



"Sales, Services and Marketing Measures" Privacy Policy Europe

Dear customer,

As part of your visit, your Volkswagen dealership carries out all the processes necessary to provide the stipulated service and to satisfy your requirements. This typically leads to a series of processes in which information about you as a customer and your vehicle is processed and in which Volkswagen AG is involved as the manufacturer of your vehicle. In particular, this involves handling service processes and new car or used car purchases, or conducting customer surveys. We will inform you of the relevant data processing by Volkswagen AG in the following sections.

A. Controller

This privacy policy provides information on the collection, processing and use of your personal data by Volkswagen AG, Berliner Ring 2, 38440 Wolfsburg, Germany, kundenbetreuung@volkswagen.de, entered in the register of companies at Braunschweig District Court under the register no. HRB 100484 ("Volkswagen AG").

B. Collecting, processing and use of your personal data

1. Reading out on-board fuel consumption monitoring data (OBFCM data)

For compliance with legal requirements (Commission Implementing Regulation (EU) No. 2021/392), vehicle data recording fuel consumption and kilometres driven (known as on-board fuel consumption monitoring data) is read out when vehicles are taken in for service or repairs and sent to the European Commission together with the vehicle identification number.

Data processing, transfer and storage is regulated by the provisions of this legal requirement; customers may expressly refuse to such activities prior to the data being read out in the authorised workshop.

Your data is deleted after 15 years at the latest or in accordance with the legal requirements, e.g. as soon as the purpose for which the data was collected no longer applies and provided that there are no other retention obligations.

C. Your rights

You may exercise the following rights vis-à-vis Volkswagen AG at any time, free of charge. You can obtain further information about exercising your rights on the following website: <https://datenschutz.volkswagen.de>

Right to access: You have the right of access to your personal data stored by us, be provided with information about to what extent your personal data will be processed or shared and to receive a copy of your stored personal data.



Right to rectification: You have the right to obtain from us the rectification of any inaccurate or incomplete personal data concerning yourself.

Right to erasure: You have the right to have your data erased if the conditions set out in Article 17 of the GDPR are met. According to this, you can demand, for example, that your data is erased if it is no longer necessary for the purposes for which it was collected. In addition, you can demand erasure if we process your data on the basis of your consent and you withdraw this consent.

Right to restriction of processing: You have the right to ask for a restriction of the processing of your data if the conditions set out in Article 18 of the GDPR are met. This is the case, for example, if you dispute the accuracy of your data. You can demand restriction of processing for the period during which the data is being checked.

Right to reject: You have the right to reject to the processing of your data if processing is based on an overriding interest or your data is used for the purposes of direct advertising. A rejection is permitted if processing is conducted in either the public interest or for the exercise of official authority, or if it is conducted for a legitimate interest of Volkswagen AG or of a third party. If you reject to the processing of your data, please notify us of the reasons for your rejection. Furthermore, you have the right to reject to data processing for the purposes of direct marketing. This also applies to profiling where this is connected to direct marketing.

Right to data portability: If data processing is based on consent or performance of a contract and the processing is performed by automated means, you have the right to receive your data in a structured, commonly used and machine-readable format and to transmit this data to another data processor.

Right to withdraw consent: Where data processing is based on consent, you have the right to withdraw your consent to data processing, with future effect, at any time free of charge.

Right of complaint: You also have the right to lodge a complaint about our processing of your data with a supervisory authority (such as the Data Protection Commissioner for the State of Lower Saxony [Landesbeauftragte für den Datenschutz Niedersachsen]).

D. Your contacts

Contacts for exercising your rights

The contact persons for exercising your rights, along with further information, can be found on the following website: <https://datenschutz.volkswagen.de>.

Data protection officer

Our data protection officer is your contact person for matters relating to data protection:

Data protection officer of Volkswagen AG
Berliner Ring 2, 38440 Wolfsburg, Germany
datenschutz@volkswagen.de

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