

Privacy notices for contract, portfolio and risk management as well as for improvement of business and sales processes for Mercedes-Benz Trucks Service Contracts in Australia

Notice: This data protection notice applies to any service plan contracts with Daimler Truck Australia Pacific Pty Ltd (DTAuP) related to Mercedes-Benz Trucks only.

Daimler Truck AG, Fasanenweg 10, 70771 Leinfelden-Echterdingen, Germany ("Daimler Truck") is constantly working to further develop its products, services and processes, to improve their quality and to adapt them to Customer needs. In this context, Daimler Truck also processes personal data. With this privacy notice, we would like to inform you about the type, scope and purposes of the collection of personal data and how we handle this data. In addition, you will find out what rights you have with regard to the processing of your personal data.

1. To whom does this privacy statement apply?

Here we inform you about the collection and processing of your personal data if you have concluded a service contract for a truck with us or are our contact person for such a contract. If you are the contact person of our contractual partner but not our contractual partner, we only process your contact details. If the contract is related to other services, privacy notices of other services additionally apply for them.

2. Who is responsible for data processing?

The data controller for the processing of personal data described herein is:

Daimler Truck AG
Fasanenweg 10
70771 Leinfelden-Echterdingen
Germany
Email: contact@daimlertruck.com
Phone: +49 711 8485 0

The contact person for your data protection questions is our Data Protection Officer:

Chief Officer of Corporate Data Protection
Daimler Truck AG.
HPC DTF2B
70745 Leinfelden-Echterdingen
Germany
Email: dataprivacy@daimlertruck.com

3. What categories of data are processed?

Daimler Truck processes the following categories of data for contract, portfolio and risk management as well as for improvement of business and sales processes:

- Contract data: master data of the customer(s), in particular name and customer ID; Contact details of the customer(s), in particular company name, current address(es), telephone numbers and e-mail addresses; Beginning and end of contract; bank details.
- Vehicle data: vehicle identification number ("VIN"), first registration, number plate, mileage, vehicle damage.
- If necessary, other data related to the fulfillment of the respective business relationship, such as breakdown data (case number, date, vehicle data, workshop contact data).

4. How is the data processed and when is it collected?

The data referred to in Section 3 is obtained from existing business relationships, from the use of our online services, including portals and apps and from other sources, including other third parties (e.g.

data from credit agencies) and from publicly accessible sources (e.g. authorities, Internet) collected. Depending on the application, this data is collected as follows:

- Event-based (for example if the sensors and test routines in the vehicle that monitor the vehicle systems detect a deviation from control system functions),
- Periodically (for example by recorded ambient conditions, depending on mileage or at certain time intervals, e.g. once a week),
- In detail using groupage orders that the vehicle receives.

Depending on the application, vehicle data can be supplemented with data on vehicle equipment, information on repairs carried out, information from business or sales processes, information from service contracts and information from other internal processes (e.g. production or logistics).

In principle, neither the identification of individual vehicle users nor the creation of individual driver profiles is the aim of processing and is not necessary for this.

Daimler Truck uses static and self-learning algorithms for contract, portfolio and risk management as well as for improvement of business and sales processes. In order to be able to develop these algorithms, it is necessary to collect and then analyse large amounts of data from a large number of vehicles with the aim of deriving structures, patterns, models, predictions and/or other knowledge about vehicles. In addition, knowledge about the expected behaviour of vehicles and vehicle groups/vehicle families in relation to the expected scope of maintenance and repairs as well as wear behaviour is to be gained.

5. For what purposes is this data processed?

The data described in Section 3 is processed in connection with contract, portfolio and risk management as well as for improvement of business and sales processes, in particular for the following purposes:

Portfolio management:

- Support of business processes for portfolio assessment of service contracts at fleet level / contract level / vehicle level. In doing so, the previous and future expected income is compared with the costs incurred so far and those still to be expected.

Risk management:

- Technical portfolio management is used to check the revenue and expenditure side of service contracts at a technical level in order to identify anomalies in the cost structure, to verify existing forecasts and to draw up new forecasts.

Contract management:

- Support for all business processes for managing service contracts at Daimler Truck AG, e.g. contract creation, contract amendments, contract terminations, archiving, documentation of contract content and services.

Business and sales management:

- Evaluation of key performance indicators (e.g. penetration rate, portfolio value) to optimize sales potential and to derive measures in the customer & sales process to improve customer satisfaction.

6. What is the basis (legal basis) for processing my data?

Daimler Truck processes the above-mentioned data to the extent required for the safeguarding of its legitimate interests and insofar as the interests or fundamental rights and freedoms of the data subject which require protection of personal data do not override these interests (Art. 6 (1) S. (1) (f) GDPR). The processing described here based on legitimate interests takes place in connection with contract, portfolio and risk management as well as business and sales management.

7. Will my data be disclosed?

For the data processing described above, Daimler Truck uses the services of contractors, e.g. IT service providers. These can also be Daimler Truck Group companies. This data is passed on to these contractors. This ensures that the contractors are subject to the same contractual obligations with regard to confidentiality, data protection and data security.

Daimler Truck regularly discloses the personal data transferred as part of the processes described above only to a limited number of individuals with specific roles, to whom personal data is only accessible to the extent necessary for the performance of their respective duties. This applies not only to employees of Daimler Truck, but also to contractors, service providers for IT, Group companies, insofar as this should be necessary for the performance of the relevant tasks.

In individual cases, personal data may also be transferred to law enforcement agencies, government authorities or regulatory authorities if so required by law.

8. Will my data also be transmitted to non-EU countries?

Personal data is generally not processed outside the EU/EEA. In exceptional cases, service providers who operate our systems for us, potentially in non-European countries, may be able to access the aforementioned data in the event of system maintenance. Our service providers do not actively process this data, but for organizational reasons, the possibility of access cannot be ruled out. We currently use a service provider in India for the operation of the systems used for the aforementioned purposes. If personal data is transmitted outside the EEA, the EU Commission "standard contractual clauses", which can be accessed at https://ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/standard-contractual-clauses-scc/standard-contractual-clauses-international-transfers_en, shall generally apply.

9. How long will my data be stored?

The data processed for contract, portfolio and risk management as well as for improvement of business and sales processes, will be stored for as long as necessary to carry out the contract, portfolio and risk management as well as for improvement of business and sales processes and then anonymized or deleted.

10. What rights do I have with respect to the controller?

You have extensive rights with regard to the processing of your personal data. It is particularly important for us to familiarize you with these rights:

- Right to information: You have the right to access personal data stored by us, particularly to determine for what purpose the data is processed and how long the data is stored (Art. 15 GDPR).
- Right to correction of inaccurate data: You have a right to demand from us the immediate rectification of your personal data, should it be inaccurate (Art. 16 GDPR).
- Right to erasure: You have the right to demand that we erase the personal data relating to you. You can 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, or there is a legal obligation to delete it (Art. 17 GDPR).
- Right to restriction of processing: You have the right to demand restricted processing of your data. This right exists in particular for the duration of the check, if you have disputed the correctness of the data concerning you, as well as in the case that you wish restricted processing with an existing right of erasure rather than the erasure. Furthermore, there will be a restriction of processing in the case that the data is no longer needed for our purposes, but you still need the data in order to assert, exercise or defend legal rights, as well as if the successful assertion of an objection is disputed between you and us (Art. 18 GDPR).

- **Right to data portability:** You have the right to receive personal data about you that you have provided to us in a structured, standard, machine-readable format (Art. 20 GDPR) if it has not been deleted yet.

To exercise these rights, the data subject may send an e-mail to dataprivacy@daimlertruck.com.

Can I object to the processing of my personal data?

For reasons relating to your particular situation, you have the right to file an objection at any time to the processing of personal data pertaining to you that is collected under Art. 6 1 sentence 1 f) GDPR. We will no longer process your personal data unless we can prove compulsory, legitimate reasons for processing that outweigh your interests, rights and freedoms, or if the processing is required to assert, exercise or defend against legal claims. To exercise your right to object, please e-mail us at dataprivacy@daimlertruck.com.

11. Right to complain to a supervisory authority

If you feel that we are violating the GDPR by processing personal data about you, you have the right to lodge a complaint with a supervisory authority, e.g. a data protection agency responsible for your place of residence, workplace or location where the alleged data protection violation occurred.

Last revised: February 2025

Daimler Truck