

Data Protection Notice for Service Plan Contracts

Notice: This data protection notice applies to all Service Plan Contracts with Daimler Truck Australia Pacific Pty (ABN 86 618 413 282), Level 4, 631 Springvale Road, Mulgrave, Victoria, 3170, Australia ("**Daimler**").

Protecting your personal data is for us, Daimler, our top priority and is taken into account for all of our business processes. The data protection notice below provides you with a detailed overview on the processing of your personal data in relation to the conclusion of a service plan agreement for trucks and contract fulfillment by Daimler. "Personal data" means all information that relates to a natural person who has been or can be identified. This data protection notice explains the type, scope and purpose of collecting personal data at Daimler and how we handle this data. If you are unable to provide the personal data requested we will not be able to provide the service plan services. You will also learn what rights you are entitled to regarding the processing of your personal data. Daimler privacy policy at <https://www.daimlertruck.com.au/privacy-policy/> also applies, see aforementioned link for further details.

1. To whom does this privacy policy apply?

Here, we inform you of the collection and processing of your personal data if you have entered into a service plan agreement for a truck with us or if you are our contact person for such an agreement. If you are the contact person of our contracting party, but not our contracting party itself, we only process your contact data.

If the agreement is related to other services, the data protection notices of these other services also apply.

2. Who can I contact on the topic of data protection?

The contact person for your data protection questions is the Privacy Officer at Daimler:

The Privacy Officer

Daimler Truck Australia Pacific Pty Ltd

Level 4, 631 Springvale Road Mulgrave, Victoria, 3170, Australia

By phone: 1800 033 557

By email: dtbprivacyofficer@daimlertruck.com

3. Where does my data come from, and what data is processed?

We process personal data ("**Data**") under the principles of data reduction and data minimization only to the extent necessary, as permitted due to applicable legal regulations, according to our obligations, or if you have granted your consent.

Unless otherwise set forth below, the terms "process" and "processing" include, but are not limited to, the collection, use, disclosure and transfer of personal data.

General data from the business relationship

We first collect, process and use the data that you provide us with as part of our business relationship. This especially includes the following data:

- Master data of the customer, in particular their name
- Contact information of the customer, in particular company name, trading name, ABN/ACN, registered business address, trading address, telephone numbers and e-mail addresses
- Contract data, such as contract start and end

- Vehicle data, in particular initial registration, vehicle identification number, license plate number, mileage, vehicle damage;
- If authorized representatives are appointed: their master data, especially name and current address;
- Data contained on the proof of identity submitted;
- Bank/accounting details;
- If applicable, other data in relation to the fulfillment of the respective business relationship, such as breakdown data (case number, date, vehicle data, workshop data) and in the case of battery-electric vehicles where charging cycle limitations apply, the number of charging cycles.

As part of our business relationship with you, we furthermore collect and process certain additional data required for the fulfillment of our contractual obligations toward you. In particular, that data includes the following:

- Data from correspondence (postal and electronic) between you and us
- Data from other postal, electronic or telephonic communication.

Data for online services

For our online services, including portals and apps, we collect data beyond that if needed to fulfill our contractual obligations to you or if you have granted your consent. In particular, that data includes the following:

- Changes made by you to your master data, such as address changes
- Location data of your vehicle
- Data about functions you have performed online, such as the time and function used, and your settings for the online services you use.

A telematics device may be installed on the vehicle, if so, see the relevant terms of the telematics provider for further details on collection and use of data.

Data from Other Sources

Furthermore – provided this is necessary for the fulfillment of the contract concluded with you or precontractual measures, or you have granted your consent – we also process such personal data as we may reliably receive from affiliated companies of Daimler or other third parties (e.g. data from credit agencies).

We only process personal data from publicly accessible sources (e.g. authorities, Internet) if permitted by law – for instance, because it is necessary for the provision of our services or you have granted your consent.

We may process – insofar as it is necessary for the execution of the service contract concluded with you – the mileages for the vehicle, or in the case of battery-electric vehicles, the number of charging cycles.

4. What is my data used for (purpose of data processing) and on what basis (legal basis) does this take place?

Collection and processing to fulfill legal obligations

We collect and process your personal data set forth in more detail in Section 3 as part of the initiation of a contractual relationship and to fulfill our contractual obligations to you. For example, we process your data for the fulfillment of the service agreement.

Processing Based on Legitimate Interest

Furthermore, we process your personal data, provided this is necessary to protect our legitimate interests or those of a third party. This is especially the case in the following instances:

- To check your creditworthiness using the services of Equifax, to which DTAG will communicate, for this purpose, the data about you necessary for this check. See <https://www.equifax.com.au/privacy> for the Equifax privacy policy.

- When necessary for the assertion of legal claims and defense in legal disputes.
- To ensure IT security and IT operations.
- For marketing purposes.
- In individual cases, for business management and risk control within the Daimler Truck group.
- For accounting purposes: For the purpose of risk prevention and for the preparation of the balance sheet of Daimler and the Daimler Truck group certain master data from your service agreement will be processed – in particular your name, your address, the contract term, the contract number and the chassis number. To prepare the aforementioned balance sheets, certain data, including payment information, will also be processed by Daimler and the Daimler Truck group exclusively for these purposes.
- To further develop our services and products, as well as for statistical purposes, Daimler Truck group may process your data in anonymous form.
- Daimler Truck group may share Data with the following groups when reasonably required to do so: order processors/IT service providers; suppliers; providing advertising/marketing material; and workshop staff.

To further develop our services and products, as well as for statistical purposes, we may process your data in anonymous form.

Collection and Processing Based on Your Consent

In addition, your personal data will be collected and processed if you have previously expressly approved (consented to) this.

5. Will my data be shared?

Data sharing with processors

For the provision of our services, we use order processors. These are in particular IT service providers. Contractors can also be companies belonging to the Daimler group. Daimler only passes on personal vehicle data to these contractors and third parties if this is necessary for the above-mentioned purposes. In doing so, Daimler ensures that the contractors are subject to contractual obligations in terms of confidentiality, data protection and data security that are equivalent to those that Daimler has assumed towards the customer.

Data transfer to suppliers

We transfer your data, especially your first name and last name, your address, your customer number, the vehicle identification number and the number of your contract, to suppliers that we have tasked with the manufacturing or delivery of equipment agreed with you as part of the provision of services for your vehicle. Our suppliers mainly use your data for identifying and assigning the commissioned equipment to your vehicle.

Data transfer to workshops

If you use a service product, we will transfer your data, especially your first name and last name, the contract and vehicle data (contract type, contract term, vehicle identification number), to our authorised partners that need this data in order to carry out your service orders.

Data transfer relating to service modules

If your service agreement includes one or several service modules, e.g. "tire module," "cooling major assembly protection," or "replacement vehicle provision," we will transfer, as necessary for the execution of the corresponding service modules, the customer data (e.g. domicile, address, telephone number), the vehicle data (VIN; tire size for "tire module," body category, body size, body type, and body serial number for "cooling major assembly protection") and the contract data (duration of your contract, responsible workshop as indicated in the service agreement application) to the authorized agent for the respective service module.

In individual cases, Daimler may also be legally obliged to transmit personal data to law enforcement authorities, government agencies or regulatory authorities.

6. Will my data be sent to a third country or an international organization?

In the ordinary course of our day to day business activities and those of our related and associated entities and service providers, your personal information may be transferred, accessed, processed and/or stored in various countries within Asia, Africa, Europe and North America and other parts of Australasia. Though for the most part, this will mean Germany, Singapore, the United States of America, the United Kingdom, India and Japan. Where we arrange for work or services to be undertaken on our behalf, that work is undertaken under conditions of confidentiality and may result in your personal information being transferred, accessed, processed and/or stored (for example, on clouds or servers) in various countries for the purpose of service delivery to us or you. Unless an exception applies in the Privacy Act, prior to disclosing personal information to overseas recipients we will take reasonable steps in the circumstances to ensure that the overseas recipient adheres to the Privacy Act.

7. How long will my data be stored?

We process and store your personal data only as long as we need it to meet our contractual or legal obligations. If there is no longer a legitimate interest, we will delete the data or, if this is not possible, block it. We usually delete your contractual data at the latest seven years after the end of the contractual relationship.

8. What rights do I have as regards to Daimler?

You have extensive rights regarding the processing of your personal data. Making you aware of these rights is very important to us:

- **Right of access** : You have a right to information regarding the data stored with us, especially for the purpose of the processing and the duration of the data storage.
- **Right to rectification of inaccurate data**: You have a right to demand from us the immediate correction of your personal data, should it be inaccurate.
- **Right to erasure**: You have the right to demand that we delete your personal data. These criteria allow you to demand the deletion of your personal data if we, for instance, no longer need the personal data for the purposes for which it was collected or otherwise processed, if we unlawfully process the data, or if you have rightfully objected to the use of your data, revoked your consent to the same or there is a legal obligation to delete. If you revoke your consent we may not be able to continue to provide services under your service plan.
- **Right to data portability**: You have the right to receive the personal data you have provided us with in a structured, common, machine-readable format from us, provided said data has not already been deleted.

If you would like to assert one of your rights or receive more information about them, please send an email to dtbprivacyofficer@daimlertruck.com or write to Daimler Truck Australia Pacific Pty Ltd, Level 4, 631 Springvale Road Mulgrave, Victoria, 3170, Australia (Attention: Privacy Officer). In the event of an objection, however, it is possible that we can no longer provide the services agreed with you or not to the agreed extent.

9. Right to complain

If you are not happy with the way we have handled your personal information or believe that we have breached the Privacy Act please contact us and we will try our best to resolve the matter with you. For security reasons, we request that complaints, requests for access to or correction of personal information or any enquiries or questions concerning privacy matters be put in writing and either e-mailed or posted to:

The Privacy Officer

Daimler Truck Australia Pacific Pty Ltd

Level 4, 631 Springvale Road

Mulgrave, Victoria, 3170, Australia

By phone: 1800 033 557

By email: *dtbprivacyofficer@daimlertruck.com*

We may also require proof of your identity.

For information about privacy generally, or if your concerns are not resolved to your satisfaction, please contact:

- **Australia** – The Office of the Australian Information Commissioner at www.oaic.gov.au and on 1300 363 992.
- **New Zealand** – The Office of the New Zealand Privacy Commissioner at www.privacy.org.nz.