

Case Intake & Data Processing Authorization

Carentright

Last updated: [Insert Date]

Version: v1.0

1. Company Information

This Case Intake & Data Processing Authorization is issued by:

Carentright OÜ

Registry code: **17481848**

Registered address: **Harju maakond, Tallinn, Lasnamäe linnaosa, Ruunaoja tn 3, 11415, Estonia**

Email: **support@carentright.com**

Carentright OÜ operates the Carentright / CarRentRight / CRR platform.

In this document, “Carentright”, “CarRentRight”, “CRR”, “we”, “our”, or “us” refers to Carentright OÜ.

2. Purpose of This Authorization

This authorization allows CRR to collect, record, store, and process the information you submit when you start a case through the platform.

At this stage, your case has not yet been classified as a **Claim** or a **Complaint**.

This authorization is limited to:

- intake;
- case structuring;
- preliminary review;
- evaluation;
- routing between complaint and claim paths.

This authorization does **not** authorize CRR to contact the rental company, represent you, charge any fee, publish your complaint, or start any legal action.

Those permissions require separate agreements later in the process.

3. Information Covered by This Authorization

By accepting this document, you authorize CRR to process information you submit through the platform, including:

- your written description of what happened;
- rental company name;
- branch or location;
- country;
- reservation or contract details;
- dates of rental;
- amounts involved, if any;
- desired outcome;
- prior communications with the company;
- uploaded documents or supporting evidence;
- account and contact information;
- technical and consent records linked to your submission.

This information may be used to create a structured internal case file.

4. Intake and Evaluation Use

CRR may use the information you submit to:

- understand the situation;
- determine whether money appears to be involved;
- classify the matter as a potential Claim or Complaint;
- identify missing information or documents;
- evaluate whether CRR may be able to assist;
- prepare the case for possible route-specific legal agreements later in the flow.

No final decision is made at this stage.

5. AI-Assisted Case Structuring

CRR may use automated tools, including artificial intelligence, to help structure the information you provide.

These tools may assist with:

- summarizing your story;
- identifying relevant facts;
- detecting missing information;
- classifying the issue type;
- identifying whether the matter may involve money;
- preparing a structured case file for evaluation.

AI tools do **not** provide legal advice, do **not** make binding legal decisions, and do **not** guarantee any outcome.

Human review may be used where appropriate before any action is taken.

6. No Representation or Company Contact at This Stage

By accepting this authorization, you are **not** granting CRR authority to:

- contact the rental company;
- negotiate with the rental company;
- represent you in mediation;
- make settlement demands;
- accept or reject offers;
- refer your case to a law firm;
- start litigation;
- publish or aggregate your complaint outside the scope of the Privacy Policy.

Those authorizations are handled separately later in the Claim or Complaint route.

7. Data Retention and Abandoned Cases

You authorize CRR to retain intake information and consent records even if:

- you do not complete the case flow;
- your case is later rejected;

- your case is incomplete;
- you choose not to proceed;
- additional information or documents are missing.

This retention is necessary for:

- audit records;
- legal defensibility;
- fraud prevention;
- platform integrity;
- operational review;
- evidence of consent and user instructions.

Retention is governed by the CRR Privacy Policy.

8. User Responsibility

You confirm that the information you provide is accurate and truthful to the best of your knowledge.

You agree not to submit:

- false statements;
- fabricated facts;
- manipulated documents;
- misleading information;
- information you do not have the right to share.

CRR may reject, suspend, or close cases that appear fraudulent, abusive, or materially misleading.

9. No Guarantee of Outcome

Submitting information through CRR does not guarantee:

- that CRR will accept your case;
- that CRR will contact the rental company;
- that your case will proceed to mediation;
- that you will receive a refund, compensation, apology, voucher, or other remedy;
- that litigation will be available.

Any next step depends on the information provided, available evidence, CRR evaluation, company response, jurisdiction, and applicable law.

10. Relationship With Other Legal Documents

This authorization works together with:

- the **Privacy Policy**;
- the **Terms of Service**;
- any later route-specific Claim or Complaint documents.

If you proceed further, you may be asked to accept additional documents, including:

- fee disclosures;
- evidence responsibility declarations;
- claim mediation mandates;
- complaint communication authorizations;
- litigation referral documents, if applicable.

This document alone does not replace those later agreements.

11. Withdrawal and Data Rights

You may stop using the platform at any time.

You may also exercise your privacy rights as described in the CRR Privacy Policy, including rights of access, correction, deletion, restriction, objection, and data portability where applicable.

Some records may need to be retained where necessary for legal, security, audit, fraud-prevention, or dispute-resolution purposes.

Privacy requests may be sent to:

privacy@carentright.com

If that mailbox is not active, contact:

support@carentright.com

12. Acceptance

By accepting this document, you confirm that:

- you have read and understood this Case Intake & Data Processing Authorization;
- you authorize CRR to record, store, and process the information you submit for intake and evaluation purposes;
- you understand this authorization does not yet allow CRR to contact the rental company, represent you, charge fees, publish your complaint, or start legal action.