



Ferrari North America

Technical Information

Date:	June 2018
Bulletin #:	2511
Campaign #:	
Supersedes:	
Section:	10

Subject: Management of Privacy Statements and Change of Ownership

Sending of privacy statement

Please note that, **every time a vehicle enters the workshop**, you must print and have the customer fully complete and sign a **Privacy Statement Form**.

Customers must be informed that no work will be carried out if they do not sign the privacy statement. The choices they make on the privacy form do not affect the repair work that will be performed, but the paperwork must be completed before work is performed on the vehicle. However, customers must be properly informed of the purpose of the contents and made aware of the effects of their choices.

- IMPORTANT -

The signed privacy statements must be scanned and sent on the same day to contract.privacy@ferrari.it. Every time a statement is completed on the system, it must be accompanied by a privacy statement that has been signed by the customer. The consents that have been entered into the system must correspond exactly to the signed privacy statement.

All privacy statements received that have not been completed correctly, i.e. they have not been signed and/or dated, will be considered invalid. The printed document must be kept in a safe place that cannot be accessed by unauthorized personnel.

Change of ownership

Please note that a change of ownership reported by the authorized network can only be processed using the IT tools provided by **Ferrari**, i.e. the CRM platform or NewModis. By using these two channels, customer data can be processed in accordance with the privacy laws.

We therefore ask all dealers/workshops **not** to use the “**Change of ownership**” slips in the vehicle Warranty Booklets and **not** to send this material to Ferrari HQ or Subsidiaries. These slips are to be used exclusively by customers to promptly report a Change of ownership to Ferrari, see example (Fig.1).



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CAMBIO DI PROPRIETÀ

FERRARI
Portofino

Z F F _____
N° Telaio

Anno

Km

PROPRIETARIO DELLA VETTURA

Cognome

Nome

Via e N°

Città

CAP

Stato

Firma del Proprietario

D D M M Y Y Y Y
Data

Corta per la **FERRARI**

Fig. 1

Thank you for your co-operation.