

# Data Protection Information of Volkswagen Versicherung AG, French branch

During the course of this business relationship, your personal data will be processed by Volkswagen Versicherung AG, the controller according to the General data protection regulation (EU) 2016/679 (GDPR), hereinafter named "the controller", and will be stored for the duration required for meeting the defined purposes and statutory obligations. Below we inform you about which data are involved, how they are processed and which rights you have in this context, especially in the light of the GDPR. Data marked as obligatory is required either by law or contractually or needed to conclude the contract. Failing to provide the requested data can have legal or economic disadvantages for you. For example, conclusion of the contract is refused or it is concluded on worse terms and conditions.

## 1. General information about data processing

The controller processes your data from the application, during the term of the insurance contract and the data arising upon and after the insurance contract ends (hereinafter: "your data"). During this entire period, your data will be processed for the purpose of considering the insurance application, setting up the insurance contract, processing the insurance contract and customer advice. Your data will be exchanged with processors and service providers (these include, for example public bodies and service providers in the sectors: logistics, receivables management, printing). In addition, the controller exchanges your data with the companies in the Volkswagen Financial Services Group (e.g. companies in the sectors: banking, leasing, insurance, mobility and fuel/service cards – hereinafter only: "VW Financial Services Group"). Your data will be processed and exchanged for the aforementioned purposes solely in so far as

- this is necessary for the performance of a contract (Art. 6 para. 1 sentence 1 letter b GDPR). The data processing is particularly necessary to be able to assess the risk and to calculate the insurance premiums or recalculate them in the event of changes to risks or contracts, to ensure the completeness and correctness of the data as well as its digital processing and to be able to carry out the insurance contract. In addition, the data processing during the execution of the insurance contract is required for communication with you, this applies in particular in the case of an insured event and in the case of contract adjustments; or
- this is necessary for compliance with a legal obligation (Art. 6 para. 1 sentence 1 letter c GDPR). The data processing is particularly necessary to ensure the completeness and correctness of tax data according to the commercial law and tax law; or
- this is necessary for the purposes of the legitimate interests pursued by the controller or by a third party (Art. 6 para. 1 sentence 1 letter f GDPR). The data processing is particularly necessary for the controller to assess the risk, to calculate the insurance premiums and to recalculate the insurance premiums in case of changes of the insurance contract or the insured risks. The data processing is furthermore particularly necessary to ensure and optimize informed decisions of the involved parties in your interest, as well as to ensure a permanently high quality and a consistency in customer advice by the controller and by the VW Financial Services Group. In addition, data processing is required to protect the assets of the controller, the VW

Financial Services Group, as well as to fulfill internal management and billing purposes of VW group and to optimize the offered products; or

- this is covered by your voluntarily given consent (Art. 6 para. 1 sentence 1 letter a GDPR).

The controller might transfer your data to re-insurers and service providers working together with them, in so far as

- this is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, e.g. reinsurers (Art. 6 para. 1 sentence 1 letter f GDPR). Data submission to the reinsurer is particularly necessary in the context of additional insurance of the controller's risks with the reinsurer so that the reinsurer can form its own view of the risk or the insured events; or
- this is covered by your voluntarily given consent (Art. 6 para. 1 sentence 1 letter a GDPR).

The controller will transmit your data to companies in countries outside the European Union only in so far as this is required to carry out your orders (e.g. payment and securities orders) or prescribed by law (e.g. tax reporting requirements) or you have given us your consent. We will inform you about details separately, in so far as required by law.

## 2. General duration of the data storage

The general duration of the storage of your data depends on whether the insurance contract was initiated and, in case it was initiated, of its termination date.

- If you have sought information about the controller's products/services without soliciting any contract, your personal data will be erased 6 months after the last contact between you and us.
- Your personal data relevant for a contract, especially tax-law relevant data, will be erased after the statutory retention periods end, at the earliest 6 years after the end of the contract. The general storage period of your personal data can exceptionally be extended in so far as this is required for the establishment, exercise or defence of legal claims.

This Data Protection Information draws attention to differing erasure periods for individual data categories, where appropriate, at the end of the category in question.

## 3. Data exchange with your trading partner

The controller exchanges your data with your trading partner (e.g. supplying or supervising vehicle dealership or garage) in so far as

- this is necessary for the performance of a contract (Art. 6 para. 1 sentence 1 letter b GDPR). The data processing is particularly necessary to be able to fulfill the obligations arising from the insurance contract; or
- this is necessary for the purposes of the legitimate interests pursued by the controller or by a third party (Art. 6 para. 1 sentence 1 letter f GDPR). The data processing is particularly necessary to ensure and optimize informed decisions of the involved parties in your interest, as well as

to ensure a permanently high quality and a consistency in customer advice by the controller and by your trading partner; or

- this is covered by your voluntarily given consent (Art. 6 para. 1 sentence 1 letter a GDPR).

#### **4. Data transfer within the Volkswagen Group and to vehicle importers acting for Volkswagen Group**

If an insurance contract is concluded, the controller will transfer your data to the manufacturer or importer of your vehicle within the Volkswagen Group or to the group-internal or group-external importer of your vehicle in case this importer is acting for Volkswagen group, in so far as

- this is necessary for the purposes of the legitimate interests pursued by the controller or by a third party (Art. 6 para. 1 sentence 1 letter f GDPR). The data processing is particularly necessary to fulfill internal management and billing purposes of VW group or to optimize the offered products; or
- this is covered by your voluntarily given consent (Art. 6 para. 1 sentence 1 letter a GDPR).

#### **5. Profiling and Statistics**

The controller carries out automated processing of data arising upon application, implementation and termination of the contractual relationship in order to produce general statistics for internal and external purposes in so far as

- this is necessary for compliance with a legal obligation (Art. 6 para. 1 sentence 1 letter c GDPR). The data processing is particularly necessary in so far as public bodies are entitled to order the forwarding of data towards the controller according to the applicable legal provisions; or
- this is necessary for the performance of a task carried out in the public interest (Art. 6 para. 1 sentence 1 letter e GDPR). The data processing is particularly necessary in so far as public bodies are entitled to order the forwarding of data towards the controller according to the applicable legal provisions; or
- this is necessary for the purposes of the legitimate interests pursued by the controller or by a third party (Art. 6 para. 1 sentence 1 letter f GDPR). The data processing is particularly necessary to better evaluate customers' interests, e.g. regarding insurance products, and to avoid unwanted or inappropriate offers. In addition, data processing is necessary for business monitoring, for insurance premium calculation and for optimization of the controller's products and the VW Financial Services group's products; or
- this is covered by your voluntarily given consent (Art. 6 para. 1 sentence 1 letter a GDPR).
- The general time limits apply for data generated from profiling and for statistics (see no. 2).

#### **6. Marketing measures**

The controller processes your data for the purpose of direct marketing, in so far as it is entitled to, and will transfer your data in this context to processors and service providers (e.g. in the sectors: (online) marketing, printing, logistics and market and opinion researchers), in so far as

- this is necessary for the purposes of the legitimate interests pursued by the controller or by a third party (Art. 6 para. 1 sentence 1 letter f GDPR). The data processing is particularly necessary to be able to provide you with the offers tailored to your needs in a timely and reliable manner;

and to other recipients only so far as

- this is covered by your voluntarily given consent (Art. 6 para. 1 sentence 1 letter a GDPR).

The general time limits apply for the data used for marketing measures (see no. 2).

#### **7. Fraud prevention**

The controller processes your data for the purpose of fraud prevention, in so far as

- this is necessary for the purposes of the legitimate interests pursued by the controller or by a third party (Art. 6 para. 1 sentence 1 letter f GDPR). The data processing is particularly necessary to protect the assets of the controller.

Besides the general time limits (no. 2) the following special time limits apply for the personal data collected by the controller for fraud prevention:

- Personal data internally flagged due to fraud or attempted fraud will not be erased in order to protect the justified interests of the company concluding the contract (Art. 6 para. 1 letter f GDPR). This is required to prevent future criminal acts which can lead to a risk for the assets of the controller and its customers.
- Personal data internally flagged due to unconfirmed suspicions of fraud will be erased after three years.

#### **8. Test data management**

The controller and the VW Financial Services Group process your data as part of the maintenance and introduction of IT systems and services, in so far as

- this is necessary for the purposes of the legitimate interests pursued by the controller or by a third party and the concerned persons (Art. 6 para. 1 sentence 1 letter f GDPR). The data processing is particularly necessary to ensure the security, functionality and reliability of new and existing IT systems and services, and to protect them against disruptions and unlawful interference that may affect the availability, authenticity, completeness or confidentiality of stored or transmitted data. The processing of this data is also necessary to ensure a consistently high quality and consistency of the services offered and to continuously optimize the services.

A copy of all the master and contract data stored by the controller and the VW Financial Services Group will be created for the tests. The copy will be erased after one year at the latest. In addition, the general time limits apply (see no. 2).

#### **9. Rights of the data subject**

You have the right:

- pursuant to Art. 15 GDPR to demand information about your personal data processed by the controller. In particular, you can demand information about the purposes of the processing, the categories of the personal data, the categories of recipients to whom the personal data have been or will be disclosed, the planned storage period, the existence of a right to rectification, erasure, restriction of or objection to processing, the existence of a right to lodge a complaint, the origin of your data in so far as not collected by the controller, and about the existence of automated decision-making including profiling and where appropriate meaningful information about the details thereof;

- pursuant to Art. 16 GDPR to demand the rectification of inaccurate or completion of incomplete personal data stored by the controller without undue delay;
- pursuant to Art. 17 GDPR to demand the erasure of your personal data stored by the controller, in so far as the processing is not required for exercising the right of freedom of expression and information, for compliance with a legal obligation, for reasons of public interest or for the establishment, exercise or defence of legal claims;
- pursuant to Art. 18 GDPR to demand the restriction of the processing of your personal data, in so far as you contest the accuracy of the data, the processing is unlawful but you oppose their erasure; the controller no longer needs the data but you do for the establishment, exercise or defence of legal claims or you have objected to processing pursuant to Art. 21 GDPR;
- pursuant to Art. 20 GDPR to receive your personal data which you have provided to the controller, in a structured, commonly used and machine-readable format, or to demand that your data is transmitted to another controller;
- pursuant to Art. 7 para. 3 GDPR to revoke your consent vis-à-vis the controller to at any time. This means that the controller may no longer continue data processing based solely on that consent in the future and

- pursuant to Art. 77 GDPR to lodge a complaint with a supervisory authority. As a rule, you can contact the supervisory authority for your habitual residence, place of work or our registered offices.
- If you wish to exercise your rights as an affected party, all you need to do is send an e-mail to: [dataprotectionrights.VW-Versicherung-AG@vwfs.com](mailto:dataprotectionrights.VW-Versicherung-AG@vwfs.com)- Additional contact to the data protection officer: [dpo.VW-Versicherung-AG@vwfs.com](mailto:dpo.VW-Versicherung-AG@vwfs.com)

#### 10. Right to object

Pursuant to Art. 21 GDPR you have a right to object to the processing of your personal data, in so far as there are reasons which arise from your particular situation or the objection concerns general or personalised direct advertising. In the latter case, you have a general right to object which we will implement without your having to specify a particular situation.

##### **Controller**

Postal address of the controller and the data protection officer:  
Volkswagen Commercial Vehicles Extended Warranty  
PO Box 869  
Warrington, WA4 6LD

If you want to exercise your right to object, simply send an e-mail to: [dataprotectionrights.VW-Versicherung-AG@vwfs.com](mailto:dataprotectionrights.VW-Versicherung-AG@vwfs.com)