

INFORMATION ON THE PROCESSING OF PERSONAL DATA WITHIN THE FRAMEWORK OF THE PARTNERSHIP BETWEEN DAIMLER TRUCK AG (DTAG) AND MERCEDES SERVICECARD GMBH & CO. KG (MSC) FOR PROVIDING INTERNATIONAL ROADSIDE ASSISTANCE

According to Art. 13 GDPR, MSC and DTAG hereby inform you of the processing of your personal data (in accordance with Art. 4, no. 1, GDPR) as part of a contractual relationship between you and the partnership between MSC and DTAG. MSC and DTAG process your personal data in the context of the cooperation as independent controllers as defined by Art. 4, no. 7, GDPR. In doing so, the partners process the data you have provided under their own responsibility and for their own purposes. Below, you will find a presentation of the corresponding information for each partner.

I. INFORMATION ABOUT THE CONTROLLERS

1. Name and Contact Details of the Controllers:

Daimler Truck AG Daimler Truck AG Fasanenweg 10 70771 Leinfelden-Echterdingen Deutschland	Mercedes ServiceCard GmbH & Co. KG Mainparkstr. 2 63801 Kleinostheim Germany CEO: Christian Velleuer
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2. If You Have Any Data Protection Questions, Please Contact

Chief Officer for Corporate Data Protection at Daimler Truck AG Konzerndatenschutzbeauftragte HPC DTF2B 70745 Leinfelden-Echterdingen Deutschland E-Mail: dataprivacy@daimlertruck.com	Mercedes ServiceCard GmbH & Co. KG Mainparkstr. 2 63801 Kleinostheim Germany Email: info@mercedesservicecard.de
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As part of contact with one of the partners (e.g. for the assertion of your data subject rights) via e-mail, the data you provide (your e-mail address, contact data, if applicable) is stored in order to respond to your request. The data collected in this context is deleted once storage is no longer necessary, or restricted if subject to statutory retention periods. The partners have no influence over the information you communicate and therefore exclude any liability.

II. DATA PROCESSING INFORMATION

MSC and DTAG process your personal data as part of their partnership for limited purposes and under their respective responsibility

<p>The processing described below pertains exclusively to processing activities by DTAG.</p> <p>Purpose of and legal basis for the processing During your telephone call with the Daimler Truck Customer Center ("DTCC") for the purpose of concluding a contract for services to utilize the international roadside assistance service ("Roadside Assistance Contract"), DTAG use the customer master data you provide (in particular, name of company, address, data of contact person, information on the driver) and, if needed, VIN or license plate number as well as all data that DTAG required from you as part of payment processing (e.g. VAT information) in order to execute the Roadside Assistance Contract concluded with you. The lawfulness of the data processing is based on Art. 6, para. 1b, of the EU's GDPR.</p> <p>Categories of recipients of personal data To fulfill the contractual obligations from the Roadside Assistance Contract, DTAG rely on various partners, with whom it shares your data.</p>	<p>The processing activities described below relate exclusively to those of MSC:</p> <p>Purpose and legal foundation of processing <u>Processing in course of business relationship:</u> If a payment processing contract (payment contract) is concluded between your company and MSC, MSC shall process personal data about you/your company in order to fulfill this payment processing contract. This refers to all data sent to MSC when the Roadside Assistance service is used. This data includes relevant company and vehicle master data (particularly company, address, contact person data, company email address and phone number, driver information, and VIN or vehicle registration number, if applicable) as well as all data required by you in the context of payment processing (e.g. bank and VAT details). The processing of personal data as described above is based on Art. 6(1)(b) EU GDPR.</p> <p><u>Data processing in event of issues with payment</u> In the event of late payment, MSC may assign outstanding receivables to a partner. In this case, all necessary data is provided to the extent required for the collection procedure.</p>
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<p>This is for the performance of the repair contract by the workshop you have tasked.</p> <p>The workshop you have tasked communicates your data to a partner for invoice verification in the event of complaints as well as payment and service issues. This partner is in Germany. For the performance of the payment contract, your data is also transferred to our payment processing service provider, MSC. In the event of default, DTAG will also share your data with the DTAG sales company local to your headquarters.</p> <p>This will ensure that these partners are subject to the same contractual obligations regarding confidentiality, data protection and data security.</p> <p>Data transmission to a third country</p> <p>For the performance of the repair contract, DTAG also share data with workshops outside the European Economic Area (EEA) or grants them access, depending on where the workshop you have tasked is located. Because countries outside the EEA usually do not have the same level of data privacy as the EU, DTAG ensure by way of contract that the workshops take measures to ensure that data is protected in accordance with the EU/EEA standards. Daimler Group companies are also governed by the strict data privacy requirements of the Daimler Group.</p> <p>Duration of data storage</p> <p>DTAG store your personal data for as long as it is required for the performance of the Roadside Assistance Contract. DTAG also store personal data beyond that if it is required to do so by law. For example, invoices must be stored for a period of ten years. DTAG also store customers' personal data until the end of the applicable periods of limitation in order to assert any existing legal claims.</p>	<p>To process data as described above, MSC processes your personal data on the basis of a legitimate interest pursuant to Art. 6(1)(f) EU GDPR.</p> <p>MSC currently uses the following service provider to conduct debt collection procedures: coface Debitorenmanagement GmbH, Isaac-Fulda-Allee 1, 55124 Mainz, Germany.</p> <p>In the event of payment default, we are authorized to contact the respective company and/or corresponding local dealer as part of the dunning/collection process and to ask them to provide assistance with resolving the payment default. All necessary data is sent to the respective company and/or corresponding local dealer when this is done.</p> <p>If MSC is unable to obtain payment at the end of the dunning process or collection procedure, the customer's data is put onto the so-called "blacklist" of DTAG. This means that no further services can be used on the DTAG service network through MSC.</p> <p><u>Processing your data to fulfill a legal requirement to which MSC is subject as controller</u></p> <p>MSC processes your data on the basis of statutory archiving requirements as well as financial requirements from the Fiscal Code of Germany (Abgabenordnung) and the German Commercial Code (Handelsgesetzbuch). This processing is carried out in conjunction with Art. 6(1)(c) EU GDPR.</p> <p>Categories of personal data recipients</p> <p>Within the company, all organizational units at MSC have access to your data. This is essential for us to fulfill our contractual and legal obligations. Contractually obligated partners and vicarious agents may also come into contact with your data. These partners are contractually obligated by MSC to comply with data protection regulations and to support MSC in the course of our business relationship with you.</p> <p>External service providers</p> <p>To fulfill its contractual obligations, MSC sometimes uses third-party service providers (e.g. logistics providers). MSC shall ensure that third parties only have access to personal data that is necessary for the performance of specific tasks.</p> <p>MSC currently uses the services of Arvato Bertelsmann Financial Solutions, Reinhard-Mohn-Straße 22, 33333 Gütersloh, Germany to fulfill its contractual obligations.</p> <p>Other recipients</p> <p>In addition, it may be necessary for MSC to send your data to other recipients, e.g. law enforcement or other government agencies, in order to comply with statutory reporting requirements. Under no circumstances will MSC sell your data to third parties.</p> <p>Sending data to a third-party country</p> <p>If it is necessary for MSC to send your data to a service provider outside the EU/EEA to process your data, this will only be done to third countries that the EU Commission has certified have adequate levels of data protection, or if other data protection guarantees are in place.</p> <p>Data retention period</p> <p>MSC retains your personal data only for specific purposes, or in accordance with legal requirements, for the following periods: Your data is deleted as soon as it is no longer necessary for processing for the above purposes. Among other reasons, your</p>
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	<p>data may be retained until expiry of any applicable period of limitation during which claims can be asserted against MSC.</p> <p>Billing-related documents, including your processed personal data, are stored by MSC for 10 years in accordance with statutory retention periods. Commercial/business-related letters, emails, and other digital documents are stored by MSC for 6 years. If you exercise your right to object to the processing of your personal data, MSC then treats your data in accordance with Art. 17 EU GDPR.</p>
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III. RIGHTS OF DATA SUBJECTS

You have the following rights in connection with the processing of your personal data:

- According to Article 15 GDPR, you have the right to receive information about, and access to, the data stored by us.
- According to Article 16 GDPR, you have the right to order the rectification of incorrect data.
- According to Article 17 GDPR, you have the right to have your data erased, provided there are no legal grounds for any further storage.
- According to Article 18 GDPR, you have the right to request restricted processing of your data. This means that your data will still be saved, but may only be processed with certain restrictions (e.g. with your consent or for the assertion of legal claims).
- According to Article 20 GDPR, you have the right to data portability with respect to all data that you have provided to us. This means that DTAG has to provide you with this data in a structured, commonly used and machine-readable format.

You can exercise your rights regarding the aforementioned processing activities vis-à-vis the responsible controller at any time by using the aforementioned contact data.

Furthermore, you have a right of objection to MSC regarding processing as part of the resolution of payment issues (collection measures). To exercise your right of objection, you can get in touch with MSC using the aforementioned contact data.

Right to Lodge a Complaint

You have the right to file a complaint with the aforementioned data protection controller or a data protection supervisory authority – even your national one. The data protection supervisory authorities responsible for the controller are:

<p>State Officer for Data Protection and Freedom of Information for Baden-Württemberg</p> <p>Postfach 10 29 32 70025 Stuttgart Telefon: 0711 61 55 41 – 0 E-Mail: poststelle@lfdi.bwl.de</p>	<p>Bayerisches Landesamt für Datenschutzaufsicht (BayLDA)</p> <p>Promenade 27 91522 Ansbach Telefon: 0981 53 1300 E-Mail: poststelle@lda.bayern.de</p>
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IV. EFFECTIVE DATE AND MODIFICATION OF THIS DATA PROTECTION INFORMATION

This data protection information is currently valid and was last updated in 11/2024.