



Privacy Policy for employees of Volkswagen Service Partners „Dealer Satisfaction Survey – DSS“

Dear Sir/Madam,

As part of the business relationship between Volkswagen Service Partners and Volkswagen AG, there are a series of processes in which your information as an employee of a Volkswagen Partner is processed by Volkswagen AG. The following sections contain information on the relevant data processing by Volkswagen AG.

A. Data controller

In this Privacy Policy, we inform you of the collection, processing and use of your personal data by Volkswagen AG, Berliner Ring 2, 38440 Wolfsburg, kundenbetreuung@volkswagen.de, entered in the register of companies at Braunschweig District Court under number HRB 100484 ("Volkswagen AG") in the context of the business relationship between Volkswagen Service Partners and Volkswagen AG.

B. Collection, processing and use of your personal data

I. General information

We process personal data we obtain from you legitimately or collect about you in a legitimate manner in the context of the performance of your duties at a Volkswagen Service Partner. This includes, in particular, the use of IT systems (including websites, platforms) and communications methods (registration for newsletters), participation in training and qualification activities, involvement in promotions offered by Volkswagen AG, or attendance at events.

II. Personal link

To assist you as much as possible in the performance of your duties at our Volkswagen Service Partner and to provide certain services, processing of your personal data is required.

Depending on the purposes of the processing activity, the following personal data concerning you is usually collected, processed and used:

- Title
- First name
- Surname
- Function
- Business communication data (business address, email address)



III. Data processing by Volkswagen AG

In the following, you will find the specific purposes of the processing and the personal data Volkswagen AG processes, in addition to the legal basis and storage period for the data.

1. Compliance with legal requirements

To meet legal requirements, Volkswagen AG processes your name, your professional email address, and other personal data where required.

Volkswagen AG is subject to various statutory requirements which it must fulfil. These may arise, for instance, from customs-related, fiscal and regulatory provisions.

Data processing is required to comply with legal obligations (see Article 6, paragraph 1, letter c GDPR).

The storage period is based on the relevant purposes of the processing stipulated by legal requirements.



2. Dealer Satisfaction Survey – DSS

As part of retail's invitation to the annual satisfaction survey (managing directors, sales and service managers), Volkswagen AG processes operational data such as your name, your professional email address, your function, your name and the address of your dealership and your dealership number.

Volkswagen AG bases the above data processing on an overriding legitimate interest (see Article 6, paragraph 1, letter f GDPR). The legitimate interest lies in obtaining an overview of the overall economic situation of the dealership network, recognising potential and boosting performance.

The data processed through the satisfaction survey may be stored for up to 2 years. However, it is generally kept for only 6 months and then deleted.

IV. Data recipients outside Volkswagen AG

In some cases, we pass on your data to authorised third parties. These may include:

- **Group companies**
(e.g. to Volkswagen Financial Services AG in the context of the sale process, to Volkswagen Leasing GmbH in the context of leasing agreements, to Volkswagen Group Services GmbH in conjunction with the provision of services)

We may pass on your data to processors if need be. These are subject to the instructions of Volkswagen AG and may not make their own decisions on the purposes of data processing and the use of data. We use processors in areas such as the following:

- **IT services**
(e.g. in conjunction with systems operation and support or the use of cloud services)
- **Services**
(e.g. for conducting events, field service audits, assessment centres)

We have concluded a processing agreement with each of our processors and agreed appropriate guarantees to ensure the protection of personal data. The processors have suitable technical and organisational measures for the protection of personal data and are monitored by us on a regular basis.

C. Your rights

You may assert the following rights vis-à-vis Volkswagen AG at any time free of charge. Further information about asserting your rights can be found on the following website: <https://datenschutz.volkswagen.de>.

Right of access to personal data: You have the right to receive information from us regarding the processing of your personal data.

Right to rectification: You have the right to request from us the rectification of any personal data concerning you that is incorrect or incomplete.

Right to erasure: You have the right, in the event that the requirements specified in Article 17 GDPR have been met, to request the erasure of your data. Accordingly, you may request the erasure of your data, for instance, if it is no longer necessary for the purposes for which it was collected. In addition, you may request 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 request the restriction of the processing of your personal data if the requirements specified under Article 18 GDPR have been met. This is the case, for example, if you



dispute the accuracy of your data. You may then request the restriction of processing of the data while the accuracy of the data is being verified.

Right to object: If processing is based on an overriding interest or if your data is used for the purpose of direct marketing, you have the right to object to the processing of your data. An objection shall be permissible if the processing either is carried out in the public interest or in the exercising of official authority or owing to a legitimate interest of Volkswagen AG or of a third party. In the event of objection, you are kindly requested to notify us of your reasons for objecting to data processing. Besides this, you also have the right to object to data processing for the purpose 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 contract fulfilment and is also based on the use of automated processing, you have the right to receive your data in a structured, commonly used and machine-readable format and to transmit it to another data processor.

Right to withdraw consent: Insofar as the data processing is undertaken based upon consent, you have the right to withdraw your consent for the data processing at any time, with effect for the future, and free of charge.

Right to lodge a complaint: You also have the right to lodge a complaint with a supervisory authority (e.g. with the Data Protection Officer for the State of Lower Saxony) regarding our processing of your data.

D. Your points of contact

Points of contact for the exercise of your rights

For information on your points of contact for the exercise of your rights and for further information, please visit the following website <https://datenschutz.volkswagen.de>.

Data protection officer

Our data protection officer is your point of contact for issues related to data protection:

Datenschutzbeauftragter der Volkswagen AG [Volkswagen AG Data Protection Officer]
Berliner Ring 2, 38440
Wolfsburg
dataprivacy@volkswagen.de

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