

## Privacy Notice Workshop Tests

### 1 Controller

In this data privacy notice, we, Volkswagen AG, Berliner Ring 2, 38440 Wolfsburg, Germany, registered in the commercial register of the district court of Braunschweig under HRB 100484 ("Volkswagen AG"), inform you about the processing of your personal data in connection with the performance of workshop tests.

### 2 Processing of your Personal Data

#### **2.1 Processed personal data, purpose and legal basis:**

In order to ensure the quality of services for customers worldwide, Group companies of different brands (Volkswagen AG - including Commercial Vehicles and Passenger Cars -, Škoda, SEAT and AUDI, hereinafter referred to as "relevant companies") are jointly responsible under data protection law for carrying out workshop tests in the various markets and coordinating quality improvement measures with the importers on the basis of defined KPIs.

The following data is processed for this purpose:

- Dealer name
- Dealer ID
- Address of the dealer
- Implementation and results of previous workshop tests

The data is processed for the following purposes:

- Increased efficiency within the Group, for the importers and dealers through mutual recognition of workshop test results. This means that a multi-brand dealer only has to be tested once and the test results are recognized by the other brands.
- Increasing customer satisfaction and sales through high service quality across all markets and brands at all service partners.
- Analysis of previous workshop tests to determine suitable KPIs for the management of workshop tests, including targeted retesting in the event of failure of such tests.

This data is provided to us by the importer responsible for you.

The data processing serves to pursue the legitimate interests of the relevant companies, importers and dealers in the efficient and resource-saving implementation of workshop tests and to increase customer satisfaction and sales through high service quality (Art. 6 (1) lit. f) GDPR).

## 2.2 Retention Periods

The above-mentioned data will be stored for a maximum of 4 years and deleted thereafter.

## 2.3 Recipients of your data

In addition to the relevant companies, we share your data with the importer responsible for your area. We also use Volkswagen Gebrauchtfahrzeughandels und Service GmbH to carry out the analyses. To protect your data, this company operates on the basis of a data processing agreement and strictly in accordance with instructions and does not process your data for its own purposes.

# 3 Joint Controllership

A Joint Controller Agreement ("JCA") was entered into between the relevant companies:

## 3.1 Participants and headquarters

Audi AG, head office Ingolstadt (Germany), Volkswagen AG (including commercial vehicles), head office Wolfsburg (Germany), Seat S.A., head office Martorell - Barcelona (Spain), Škoda Auto a.s., head office Mladá Boleslav (Czech Republic)

## 3.2 Purposes pursued by the controllers

The data controllers pursue the above-mentioned purposes with the data processing.

## 3.3 Data sets that are processed and, if applicable, the place of processing

The relevant companies process the data set out in Section 2.1 . The processing generally takes place in the EU. In addition, the data will be transmitted to the importer(s) responsible for you. If the country in which the importer or importers are based does not have a level of data protection comparable to that in the EU, the relevant companies have agreed standard contractual clauses or comparable guarantees with the importers to ensure the protection of your data. You can obtain a copy of these guarantees at any time from the entity named in Section 5 .

## 3.4 Governance of shared responsibility:

The above-mentioned data is processed jointly by the relevant companies and the parties assume joint responsibility within the meaning of Art. 26 (1) sentence 1 GDPR.

## 3.5 Volkswagen AG complies with all information obligations:

Data subjects may contact the contact person listed in Section 5 regarding the processing of their data and their rights. In addition, data subjects may also contact any of the relevant companies.

## 4 Your Rights

You can exercise the following rights against Volkswagen AG at any time and free of charge. You can find the relevant contact details for exercising your rights in Section 5 .

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

**Right to rectification:** You have the right to request that we rectify your personal data if it is inaccurate or incomplete.

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

**Right to restriction of processing:** You have the right to request the restriction of the processing of your personal 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 personal data. You can then request a restriction on processing for the period necessary to verify the accuracy of the data.

**Right to data portability:** You have the right to receive your personal data in a structured, commonly used and machine-readable format and to transmit this personal data to another controller provided that the data processing is based on consent or on a contract and automated processing methods are used.

**Right to object:** If we process your personal data on the basis of legitimate interests or in the public interest, you have the right to object to the processing of your data for personal reasons. You also have an unrestricted right to object if we process your data in the case of direct advertising.

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

**Right to complain:** You also have the right to complain to a regulatory authority (e.g. the State Commissioner for Data Protection of Lower Saxony in Germany) about our processing of your personal data.

## 5 Contact Options

### Contact person for exercising your rights

Further information on exercising your rights can be found at [www.privacy.volkswagen.com](http://www.privacy.volkswagen.com).

## **Data protection officer**

Our data protection officer is available to assist you with any questions you may have about data protection law:

Volkswagen AG data protection officer

Berliner Ring 2, 38440 Wolfsburg, GERMANY

[dataprivacy@volkswagen.de](mailto:dataprivacy@volkswagen.de)

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