any third-party repairer.</p> <p>Once the Eligible Vehicle is moved or a temporary repair carried out in situ, the cost of any subsequent repairs is not covered by AION. Please check the vehicle warranty for details of repairs covered under the warranty.</p>   |
| What is not covered  |
| <p>a) Roadside Assistance does not cover any additional transport or other costs that the Authorised Driver might incur, whether as a result of the Eligible Vehicle being towed or otherwise. The AA cannot accept any costs for passengers who do not accompany the Eligible Vehicle while it is being recovered.</p> <p>b) Fuel and parts (over and above what is specified in the ‘What is covered’ section of this table), oil, keys, and any other materials needed to repair your Vehicle including any supplier delivery service or call-out charges.</p> <p>c) Assistance on private property without the relevant permission from the property owner;</p> <p>d) Storage costs.</p> <p>e) Any other costs that may arise during a recovery. The AA can’t accept any costs for passengers who do not accompany your Vehicle while it’s being recovered;</p> <p>f) Routine servicing, maintenance or repairs, or faults caused by actions or omissions of the driver;</p> <p>g) Where your breakdown or accident is attended by the police, highways agency or other emergency service, the AA can’t get involved until the services concerned have authorised the Vehicle’s removal. If the police, highways agency or emergency service insist on recovery by a third party, the cost of this must be met by the Authorised Driver.</p> <p>h) Labour charges or any work that occurs once you’ve been taken away from the scene of a breakdown or to a garage. These are costs you’ll have to pay.</p> <p>i) A second or subsequent recovery in relation to the same breakdown event, after your Vehicle has been recovered by us. For example, if the location that you originally asked us to take you to is closed or inaccessible and you later ask us to recover you to that location, the second recovery will be chargeable.</p> <p>j) All things excluded under general terms &amp; conditions.</p> |

## 2. At Home

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| <b>What is covered</b>  |
| <p>a) At Home provides AION Roadside Assistance cover at the Authorised Driver's home address and surrounding quarter of a mile</p> <p>b) If, following a breakdown, the AA can't fix your Vehicle, it'll be taken to a AION Service Partner or to a local destination of your choice, provided it is no further.</p> <p>Once at the AION Service Partner or alternative repairer, it is then the Authorised Driver's responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Driver and the repairer, and it is the Authorised Driver's responsibility to pay them. The AA does not guarantee that any recovery to an appropriate AION Service Partner will be within the opening hours of the repairer or that the repairer will be immediately available to undertake any required repair. The AA does not provide any assurance or warranty with respect to any work carried out at Your request by any third-party repairer.</p> <p>Once the Eligible Vehicle is moved or a temporary repair carried out in situ, the cost of any subsequent repairs is not covered by AION. Please check the vehicle warranty for details of repairs covered under the warranty.</p> |
| <b>What is not covered</b>  |
| All things excluded under 'Roadside Assistance' 'What is not covered'   |

## 3. National Recovery

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| <b>What is covered</b>   |
| <p>a) If the AA can't repair the Eligible Vehicle within a reasonable time, National Recovery provides recovery of your Vehicle, along with the driver and up to 7 passengers to the nearest AION Service Partner or to any single destination of your choice in the UK.</p> <p>Any trailer/caravan on tow at the time, which is capable of being towed safely will be towed, provided it does not exceed a maximum length of 8m (26ft). The AA will seek to arrange, but will not pay for, recovery of any Eligible Vehicle, caravan or trailer that exceeds this limit.</p>  |
| <b>What is not covered</b>   |
| <p>a) Recoveries not arranged at the time of breakdown.</p> <p>b) A second or subsequent recovery in relation to the same breakdown event, after your Vehicle has been recovered by us, unless the AION Service Partner is closed (in which case, a second recovery to the service partner when it is open will be covered). For any other reason, the second recovery will be chargeable.</p> <p>c) The transport of vehicles being used for racing, rallying, trials or time trials, auto tests or other motor sports events.</p> <p>d) The recovery of any vehicle that the AA considers would be dangerous or illegal for us to load or transport (including, but not limited to, over-laden vehicles).</p> <p>e) Assistance following a breakdown or accident attended by the police or other emergency service, until the services concerned have authorised the vehicle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by you.</p> <p>f) Any costs for passengers who do not accompany the Eligible Vehicle while it is being recovered under National Recovery.</p> <p>g) The recovery of any vehicles bearing trade plates and/or which we have reason to believe have just been imported or purchased at auction.</p> |

- h) The recovery of horses or livestock.
- i) All things excluded under 'Roadside Assistance' (see 'What is not covered').

## 4. Accident Recovery

### Who to call if you've had an accident

If you've had a road traffic accident, call the accident helpline 0330 232 8842

### General points to note regarding Accident Recovery

Please note that following a road traffic accident, it remains your responsibility to ensure you properly comply with all requirements of your motor insurer.

## 5. Onward Travel

### What is covered

- a) Onward Travel is available if We have attended the breakdown, the vehicle is immobile, and We cannot arrange a local prompt repair;
- b) You can choose one of the following:
  - i. a replacement vehicle; or
  - ii. overnight accommodation; or
  - iii. public transport costs which are described in detail below.

### What is not covered

- a) Onward Travel can only be arranged if it is requested at the same time as the Breakdown is reported. A replacement car must be requested at the same time as the breakdown is reported but can be arranged to start up to 3 working days after the Breakdown.
- b) Onward Travel is not available following an accident or self-induced fault (such as mis-fuelling, lost keys, or locking keys in your Vehicle).
- c) Onward Travel is limited to 3 claims in any one Policy Year.

## Replacement vehicle

### What is covered

- a) The cost to supply a replacement mid-range saloon, hatchback or SUV type car for up to 3 working days, by our chosen supplier, subject to availability.
- b) A collection and drop-off service within a 30 mile radius of the breakdown or your chosen location. (UK mainland & Northern Ireland only)

### What is not covered

- a) Additional charges incurred if you keep the replacement vehicle for longer than 3 working days or choose to upgrade to a higher range vehicle;
- b) Fuel/charging costs (including those resulting from pick-up, collection and drop-off of the vehicle);
- c) Any ferry, toll, congestion charges, other motoring fines (including ULEZ and similar), parking charges and any other fee or fine incurred in the replacement vehicle;
- d) Any insurance excess charges, or other insurance related charges (see important information below);
- e) Replacement vehicles cannot be supplied with a tow bar and therefore your caravan or trailer will have to, if eligible, be recovered under National Recovery with your Vehicle;

- f) We cannot provide a like for like replacement for your Vehicle (this includes being unable to provide a replacement hybrid or electric vehicle).

**General points to note regarding replacement vehicles**

- a) Replacement vehicles are supplied to you by our chosen suppliers.
- b) The hire agreement will be between you and the relevant supplier and will be subject to that supplier's terms and conditions. These will usually require or include (amongst other things):
- i. Production of a full UK driving licence valid at the time of issue of the hire vehicle;
  - ii. Drivers to be aged at least 18, and for any under the age of 21, vehicle hire may be subject to the use of their own insurance, where available. Any costs incurred in this event will not be covered.
  - iii. A valid credit or debit card is required. Alternatively, the supplier will require a deposit and may undertake a simple credit check before releasing the vehicle to you;
  - iv. Drivers aged 18-21 years are restricted to an economy hatchback type vehicle;
  - v. Availability of the collection and drop-off service will be discussed with you at the time of hire;
  - vi. If the AA's chosen supplier refuses hire for any reason, subject to price approval and authorisation from the Onward Travel team, you are entitled to arrange a hire vehicle from another provider. Claims for the reimbursement of costs can be made to the Onward Travel claims team.

**Alternative Transport Costs**

**What is covered**

Costs for alternative transport for the driver and up to a maximum of seven passengers (see clause h of the general terms & conditions on page 10) travelling to a single UK destination that have been authorised in advance by the Onward Travel team (see page 2 for contact details).

**What is not covered**

Costs not agreed and authorised by the Onward Travel Team.

**Overnight Accommodation**

**What is covered**

We'll arrange and pay directly for one night's bed and breakfast on the day of the Breakdown at a hotel of our choice for the driver and up to a maximum of seven passengers (see clause h of the general terms and conditions on page 10).

**What is not covered**

Any additional costs incurred during overnight accommodation such as other meals, drinks, telephone calls and newspapers aren't included. You must settle these direct with the hotel before leaving.

## General Terms & Conditions

### What is not covered

AION Roadside Assistance cover does not provide for:

- a. **Any vehicle servicing or re-assembly**, routine vehicle servicing or putting right work that you, a garage or third party have undertaken.
- b. **Garage labour costs**: the cost a garage charges you for a permanent repair after the AA have done a temporary repair at the roadside.
- c. **Service to vehicles at a garage**: If any work has been undertaken by a garage the AA will not attend.
- d. **Service to vehicles on private property**: The AA cannot carry out repairs to your Vehicle on private property unless you have the permission of the owner.
- e. **Fuel draining**: putting it right if you put in the wrong fuel or oil. We can offer you our Fuel Assist service (which you will need to pay for).
- f. **Storage of your Vehicle**: if the AA have to store it for any reason, you will have to pay the storage costs and the vehicle will be stored at your risk.
- g. **Responsibility when the AA have recovered your Vehicle**: When the AA have delivered the vehicle to your required location the AA will have no further responsibility for the vehicle.
- h. **Assistance for excess passengers**: transport or accommodation for more passengers than there are seats in the vehicle up to a maximum of eight people in total.
- i. **Trade transportation**: the provision of service to vehicles bearing trade plates or vehicles that the AA have reason to believe have just been bought at auction.
- j. **Transporting from trade premises**: the AA cannot provide assistance if you are moving the vehicle as part of a commercial activity.
- k. **Locksmiths, tyre, glass or bodywork specialist costs**: The AA will not cover locksmiths, tyre, glass or body work specialist costs. The AA can arrange these services at your request and at your cost.
- l. **Transporting animals**: The AA may agree to transport an animal, at our sole discretion and if the AA agree to do so it'll be at your risk, and it is your responsibility to secure any animal being transported. The AA will not recover horses or livestock.
- m. **Assistance Animals**: The AA will transport assistance dogs, unless this is not possible for health and safety reasons. It is helpful to tell us about your situation so the AA can arrange additional adjustments and further tailored support. In these instances, the AA would ask you to call us on 0330 053 0460, text phone users can prefix any of our numbers with 18001. Alternatively make our call handler aware at the time of reporting your breakdown.
- n. **Participation in sporting events**: The AA will not attend your Vehicle if it's been involved in motor racing, off-road driving, rallies, track days, duration or speed tests.
- o. **Malicious damage or Vandalism**: The AA cannot provide help if your Vehicle cannot be driven due to malicious damage or vandalism. The AA can arrange recovery, but you will need to pay for this (and claim it back from your motor insurer).
- p. **Commercial use**: Assistance will not be provided for any vehicles used at any time for any commercial purpose, such as carrying items/people for money, delivery or collection of goods, transporting people, or carrying equipment, tools or materials for commercial purposes (or any combination of private, domestic and commercial use).
- q. **Eligibility**: AION Roadside Assistance is only available to an AION vehicle during its period of eligibility of 36 months after the registration date of the Eligible Vehicle or 12 months if it has had an MOT by an authorised AION dealer.

r. **Locking Wheel Nut Key:** if you do not have the locking wheel nut key for your vehicle, we may be unable to assist you, or may need to charge an additional fee to remove the locking wheel nuts. Please check your vehicle manual for more information on how to locate your locking wheel nut key.

s. **Tyre related breakdowns:** AA Patrols and agents are unable to permanently repair or provide new tyres at the roadside. For tyre-related issues where a spare tyre is not available, we will be able to offer a temporary repair, arrange for local recovery, or refer you to a tyre fitter.

## General rights to refuse service

If you are refused service by us, you have the right to an explanation in writing. The AA reserve the right to refuse to provide or arrange assistance where the service request is for, or relates to:

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|--|---|
| <b>Repeat breakdowns within 28 days:</b>             | Assistance will not be provided if the AA have attended your vehicle and you call us out for the same fault within 28 days, unless you are able to provide proof that a permanent repair has been completed by a garage in that time.   |
| <b>Unattended Vehicles:</b>                          | You must be with your Vehicle when the AA attend.   |
| <b>Unsafe, unroadworthy, unlawful etc. Vehicles:</b> | Before the relevant breakdown or accident your Vehicle was: <ul style="list-style-type: none"> <li>- dangerous (such as steering or braking system malfunctions and worn or unsafe tyres).</li> <li>- overladen (including incorrectly or dangerously loaded/overloaded vehicles).</li> <li>- unroadworthy; or</li> <li>- otherwise unlawful to use in the reasonable opinion of the attending patrol (taking into account relevant law).</li> </ul>    |
| <b>Untaxed, uninsured vehicles:</b>                  | Before the relevant AION Roadside Assistance or accident your vehicle was: <ul style="list-style-type: none"> <li>- untaxed (and an exemption does not apply - see the DVLA website for more information).</li> <li>- without a valid MOT (and an exemption does not apply - see the DVLA website for more information); and/or</li> <li>- uninsured (no valid motor insurance in place at the time of breakdown)</li> </ul>                            |
| <b>Assistance for unsafe or unlawful activities</b>  | The AA can't provide help if it would involve breaking the law or a breach of our health and safety duties, for example, working on postproduction conversions from conventional fuel to electric, if the AA can't confirm this to be safe;   |
| <b>Delay in reporting:</b>                           | The AA won't attend where the breakdown is not reported within 24 hours of you becoming aware of the breakdown.   |
| <b>Unreasonable behaviour</b>                        | where you or anyone accompanying you: <ul style="list-style-type: none"> <li>(i) is behaving or has behaved in a threatening or abusive manner; or</li> <li>(ii) have falsely represented entitlement to services that you are not entitled to; or</li> <li>(iii) have assisted another person in accessing our services they are not entitled to; or</li> <li>(iv) owe us money with regards to any services, spare parts or other matters.</li> </ul> |

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| <b>The recovery of unaccompanied children</b> | The recovery of any child under 16 years of age unless they are accompanied at all times by an adult.  |
| <b>Excessive usage</b>                        | Regardless of your level of cover, where, in AION’s opinion, your service use is deemed excessive AION reserve the right to investigate your entitlement to the service. If AION reasonably suspect you are seeking to use the service in breach of these terms and conditions, you may be notified that any further assistance provided by us will be chargeable. |
| <b>Failure to maintain Vehicle</b>            | Including, but not limited to, failure to seek a permanent repair following any temporary repair carried out by us, or due to lack of routine servicing or maintenance (in line with manufacturer guidelines) or continued failure to maintain fuel or charge in your Vehicle.   |

Any additional services made available by us are purely on a discretionary basis and may be withdrawn at any time.

Service from our dedicated Patrols may not always be available and the AA may send a garage agent. The AA will only accept responsibility for the actions of an agent where they are acting on our instruction.

Our Patrols are trained and equipped to carry out emergency roadside repairs and are not in a position to comment on the general safety or roadworthiness of a vehicle after a breakdown or an emergency repair. Whilst our Patrols will exercise such care and skill as is reasonable in a roadside emergency situation, completion of an emergency repair can’t be taken to signify or in any way guarantee the general roadworthiness of the vehicle concerned.

**Important Information**

1. The AA shall not be liable for service failures or delays where the AA are faced with circumstances outside our reasonable control.
2. Our obligation is to provide help and attempt to repair your Vehicle, the AA don’t accept any liability for any other losses or expenses that you incur as a result of your Vehicle breaking down. For the avoidance of doubt, nothing in these terms and conditions shall exclude or restrict our liability for negligence resulting in death or personal injury.
3. Failure to enforce or non-reliance on any of these terms and conditions by us will not prevent us from subsequently relying on or enforcing them.
4. None of the terms and conditions, or benefits, of your AION Roadside Assistance cover are enforceable by anyone else other than you or someone you have authorised. For the avoidance of doubt, and without limiting the above, any rights under The Contract (Rights of Third Parties) Act 1999, or any replacement or amendment of such act, are excluded.
5. The applicable laws of England and Wales apply to these terms and conditions. These terms and conditions are only available in English.

## **Complaints**

The AA aim to always provide you with a high level of service. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to complain, the AA will do our best to try and resolve the situation.

Please see the contact information table on page 2 for details as to how to contact us.

The AA will either acknowledge your complaint within five (5) working days of receipt or offer you our final response if the AA have concluded our investigations within this period.

If the AA acknowledge your complaint, the AA will advise you who is dealing with it and when the AA expect to respond. The AA aim to respond fully within eight (8) weeks. However, if the AA are unable to provide a final response within this period, the AA will write to you before this time and advise why they have not been able to offer a final response and how long they expect the investigations to take.

If you remain unhappy with our final response, or the AA have not managed to provide a final response within eight (8) weeks of your complaint, you may be entitled to refer your complaint to the Alternative Dispute Resolution for help and advice.

## AA – AION Roadside Assistance – Privacy Notice

### Use of your personal data

This short form privacy notice provides a summary of how your personal data is used by the AA Group. The data controllers of our Roadside policies and products is Automobile Association Developments Limited (which provides the services to you).

For full details please visit our privacy notice at <https://www.theaa.com/privacy-notice-breakdown-services>. The privacy notice sets out full details about how the AA use your information and include the contact details of the Data Protection Officer.

The AA may update those privacy notices from time to time.

### Personal data the AA hold, use and the reasons for processing

The AA collect and use your personal data to provide you with Roadside assistance, subject to your preferences for direct marketing purposes, to develop new products and services and to review and improve current products and services, to comply with legal and regulatory obligations and requirements, helping us improve products or services, improve the operating of our businesses, to share information with business partners in order to provide our products and services or operating our business, and to enable other group companies to perform any of the above purposes. These uses are generally needed to provide the services to you and for our legitimate interest.

### Disclosures and Transfers

The AA share your information within the AA Group companies, and our suppliers and business partners, as well as government organisations where required for the reasons described above.

There might be instances where the AA rely on third parties, such as service providers that are based outside UK or EEA, to support our businesses and the Roadside assistance products. Where there is access to data from international locations the AA have appropriate contractual safeguards in place.

### Your rights

Below is a list of the rights that all individuals have under UK data protection laws. They don't apply in all circumstances so your request may not always be granted. If you wish to use any of them, we'll explain at that time if they apply or not, and if the AA will comply or not with your request, including the reasons why.

You have the right to be informed about the processing of your personal information; to have your personal information corrected; to object to processing; to request restriction of processing; to have your personal information erased; to request access to your personal information and how the AA process it; to move, copy or transfer your personal information; and rights in relation to automated decision making which has a legal effect or otherwise significantly affects you.

For full details on how the AA use your information, please see the full privacy notice using the link above.

### Company details

**Automobile Association Developments Limited, trading as AA Breakdown Services**, is an insurer of breakdown cover that is exempt from authorisation under the Financial Services and Markets Act 2000. Registered office: Level 3 Plant, Basing View, Basingstoke, RG21 4HG. Registered in England and Wales Number: 01878835.



## **AION – Privacy Notice**

For full details please visit our privacy notice at <https://www.aionauto.co.uk/privacy-policy>. The privacy notice sets out full details about how AION will use your information.

AION may update those privacy notices from time to time.