

## **NOTICE TO THE OWNER/OPERATOR OF A VOLVO PENTA PRODUCT**

We have been notified that you, or a company or someone else you represent, has taken delivery of a product in which an engine or other component manufactured by Volvo Penta has been installed. Because of this, AB Volvo Penta has registered certain personal data about you.

The personal data registered in conjunction with the product registration is necessary for you to exercise your rights under the warranty for the Volvo Penta product and it will be used to contact you in the future, if your Volvo Penta product would be subject to a campaign or re-call. Your contact information will also be used to send information about Volvo Penta products and customer offers. If repair/service or engine performance data could be connected to you as an individual, such data would be considered personal data. See further below on what data is being stored and how it is used.

If you would like to have the personal data registered about you in conjunction with the Volvo Penta product registration erased in its entirety, please send an e-mail with such request to [GPO.Office@volvo.com](mailto:GPO.Office@volvo.com). Please note that if all information is erased your commercial warranty, if applicable, for the Volvo Penta product will not be activated.

If you do not want to have information about Volvo Penta products or customer offers, please send an email to [api.pc.consumer.pc@volvo.com](mailto:api.pc.consumer.pc@volvo.com)

For further information about what data is registered and how it is handled please see below.

### ***Customer Privacy Notice***

This notice provides information about the processing of your personal data by the VOLVO PENTA.

VOLVO PENTA may process personal data about you, if you are an individual, or the employee of a company, that has bought or rented a product or service offered by one of the companies belonging to the Volvo Group or its third party dealer/distributors.

### ***Identity and contact details of the controller and data protection officer***

AB Volvo Penta, ("VOLVO PENTA"), as controller of personal data, is responsible for the processing of personal data that relates to you under applicable data protection laws and regulations.

If you have questions regarding the processing of your personal data, please contact Volvo Group's data protection officer at- [GPO.Office@volvo.com](mailto:GPO.Office@volvo.com) or by post or phone at:

AB Volvo, Att: Data Protection Office, Dept AA14100, VLH, SE-405 08 Göteborg, Sweden

+46 (0)31 66 00 00

VOLVO PENTA will process all or a part of the following categories of personal data:

**Contact data**, such as name, email address, telephone number

**Individual data**, such as preferred language, photo, clothing size, food preferences

**Organizational data**, such as company name, job position, place of work, country

**Repair/service and engine performance data**, such as technical engine data, information from engine components, engine hours, battery usage, power/torque data, fault codes, tracking and logging of activities (including warranty claims) undertaken by you in connection with maintenance, repair or service on vehicles

**IT-related data**, such as user-ID, passwords, log-in details as well as data and logs about your usage of VOLVO PENTA's IT applications or services

### ***Legal basis and purposes of the processing***

VOLVO PENTA will process your personal data based on either of the following legal grounds and for the following purposes, see also further details below.

**Legal obligation.** Example, VOLVO PENTA may be obliged by law to report transactions to a tax authority requiring VOLVO PENTA to process your personal data.

**Contractual obligation.** Example, VOLVO PENTA may be required to process your personal data to fulfill the terms and agreements of an order or a service contract signed by you or your employer.

**Legitimate interests.** VOLVO PENTA's legitimate interests include the interest to manage its daily operations according to lawful and fair business practices including managing its relationships with its customer in order to perform contract(s) to which you or your employer is a party and/or to take steps necessary prior to entering into a contract with you or your employer. Example, VOLVO PENTA will need to know your preferred language, to be able to communicate properly with you in day to day activities. It will further be used to solve quality issues on products, manage warranty, manage product liability claims, perform regulatory compliance surveillance and to perform research and development to enhance and maintain current products and services and to develop new products and services. Service/Repair and engine performance data will also be used by VOLVO PENTA dealers/workshops to perform diagnostics for service, repair and maintenance of engines.

In exceptional cases and only when no other legal ground can be applied, VOLVO PENTA may ask separately for your consent to process your personal data. If consent is collected, you are always entitled to withdraw your consent, which will however not affect the lawfulness of the processing based on consent before its withdrawal.

### ***From where will Volvo Penta obtain personal data?***

VOLVO PENTA will primarily obtain your personal data from yourself or your employer. We may also obtain your personal data from the company that has sold or rent to you a VOLVO PENTA product or service. Repair/Service and engine performance data will be retrieved from the engine when

connected to a diagnostic tool in conjunction with service or repairs at a VOLVO PENTA dealer/workshop.

Some personal data might also be automatically generated from VOLVO PENTA's IT-system, or equivalent, when you are creating or using access to online services provided by VOLVO PENTA.

***How will Volvo Penta share your data? Will it be transferred outside of EU/EEA?***

VOLVO PENTA will normally not share your personal data with anyone outside of the Volvo Group, unless required by law or regulation. However, VOLVO PENTA may, if necessary to fulfill the purpose for processing the personal data, share your personal data with other Volvo Group companies, including companies outside of the European Union or the European Economic Area EU/EEA. VOLVO PENTA may also, if necessary to fulfill the purpose for processing the personal data, share your personal data with third party companies and suppliers including companies and suppliers outside the EU/EEA.

VOLVO PENTA will secure that appropriate safeguards are in place which provide adequate levels of protection of your personal data as required by applicable data protection laws. For example, this may include the use of intercompany or external data processing agreements based on EU approved Standard Contractual Clauses or EU-US Privacy Shield or such other mechanisms as have been recognized or approved by the relevant authorities from time to time. If you have questions about the transfer, please contact VOLVO PENTA's data protection officer.

***For how long will Volvo Penta keep your personal data?***

VOLVO PENTA will keep your personal data as long as required to fulfill its legal or contractual obligations taking into account for example the contractual period, warranty and product liability requirements, and no longer than is required for VOLVO PENTA to fulfill the purposes for which the personal data was collected. Data connected to a certain engine will be processed for the entire expected life of the engine type.

***Your data protection rights***

You have the right to request from VOLVO PENTA information about the personal data processed about VOLVO PENTA and access to such personal data. You also have a right to request rectification of your personal data if this is incorrect and request erasure of your personal data. Further, you have a right to request restriction of the processing of your personal data meaning that you request VOLVO PENTA to limit its processing of your personal data under certain circumstances. There is also a right for you to object to the processing based on legitimate interest or processing for direct marketing. You have as well the right to data portability (transfer of your personal data to another

controller) if VOLVO PENTA's processing of your personal data is based on consent or contractual obligation and is automated.

You also have the right to lodge any complaints you may have regarding VOLVO PENTA's processing of your personal data to a supervisory authority. For more information about these rights and how to exercise them, please contact the Volvo Group data protection officer.