

Privacy notice applicable to the purchase and use of AUDI AG vehicles

A. Scope of the privacy policy

This privacy notice explains how we, **AUDI AG**, Ettinger Straße 70, 85057 Ingolstadt, Deutschland / Germany ("We" or "Audi") process your personal data in connection with the purchase and subsequent use of Audi brand vehicles. Information about data processing in connection with the use of other products and services, such as myAudi and Audi connect services, is provided in separate privacy notices. Your Audi partner will also inform you separately about how they process your data.

Personal data means any information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Processing means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

B. General Information

I. Who is responsible for data processing?

The **controller** for the processing within the meaning of Art. 4 (7) GDPR responsible for the processing of your personal data is:

AUDI AG, Ettinger Straße 70, 85057 Ingolstadt, Deutschland / Germany.

II. Who can I contact?

If you want to assert your data protection rights, please use the contact options on <https://gdpr.audi.com>

On this page, you will find further information on how you can assert your data protection rights. You can also contact us by post at the following address:

AUDI AG, DSGVO-Betroffenenrechte / GDPR Data Protection Rights, Auto-Union-Straße 1, 85057 Ingolstadt, Deutschland / Germany.

III. Contact details of the data protection officer

If you have any concerns about data protection, you can also contact our **company's Data Protection Officer**:
AUDI AG Data Protection Officer, Auto-Union-Strasse 1, 85045 Ingolstadt, Germany
E-mail: datenschutz@audi.de

IV. Which rights do I have?

Depending on your jurisdiction, as a data subject, you have the following rights in relation to your personal data:

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| Information: | You have the right to request information about the personal data pertaining to you that is stored by AUDI AG as well as about the scope of data processing and data transfer performed by AUDI AG and to obtain a copy of your stored personal data. |
| Rectification: | You have the right to request immediate correction of information pertaining to you that is incorrect as well as completion of any incomplete personal data that AUDI AG has on file for you. |
| Erasure: | <p>You have the right to request immediate deletion of the personal data on file for you at AUDI AG if the statutory requirements for doing so have been met.</p> <p>This is the case, in particular, if:</p> <ul style="list-style-type: none">• Your personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed.• The sole legal basis for processing such data was your consent, and you have withdrawn such consent.• You have objected to the processing for personal reasons on the legal basis of a balancing of interests and we cannot prove that there are overriding legitimate interests in favour of the processing.• Your personal data was processed unlawfully.• Your personal data must be erased in order to comply with legal requirements. <p>If we have transmitted your data to third parties, we will inform them about the erasure to the extent required by law.</p> <p>Please note that your right to erasure is subject to certain limitations. For example, we may not and/or must not erase data that we are still required to retain in line with statutory retention obligations. In addition, your right of erasure does not extend to data</p> |

that we need in order to assert, exercise or defend against legal claims.
if there are no reasons for further storage.

Restriction of processing:

Under certain conditions, you have the right to request that processing be restricted (i.e. the marking of stored personal data with the aim of restricting its processing in the future). The requirements are:

- The accuracy of your personal data is contested by you and AUDI AG must verify the accuracy of the personal data.
- The processing is unlawful, and you reject the deletion of the personal data and instead request the restriction of its use.
- AUDI AG no longer needs the personal data for the purposes of processing, but you require the data to establish, exercise or defend your legal claims.
- You have objected to processing pending the verification of whether the legitimate grounds of AUDI AG override your legitimate grounds.

Where processing has been restricted, such data will be marked accordingly and, with the exception of storage, will be processed only with your consent or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the EU or an EU Member State.

Data portability:

To the extent that we automatically process your personal data that you have provided to us based on your consent or any contract with you (including your employment contract), you have the right to receive such data in a structured, commonly used and machine-readable format and have the right to transmit that data to another controller without hindrance from AUDI AG. You also have the right to have the personal data transmitted directly from AUDI AG to another controller where technically feasible, provided that such transmission does not adversely affect the rights and freedoms of others.

Right to object:

If we process your personal data on grounds of legitimate interests or in the public interest, you have the right to object to the processing of your personal data on grounds relating to your particular situation. In addition, you have an unrestricted right to object if we process your data for our direct marketing purposes. Please see our separate note in the section titled "Information about your right to object".

In certain cases, we also grant you an additional unrestricted right to object when balancing interests. We also inform you about this in the Section "Information about your right to object".

Withdrawal of consent:

If you have given consent to the processing of your personal data, then you can withdraw such consent at any time. Please note that the withdrawal applies prospectively only. Processing that occurred before the withdrawal of consent is unaffected.

Complaint:

Furthermore, you have a right to file a complaint with a data protection authority (*Datenschutzaufsichtsbehörde*) if you believe that the processing of your personal data is unlawful. The right to file a complaint is without prejudice to any other administrative or judicial remedies. The address of the data protection supervisory authority responsible for AUDI AG is:

Bayerisches Landesamt für Datenschutzaufsicht
Promenade 18
91522 Ansbach
Germany

Information about your right to object

Right to object for personal reasons

You have the right to object to the processing of your personal data on grounds relating to your particular situation. The prerequisite for this is that the data processing takes place in the public interest or on the basis of a balancing of interests. This also applies to profiling.

Insofar as we base the processing of your personal data on a balancing of interests, we generally assume that we can demonstrate compelling legitimate grounds but will, of course, examine each individual case.

In the event of an objection, we will no longer process your personal data unless either of the following conditions apply:

- We can demonstrate compelling legitimate grounds for the processing of this data that override your interests, rights and freedoms.
- Your personal data serves the establishment, exercise or defence of legal claims.

Object to the processing of your data for our direct advertising

If we process your personal data for direct advertising purposes, you have the right to object to the processing of your personal data for such purposes at any time; this also applies to profiling if the profiling is connected with such direct advertising.

If you object to the processing of your personal data for the purpose of direct advertising, we will no longer process your personal data for this purpose.

Objection to the processing of your personal data to make product improvements and perform general customer

analyses

In the balancing of interests, we grant you a separate right to object with regard to processing your personal data to make product improvements and perform general customer analyses.

If you object to processing for the purpose of product improvements and/or general customer analyses, we will no longer process any data pertaining to your person for these purposes. Purely statistical analyses of aggregated data or data anonymised in another manner shall not be affected by this.

Exercise of the right of objection

Objection can be made without form and should preferably be made to the contact data listed in this privacy notice.

C. What data does my vehicle process?**I. Electronic control units****1. General**

Electronic control units have been installed in your vehicle. Control units process data that they receive, for example, from vehicle sensors, that they generate themselves or that they share among one another. Some control units are required to ensure that your vehicle functions safely, others help you while driving (driver assistance systems), and others provide comfort or infotainment features.

Below you will find some general information about data processing in your vehicle. Specific information concerning the privacy notices for individual features is provided in the operating manual for your vehicle, which is available online and may also, if applicable, be provided digitally in your vehicle.

2. Personally identifiable data

Each vehicle is identified with a unique vehicle identification number. In Germany, this vehicle identification number ("VIN") can be used to obtain information about the current and previous owners of the vehicle from the Federal Motor Transport Authority ("Kraftfahrtbundesamt"). There are other ways to use the data collected from the vehicle to learn about the owner or driver of the vehicle; for example, with the number plate.

The data generated or processed by the control units may, therefore, be personally identifiable or may, under certain circumstances, become personally identifiable. Depending on the vehicle data that are available, if may be possible, for example, to make inferences about your driving behaviour, your location or route or user behaviour.

3. Statutory data disclosure requirements

Where there are statutory requirements, manufacturers have a duty, in individual cases, to comply with government agency requests to provide data stored at the manufacturer to the extent necessary (for example, to assist with the investigation of a criminal offence).

Within the scope of the applicable law, government agencies are also authorised to read data from vehicles themselves in individual cases. For example, if there is an accident, data can be read from the airbag control unit to help with investigation of the accident.

II. Operating data in the vehicle

Control units process data in order to operate the vehicle. This includes, for example:

- Vehicle status information (for example, speed, deceleration, lateral acceleration, wheel revolution speed, whether the seat belts are fastened),
- Environmental conditions (for example, temperature, rain sensor, distance sensor).

These data are generally temporary; they are not stored after the vehicle is no longer in operation and are only processed in the vehicle itself. Control units often have data storage units (including the vehicle keys). These are used to temporarily or permanently document information about the vehicle status, component stress, maintenance requirements and technical events and errors.

Depending on selected equipment, the following information is stored:

- Operating conditions of system components (for example, fill levels, tyre pressure, battery status),
- Disruptions and defects in key system components (for example, lights, brakes),
- System responses in special driving situations (for example, deployment of airbags, use of stability control systems),
- Information about vehicle-damaging events,
- For electric vehicles, the state of charge of the high-voltage battery, estimated range.

In special cases (for example, when the vehicle has detected a malfunction), it may be necessary to store data that would otherwise only be temporary.

When you use services (for example, repair services, maintenance work), it may, where required, be necessary to read and use the stored operating data together with the vehicle identification number. The data may be read from the vehicle by an employee of the service network (for example, mechanics, manufacturer) or third parties (for example, breakdown service centres). The same applies for warranty cases and quality assurance measures.

The data are generally read out via the statutorily prescribed connection for on-board diagnostics (OBD) in the vehicle. The operating data that are read out document the technical conditions of the vehicle or individual components and help with error diagnosis, compliance with maintenance obligations and with quality improvement. These data, especially information about component stress, technical events, operating errors and other errors are sent together with the vehicle identification number to the manufacturer, if necessary. The manufacturer is also subject to product liability. The manufacturer also uses operating data from the vehicle for recalls. These data may also be used to review warranty and guarantee claims by customers. Error storage units in the vehicle can be reset by a service centre as part of repair or service work or at your request.

III. Comfort and infotainment features

You can save comfort settings and customisations in the vehicle and modify or reset them at any time. Depending on the vehicle equipment, these include for example:

- Seat and steering wheel position settings,
- Chassis and climate control settings,
- Customisations such as interior lighting.

Within the scope of the selected equipment, you can add data to the vehicle infotainment features yourself. Depending on the vehicle equipment, these include for example:

- Multimedia data, such as music, videos or photos for replay in an integrated multimedia system,
- Address book data for use in conjunction with an integrated speaker phone system or an integrated navigation system,
- Entered navigation destinations,
- Data about the use of internet services.

These comfort and infotainment features can be stored locally in the vehicle or they can be located on a device that you have linked with the vehicle (for example, smartphone, USB stick or MP3 player). If you have entered the data yourself, you can delete it at any time.

These data are only transmitted from the vehicle at your request, particularly as part of the use of online services in line with the settings selected by you. Further information about online services can be found in Section 2 of the MMI privacy notice.

IV. Smartphone integration, for example, Android Auto or Apple CarPlay

If your vehicle has the necessary equipment, you can link your smartphone or other mobile device to the vehicle to control the control elements integrated in the vehicle. If you do, you can stream video and sound from your smartphone over the multimedia system. At the same time, certain information will be transmitted to your smartphone. Depending on the type of integration, this includes for example, location data, day/night mode and other general vehicle information. More information can be found in the operating manual for the vehicle/infotainment system.

The integration enables the use of selected smartphone apps, such as navigation or music replay. There is no further interaction between the smartphone and the vehicle; in particular, there is no active access to vehicle data. The type of other data processing is determined by the provider of the app used. Whether and which settings you can adjust depends on the relevant app and your smartphone's operating system.

V. Online services

If your vehicle has a wireless internet connection, this will enable you to share data between your vehicle and other systems (the data servers of AUDI AG or the data servers of service providers). In certain countries, the wireless internet connection is enabled by an on-board transmitting and receiving unit (installed by us) or a mobile device provided by you (for example, a smartphone). This wireless internet connection enables the use of online features (information and control services for your vehicle). These include online services and apps that are provided by us or other providers ("Audi connect services" or "services").

Information about the individual services can be found in Section 2 of the MMI privacy notice.

Please note that the services listed here may not all be available in your vehicle or country.

1. Manufacturer services

For AUDI AG online services, the relevant functions are described at a suitable location (for example, MMI, AUDI AG website) together with the associated data protection information. Personal data may be required for the provision of online services. These data will be exchanged over a secure connection, for example, by the manufacturer's IT systems provided for this purpose. Personal data are only collected, processed and used beyond the scope of the provision of the services on the basis of a statutory authorisation, for example, as part of a statutorily required emergency call system, if there is a contractual agreement or if consent has been obtained.

You can have the services and features (some of which are subject to charges) and – depending on the vehicle – in some cases the entire wireless internet connection activated or deactivated. This does not include statutorily required features and services, such as an emergency call system.

2. Third-party services

If you use the online services of other providers (third parties), these services are the responsibility of and subject to the data protection terms and conditions of use of the relevant provider. We generally have no influence over the information that is shared.

You can learn more about the type, scope and purpose of the personal data that is collected and used during the use of third-party services from the relevant service provider.

VI. What other data do we process and what sources does such data come from?

We process personal data that we receive from you in the course of our business relationship, i.e. during the initiation, implementation and handling (including processing of any warranty or guarantee cases) of your vehicle purchase or the purchase of other products or services, i.e. for the vehicle purchased by you. In addition, we process – if required in connection with the vehicle purchase (for example, vehicle production, vehicle delivery, provision of acquired services) – personal data that we have legitimately obtained from other companies within the Audi or VW Group or from other third parties (for example, Audi dealers, workshops, and also credit agencies, such as SCHUFA; for example, to execute orders, fulfil contracts or on the basis of your consent). We also process personal data that we have legitimately obtained from publicly accessible sources (for example, Federal Motor Transport Authority) and are permitted to process.

As a rule, relevant personal data includes personal details (name, address and other contact details (for example, telephone number, e-mail address), date and place of birth and nationality). Additional personal data may also be processed depending on the type of vehicle.

In addition, the VIN of your vehicle is used as the unique identifier of your vehicle during the production and delivery process, for any warranty and guarantee cases, for our internal quality monitoring and in the case of theft of your vehicle.

1. Data that we receive from you in the course of our business relationship

- **Master data** (title, gender, name, customer number, address, date of notification and, if applicable, previous addresses, date of birth, place of birth, country of birth and, if applicable, name at birth, nationality, marital status, telephone numbers and e-mail address)
- **Professional contact details** (for example, work address, e-mail and telephone number, company, department)
- **Account data** (IBAN, BIC, account number, bank sort code, credit institution, account holder)
- **Contract details** (contract ID, details of the contract history (for example, details of payment history, contract transfer, termination), details of loan requests (for example, amount, period, outstanding debt) and other information about your contracts for our products and services)
- **Vehicle identification number** (VIN)
- In the context of vehicle services **vehicle-specific data** and services provided (vehicle history, customer history)
- **Technical details** from vehicle operation
- **Health data** (including when ordering special vehicles)

2. Data that we receive from Audi partners

- Details that the Audi partner forwards to AUDI AG in connection with repair and service support
- Details that are required to validate legal or contractual claims/questions from the customer (in particular relating to warranty/guarantee)
- Details that the Audi partner forwards to AUDI AG in order to check and handle the claims
- Details that are needed for the direct collection of the customer vehicle from AUDI AG
- Details that are required for the Audi partner's participation in AUDI AG compensation and/or bonus programmes
- Details that are required for claiming special conditions, for example, special customer groups (for example, driving schools, etc.)
- Details that are required to fulfil legal obligations (including product observation) to AUDI AG
- Details that are needed by AUDI AG for quality assurance or quality improvement and for product optimisation and further development

These details may in particular include the details listed under Section C. I., II. and VI. 1.

VII. For what purposes do we process your data and on which legal basis?

We process your personal data for various purposes in accordance with the provisions of the General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (Bundesdatenschutzgesetz [“BDSG”]).

The processing of your personal data must be supported by one of the following legal bases:

- You have provided your consent (Art. 6(1a) GDPR).
- Processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract (Art. 6(1b) GDPR).
- Processing is necessary for compliance with a legal obligation pursuant to EU law or the law of an EU member state to which we are subject (Art. 6(1c) GDPR).
- Processing is necessary in order to protect your vital interests or the vital interests of another natural person (Art. 6(1d) GDPR).
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us (Art. 6(1e) GDPR).
- Processing is necessary for the purposes of the legitimate interests pursued by AUDI AG or a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject

which require protection of personal data, in particular where the data subject is a child (Art. 6(1f) GDPR).

If, in exceptional cases, we process special categories of personal data (data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation) pertaining to you, one of the following legal bases must also apply:

- You have provided your express consent (Art. 9(2a) GDPR).
- Processing is necessary to protect your vital interests or the vital interests of another natural person, and the data subject is physically or legally incapable of giving consent (Art. 9(2c) GDPR).
- Processing relates to personal data that you have made publicly available (Art. 9(2e) GDPR).
- Processing is essential for the purpose of establishing, exercising or defending legal claims (Art. 9(2f) GDPR).
- Processing is necessary for reasons of substantial public interest, on the basis of EU law or the law of an EU member state which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject (Art. 9(2g) GDPR).

Following on from the above, we process your personal data based on the following legal principles and for the following purposes:

Purpose	Legal basis	Legitimate interest for balancing of interests
Order, production and delivery of the vehicle	Contract fulfilment of the vehicle sale/rental or leasing contract or balancing of interests, if you are not the contractual partner yourself	---
Provision of special equipment for customers with disabilities	Contract fulfilment of the vehicle sale/rental or leasing contract or balancing of interests, if you are not the contractual partner yourself <u>and</u> consent	---
Processing of your concerns when contacting us or our customer support, in particular customer complaints and customer queries	Contract fulfilment of the vehicle sale/rental or leasing contract or other service or work contract or balancing of interests, if you are not the contractual partner yourself, balancing of interests	Effective processing of your concerns and feedback to your queries
Provision of other ordered services and execution of your orders as well and the implementation of measures and activities in the scope of activities prior to entering into a contract (for example, new vehicles)	Contract fulfilment of the vehicle sale/rental or leasing contract or balancing of interests, if you are not the contractual partner yourself	
Error analysis (including analysis of changes to vehicles) and checking and handling warranty and guarantee cases in the case of claims against AUDI AG	Contract fulfilment of the vehicle sale/rental or leasing contract or balancing of interests, if you are not the contractual partner yourself, Balancing of interests	If there is strong evidence to suggest that an error during the warranty or guarantee period has been self-inflicted due to changes to the vehicle (tuning, modifications, etc.), AUDI AG has a legitimate interest in recognising this
Support by the Audi dealer in error analysis (including analysis of changes to vehicles)	Balancing of interests	- Effective error detection and analysis, in order to be able to rectify errors;

and checking and handling warranty and guarantee cases in the case of claims against Audi dealers		<ul style="list-style-type: none"> - Support by the Audi dealer in fulfilling its legal duties to you; - If there is strong evidence to suggest that an error during the warranty or guarantee period has been self-inflicted due to changes to the vehicle (tuning, modifications, etc.), AUDI AG and the Audi dealer have a legitimate interest in recognising this; sharing information with the relevant dealer about warranty and guarantee cases, in order to be able to settle the costs internally.
Handling of legal disputes	Balancing of interests	Asserting, exercising or defending of legal claims on the part of AUDI AG or the relevant Audi dealer
Product improvement	Balancing of interests	Use of data about specific malfunctions of vehicles and about the general use of vehicles for the further development of vehicles and functions
Support of the law enforcement authorities in the case of vehicle theft by tracking vehicles and vehicle parts using the VIN	Public interest	----
Improving theft protection	Balancing of interests	Evaluation of data obtained from theft investigations for the general improvement in theft protection relevant vehicle functions
Handling of claims by Audi dealers from compensation and bonus programmes	Balancing of interests	Compliance with legal claims of the Audi dealers
General customer analysis, statistical evaluation for management control, cost recording and controlling using the VIN	Balancing of interests	<ul style="list-style-type: none"> - Analysis of sales and ordering data according to model sales channel, order status - Analysis of variants and equipment levels requested - Reporting about key performance indicators, if applicable using the VIN
Product surveillance and compliance with other statutory obligations	Compliance with a legal obligation	
Quality control by the appropriate product observation and documentation (including proactive complaint management by making direct contact with you), product liability, recall actions	Balancing of interests	Control of the product quality and prevention of product damage, preventive complaint management
Fraud and money laundering prevention	Compliance with legal obligations, balancing of interests	Compliance with legal and official requirements
Preventing, combating and clarifying the financing of terrorism and asset compromising criminal offences, comparisons with European and international anti-terrorism lists,	Compliance with legal obligations, balancing of interests	Compliance with legal and official requirements
Compliance with official requirements (for example, recall actions from the Federal Motor Transport Authority)	Compliance with legal obligations, balancing of interests	Compliance with legal and official requirements
Compliance with inspection and reporting duties under tax law, and with archiving data	Compliance with legal obligations, balancing of interests	Compliance with legal and official requirements
Disclosure in the context of measures taken by official authority or by courts for the purposes of taking evidence, prosecution and the enforcement of civil law claims	Compliance with legal obligations, balancing of interests	Compliance with legal and official requirements
Support of customers and potential customers	Consent	----
Customer surveys (including satisfaction survey)	Consent, balancing of interests	Quality assurance and recording of customer satisfaction
Creation of customer information and direct advertising tailored to you personally	Consent	----
Data consolidation between Audi and Audi partners to create a uniform customer database	Consent	----
Accounting for and tax assessment of business output	Contract fulfilment of the vehicle	Compliance with legal and official requirements

	sale/rental or leasing contract or balancing of interests, if you are not the contractual partner yourself, balancing of interests, compliance with legal obligations	
Mobility services, supply of spare parts	Contract fulfilment	----
Arrangement of financing and leasing, Vehicle registration, test drives	Contract fulfilment	----
Audit and special audits, internal investigations	Balancing of interests	Verification of compliance with contractual and statutory obligations by AUDI AG, its employees and its sales partners, suppliers, etc., if necessary using the vehicle identification number

Please observe your rights of objection when processing data for the purpose of direct marketing or for personal reasons, and your right to withdraw consent (see the section “What rights do you have?” and the section “Information about your rights of objection”).

VIII. Am I obliged to provide data?

Within the scope of our business relationship, you are only required to provide us with personal data that is necessary to commence and conduct a business relationship, or which we are legally obliged to collect. Without this data, we would generally have to refuse to conclude the contract or perform the order, or we would no longer be able to carry out an existing contract and it may have to be terminated.

IX. Who receives my data?

Due to the volume and complexity of data processing undertaken by AUDI AG, it is not possible to list every recipient of your personal data individually in this privacy notice. As a general rule, therefore, we specify only categories of recipients.

Recipients within AUDI AG are those entities which require your data in order to fulfil our contractual and legal obligations as well as to pursue our legitimate interests.

Service providers (‘processors’) employed and commissioned by us may also receive data for these purposes. Your IP address, for example, may be forwarded to a service provider to enable them to send you a newsletter you have requested. Service providers may also be asked to make server capacities available.

We will disclose your personal data to third parties only to the extent necessary for fulfilment of the contract, if we or the third party have a legitimate interest in the disclosure, or if you have given your consent to this. This is the case, for example, if we engage a transport service provider to deliver your vehicle or other products. In addition, data may be transferred to third parties to comply with statutory provisions or an enforceable regulatory or judicial order.

Third parties to whom we may forward your personal data where there is a legal basis, irrespective of our service provision, include

- Your Audi dealer
- Audi Bank
- External consultants of AUDI AG (for example, lawyers, tax advisers and auditors)
- Insurers,
- Authorities as part of their responsibilities (for example, tax office, police, public prosecutor’s office),
- Courts
- Other third parties, insofar as you instruct us to pass on data or give your consent.

In the context of quality monitoring, quality assurance as well as error analysis we may transfer the vehicle identification number and relevant technical data related to the vehicle to other companies of the Volkswagen group, manufacturing plants and/or suppliers of vehicle parts.

X. Is data transmitted to a third country?

Data may be transmitted to third countries (that is, countries that are not members of the European Union or the European Economic Area) if doing so is required for the provision of services to you, if it is required by law or you have given us your consent. In addition, we may also forward your personal data to processors in third countries.

Please note that not all third countries have a data protection level recognised as adequate by the European Commission. For data transfers to third countries where there is no adequate level of data protection, we will ensure before we share data that the recipient either has an adequate level of data protection (for example, by agreement containing so-called “EU standard contractual clauses” of the European Union with the recipient) or has express consent from our users.

You can obtain from us a copy of the specific applicable or agreed provisions to ensure an adequate level of data

protection. Please use the information in the Contact section for this purpose.

As part of the manufacturing process, we will transfer the vehicle identification number of your future vehicle, if required, to the manufacturing plant in a third country (Hungary, Belgium, Mexico, Slovakia, Spain, Russia, Brazil, India and China). In addition, in the context of quality monitoring, quality assurance as well as error analysis we may transfer the vehicle identification number and relevant technical data related to the vehicle to other companies of the Volkswagen group, manufacturing plants and/or suppliers of vehicle parts.

XI. How long will my data be stored?

We store your data for as long as this is necessary to provide our services to you or we have a legitimate interest in continued storage.

In addition, we are subject to various retention and documentation requirements pursuant to, *inter alia*, the German Commercial Code (*Handelsgesetzbuch* - HGB) and the Tax Code (*Abgabenordnung* - AO). The retention and documentation periods specified therein last up to 10 years. Finally, the storage period is also governed by statute of limitation periods, which can be up to 30 years, for example, pursuant to Sections 195 et seq. of the German Civil Code (*Bürgerliches Gesetzbuch* - BGB), whereby the general limitation period is 3 years.

In certain circumstances, your data may need to be kept for longer, for example, if a *legal hold* or *litigation hold* (that is, a ban on deleting data for the duration of the proceedings) is ordered in connection with official or judicial proceedings.

Data Protection Notice Vehicle Service Procedure

In this Data Protection Notice (Privacy Policy) we are informing you about the processing of your personal data by AUDI AG, Ettinger Str. 70, 85057 Ingolstadt, Germany ("we") as the manufacturer, in the context of your contact to an Audi Service Partner or a service company (e.g. for the purpose of carrying out repairs, services, inspections).

We will inform you about data processing in connection with the use of other products and services, e.g. myAudi and the Audi connect services, in a separate data protection notice. Your Audi partner will also inform you separately about data processing by such partner.

Personal data means any information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number (e.g. the vehicle identification number (FIN), location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person).

Each vehicle is assigned a unique vehicle identification number. In various countries, this vehicle identification number ("FIN") can be traced back to the current and former owner of the vehicle via information from the respective national Motor Transport Authority. There are also other ways of tracing data collected from the vehicle back to the owner or driver, e.g. via the vehicle license plate.

The data generated or processed by control units may therefore be personal data or may under certain conditions become personal data. Depending on the vehicle data available, conclusions can be drawn, for example, about your driving behavior, your location or route or your usage behavior.

Processing means any operation or set of operations performed with or without the aid of automated processes in connection with personal data such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

1. Who is responsible for data processing and whom can I contact?

The entity responsible for the processing of your personal data (the controller) is:

AUDI AG, Ettinger Str. 70, 85057 Ingolstadt, Germany.

If you have concerns about data protection, you can also contact our **company's data protection officer**:

AUDI AG, Datenschutzbeauftragter, Auto-Union-Straße 1, 85045 Ingolstadt; Germany

E-Mail: datenschutz@audi.de

If you wish to assert your **data protection rights**, please address them to

<https://gdpr.audi.com>

There you will find further information on how to assert your data protection rights.

You may also send your request via mail:

AUDI AG, DSGVO-Betroffenenrechte, Auto-Union-Str. 1, 85057 Ingolstadt, Germany

2. What data do we process and what sources do such data come from?

2.1 Data provided by you

We process personal data which we receive directly from you within the scope of our business relationship, i.e. during the initiation, execution and management of your business relationship with us or the provision of services (including the processing of possible warranty and guarantee cases) or your enquiries if you contact us directly. The relevant personal data usually includes personal details (name, address and other contact data (e.g. telephone, e-mail), date and place of birth and nationality). In addition, further personal data may be processed depending on the type of vehicle.

Secondly, we process personal data that we have lawfully obtained and are permitted to process

from publicly accessible sources (e.g. the National Motor Transport Authority). Information on the processing of your personal data within the framework of our direct business relationship with you can also be found at www.audi.de/datenschutz.

2.2 Data provided by Audi Partners or service companies

We process - to the extent necessary in connection with your enquiry - personal data which we lawfully receive from Audi Service Partners or independent service companies in the course of carrying out repairs, services or processing your enquiries (e.g. for the execution of orders, for the performance of contracts or on the basis of your consent).

The personal data include

- **master data** (title, sex, name, customer number, address, reporting date and, where applicable, required addresses, birthdate, -place, -country and, where applicable, -name, nationality, marital status, telephone numbers and e-mail address)
- **professional contact details** (e.g. professional address, e-mail and telephone number of company, department)
- **account data** (IBAN, BIC, account number, bank sort code, credit institution, account holder)
- **Contract data** (contract identification, data on the contract history (e.g. data on payment behaviour, contract transfer, termination), data on requested loans (e.g. amount, term, outstanding debt) and other information on your contracts concerning our products and services)
- **Vehicle identification number** (FIN) and vehicle master data (e.g. vehicle model, vehicle equipment)
- **Vehicle-specific data** and services provided (customer history, vehicle history, e.g. work performed, spare parts installed, service protocols) (For more information, please see Section 2.3ff.)
- **Vehicle-specific data** and services provided (vehicle history, customer history) within the scope of vehicle services
- **Technical data** from vehicle operation (For more information, please see Section 2.3ff.)
- **Health data** (e.g. with respect to services regarding special vehicles)

The vehicle identification number of your vehicle serves as a unique identifier for your vehicle in the event of possible warranty or guarantee cases, repair, maintenance and support services, our internal quality monitoring and in the event of theft of your vehicle.

2.3 Data from your vehicle

If you use the Services (e.g. repair services, maintenance work), data stored in the vehicle (software status, vehicle operation data, technical data and other vehicle status data) can be extracted and processed together with the FIN and other vehicle master data (e.g. vehicle model, vehicle equipment).

The collection of data from the vehicle can be achieved by extracting it using a so-called diagnostic device or specific extraction devices (analysis tools) by employees of the Audi service network (Audi Service Partner) or third parties (e.g. roadside assistance and towing services, independent service companies), or by an employee of Audi AG, either directly or via remote access to the diagnostic device of the service company.

Vehicle-related data (e.g. event memory, operating data, vehicle identification number, model, software version) are always extracted by the diagnostic device for analysis of the request and transferred to a diagnostic protocol. The service company transmits the diagnostic protocol to us for the purposes specified in Section 3.

Further data can be extracted on an individual basis depending on your request.

This may also include data from the infotainment module, e.g. address book entries for requests regarding the access to the address book, or profile settings that you have stored locally in the vehicle.

The service company processes the data extracted in order to analyse and resolve your complaint.

The service company processes the data extracted in order to analyse and resolve your complaint. As a principle, we generally only process such data relating to you or to your vehicle which is necessary for the efficient processing of your request and to support the service company or us in processing it.

In the following, we explain to you which data your vehicle processes and which data can be extracted and processed by us in connection to a request.

2.4 Electronic control units - General information

Electronic control units are installed in your vehicle. Control units process data that they for example receive from vehicle sensors, generate themselves or exchange with each other. Some control units are necessary for the safe operation of your vehicle, others support you while driving (driver assistance systems), others enable comfort or infotainment functions. Specific information on data processing in your vehicle can be found in the respective operating manual, which is available online and, depending on the vehicle equipment, also in digital form in the vehicle, in direct connection with the data protection notices on the relevant features.

2.5 Operational data in the vehicle

Control units process data to operate the vehicle. These include, for example:

- Vehicle status information (e.g. speed, deceleration, lateral acceleration, number of wheel rotations, seat belt indicator system),
- Environmental conditions (e.g. temperature, rain sensor, distance sensor).

Generally, such data is volatile and is not stored beyond the operating time and only processed within the vehicle itself. Control units often contain event logs (including the vehicle key). These are used to temporarily or permanently document technical incidents as well as information about the vehicle condition (e.g. component stress, maintenance information).

The following data is stored, depending on the technical equipment:

- Operating states of system components (e.g. fill levels, tyre pressure, battery status),
- Malfunctions in important system components (e.g. lights, brakes),
- System reactions to special driving situations (driver assistance systems),
- Information about events affecting the condition of the vehicle (e.g. charging status of the high-voltage battery in electric vehicles, estimated range).

In special cases (e.g. if the vehicle has detected a malfunction) it may be necessary to store data which would otherwise only be volatile.

If you make use of services, the stored operational data can be extracted together with the FIN if necessary. The extracted operating data documents the technical status of the vehicle or individual components and supports diagnosis, quality improvement and compliance with warranty or guarantee obligations.

The data is generally extracted via defined interfaces, e.g. the legally required connection for OBD ("on-board diagnosis") or the Service Key. These data, in particular information on component stress, technical events (event log entries), operation errors and malfunctions, are transmitted to us, together with the FIN, if necessary as part of the diagnostic protocol.

Event logs in the vehicle can be reset by a service company as part of repair or service work or at your request.

2.6 Technical data (IUMPR)

Regular functionality checks of components involved in exhaust gas cleaning are legally required. To proof regular checks (diagnosis) have been conducted, the In-Use Monitor Performance Ratio (IUMPR) is determined in the control unit (data verifying the diagnostic function) and stored there as technical data.

2.7 Comfort and infotainment functions

You can save comfort settings and individualisations in the vehicle and change or reset them at any time. Depending on the respective equipment, these include, for example

- Settings for seat and steering wheel positions,
- Chassis and air conditioning settings,
- Individualisations such as interior lighting.

Within the scope of the selected equipment, you can introduce your own data into the infotainment-functions of the vehicle. Depending on the respective equipment, these include, for example:

- Multimedia data, such as music, films or photos for playback and reproduction in an integrated multimedia system,
- Address book data used in combination with an integrated hands-free system or navigation system,

- Navigation destinations entered,
- Data on the use of Internet services.

Such data regarding comfort and infotainment functions can be stored locally in the vehicle or on a device you have connected to the vehicle (e.g. smartphone, USB stick or MP3 player). If you have entered data yourself, you can delete it at any time.

Generally, such data will only be transferred from the vehicle at your request, especially regarding the use of online services according to the settings you have selected.

Data from comfort and infotainment functions, e.g. individual settings or individualizations, cannot be extracted using the diagnostic device and are therefore not a standard part of the diagnostic protocol. Such data is extracted only in individual cases and upon request of the customer. In connection to a complaint regarding the area of comfort and infotainment functions, it may be necessary for this data to be extracted and transmitted to us for the purpose of repair support.

Depending on the respective equipment, the following data in particular can be extracted from the comfort functions and processed, if required:

- Settings for seat and steering wheel positions,
- Chassis and air conditioning settings,
- Volumes of the parking aid,
- Individualizations such as interior lighting

Depending on the respective equipment, the following data in particular can be extracted from the infotainment functions and processed, if required:

- Multimedia data, such as music, films or photos for playback and reproduction in an integrated multimedia system,
- Address book data used in combination with an integrated hands-free system or navigation system,
- Navigation destinations entered,
- Data on the use of Internet services.
- Information about connected devices, such as mobile phones (in this case primarily device name, manufacturer, software version).

In this context for example, the last recognized voice command can also be extracted.

Such data regarding comfort and infotainment functions can be stored locally in the vehicle or on a device you have connected to the vehicle (e.g. smartphone, USB stick or MP3 player). If you have entered data yourself, you can delete it at any time.

If a control unit is replaced as part of a repair, this data is usually extracted from the old control unit and transferred to the new control unit.

2.8 Online services

If your vehicle has a wireless network connection, this enables the exchange of data between your vehicle and other systems (data servers of Audi AG or data servers of service providers). In certain countries, the wireless network connection is made possible by an onboard transmitter and receiver unit (built-in by us) or by a mobile device (e.g. smartphone) installed by you.

Online functions (information and control services for your vehicle) can be used via this network connection. This includes online services and applications/apps provided to you by us or other providers ("Audi connect services" or "Services").

Regarding the Audi AG online services, a description of the respective functions and the associated data protection information are provided at a suitable location (e.g. MMI, Audi AG website). Personal data may be processed for the purpose of providing online services. Personal data may be processed for the purpose of providing online services.

If this is necessary for processing your service request, we can also access the data stored in our IT systems from the online services as well as information on the status of the Audi connect services, i.e. license periods, connection status, contract status.

2.9 Video, image and sound recording

In some individual cases it may be necessary to make video, image or sound recordings of individual components and to transmit these to Audi AG, e.g. in the event of complaints, to be able to carry out a

targeted analysis and the resolution of complaints (repair support). This may be possible, for example, in the case of acoustic complaints in order to find the cause of the noise emission and to be able to resolve the complaint.

3. For what purposes do we process your data and on which legal basis?

We process your personal data in accordance with the provisions of the General Data Protection Regulation (GDPR) and the German Federal Data Protection Act [*Bundesdatenschutzgesetz* (“BDSG”)] for the following purposes:

Purpose	Legal Basis	Legitimate Interest for Balancing of Interests
Processing your inquiry when contacting us, our customer service, in particular customer complaints and customer requests	Performance of contract (vehicle purchase/ leasing/ service contract), Balancing of interests	Effective processing of your enquiries and feedback on your requests
Supporting the Audi partner or third parties in error analysis and diagnosis (including analyzing vehicle modifications) and examination and handling of warranty and guarantee claims against Audi partners	Balancing of interests	<ul style="list-style-type: none"> - Effective diagnosis and analysis in order to be able to resolve complaints; - Supporting the Audi partner in fulfilling its legal obligations towards you; - If there are concrete indications that a fault during the warranty or guarantee period was caused by changes to the vehicle itself (tuning, conversions, etc.), Audi AG and the Audi partner have a legitimate interest in identifying such changes; - exchange with the respective partner in warranty and guarantee cases in order to be able to settle the costs internally.
Error analysis (including analyzing changes to vehicles) and examination and handling of warranty and guarantee claims against Audi AG	Performance of contract, Balancing of interests	- If there are concrete indications that a fault during the warranty or guarantee period was caused by changes to the vehicle itself (tuning, conversions, etc.), Audi AG has a legitimate interest in identifying such changes;
Settlement of warranty claims against manufacturers of parts/components/systems (if necessary by disclosing the vehicle information number)	Balancing of interests	Processing of warranty and guarantee claims in the event of defects in a component/component/system manufactured by a third party
Observation of emission levels and monitoring of exhaust gas levels	Balancing of interests, fulfillment of a legal obligation	As a manufacturer, we are also subject to legal requirements regarding the disclosure of certain data, e.g. for the fulfillment of official reporting obligations in connection with the monitoring of emission systems.
Audi AG assisting you in your personal matters in the context of legal disputes and the assertion of insurance claims	Consent	
Handling of legal disputes	Balancing of interests	Asserting, exercising or defending legal claims of the Audi AG or the respective Audi partner
Product improvement, optimization and development of vehicle functions, analysis tools	Balancing of interests	Use of data concerning specific vehicle malfunctions for the further development of diagnostic devices and processes, vehicle components and functions

Support for law enforcement authorities in the event of vehicle theft by tracking vehicles and vehicle parts using the vehicle identification number	Public interest	
Improvement of theft protection	Balancing of interests	Evaluation of data collected during theft investigations for the general improvement of the anti-theft functions of vehicles relevant to theft protection
Settlement of Audi-partner claims from remuneration and bonus programs	Balancing of interests	Fulfillment of legal claims of Audi partners
General customer analysis, statistical evaluations for business management, cost recording and controlling using the vehicle identification number	Balancing of interests	Reporting on key business figures using the vehicle identification number if necessary
Product monitoring and fulfillment of other legal obligations	Fulfillment of a legal obligation,	
Quality control through appropriate product monitoring and documentation (including proactive complaint management through direct contact with you), product liability, recall campaigns	Balancing of interests	Control of product quality and prevention of product damage, preventive complaint management
Prevention of fraud and money laundering	Fulfillment of a legal obligation, Balancing of interests	Compliance with statutory and regulatory requirements
Prevention, combating and clarification of the financing of terrorism and crimes that pose a threat to property, comparisons with European and international anti-terror lists,	Fulfillment of a legal obligation, Balancing of interests	Compliance with statutory and regulatory requirements
Compliance with official requirements (e.g. recall campaigns by the German Federal Motor Transport Authority)	Fulfillment of a legal obligation, Balancing of interests	Compliance with statutory and regulatory requirements
Compliance with fiscal control and reporting obligations, archiving of data	Fulfillment of a legal obligation, Balancing of interests	Compliance with statutory and regulatory requirements
Disclosure within the framework of official/judicial measures for the purposes of gathering evidence, prosecution and enforcement of civil claims	Fulfillment of a legal obligation, Balancing of interests	Compliance with statutory and regulatory requirements
Customer and prospect support	Consent	----
Customer survey (including satisfaction survey),	Consent, Balancing of interests	Quality control and measurement of customer satisfaction
Creation of customer information tailored to your personal needs, direct advertising	Consent	----
Data consolidation between Audi and Audi partners to create a uniform customer database	Consent	----
Billing and tax valuation of operational services	Performance of contract, Fulfillment of a legal obligation,	Compliance with statutory and regulatory requirements
Audits and special inspections, internal	Balancing of	Verification of compliance with

investigations	interests	contractual and statutory obligations by Audi AG, its employees and its sales partners, suppliers, etc., if necessary using the vehicle identification number
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Optimization and development of vehicle functions, analysis tools: For the purposes of research and development, in order to optimize our product range of vehicle functions and to adapt them to high customer expectations, in particular by further developing innovative vehicle functions, components and parts in our vehicles as well as analysis tools and processes, we process technical performance data from assistance systems, comfort systems, operating elements or components (e.g., control units); if necessary together with environmental data (e.g. outside temperature, brightness) and information on route length, vehicle speed, vehicle condition data (e.g. tank level or charge level, mileage) and system usage data. To the extent possible, we anonymize the data in our IT systems prior to evaluation. If this is not possible, we analyze the data from your vehicle in such a way that as little conclusions as possible can be drawn about you or your vehicle. For this purpose, Audi AG has established additional measures where required, so that a personal reference can only be established in duly substantiated exceptional cases, e.g. in order to be able to carry out field measures or if malfunctions relevant to safety or product liability are detected, and the data is only processed for the aforementioned purposes. Such additional measures include for example strict access restrictions, IT security measures, deletion deadlines and purpose limitation. We do not use this data to create profiles or evaluations based on individual vehicles. In addition, no data attributes are used that allow for the generation of a profile or for conclusions about your behavior or patterns of behavior. The processing is carried out to safeguard the legitimate interests of Audi AG in order to meet our customers' high expectations regarding the quality of our products and services and the provision of new, innovative functions and solutions.

Further product information and market research: If you would like to receive information on our products and services, you can order this promotion. Then, the following data will be processed for the purpose of advertising delivery within the scope of the consent to be provided by you (Art. 6 (1) (a) GDPR): name, first name, e-mail address and/or telephone number). If you agree to be contacted by e-mail, we will use the so-called double opt-in procedure, i.e. we will send you an e-mail to the e-mail address provided with the request for confirmation of your consent. You can find out how to revoke your consent in the section "What rights do I have?"

Please observe your rights of objection when processing data for the purpose of direct marketing or for personal reasons and your right to object consent (see section "What rights do you have?" and section "Information about your rights of objection").

4. Is there an obligation to provide personal data?

In the context of service performance to you, you need to provide only the personal data that is required for the performance of the services (in particular the repair order, repair support, warranty/guarantee) or that we are required to collect by law. Without this data, we will generally not be able process your request in whole or in part, for example analyzing and resolving a complaint may not be possible.

5. Who receives my data?

Due to the size and complexity of the data processing by Audi AG, it is not possible to list each recipient of your personal data individually in this data protection notice, which is why usually only categories of recipients are specified.

Your personal data will be disclosed by us to third parties only if this is necessary for the fulfillment of the contract, if we or the third party have a legitimate interest in the disclosure, or if you have given your consent. In addition, data may be transferred to third parties to the extent we are required to do so by law or by enforceable regulatory or judicial order.

Within Audi AG, your data is provided to the respective departments that require such data for the performance of our contractual and statutory obligations and to pursue legitimate interests (e.g. quality control).

Service providers (so-called "processors") who are commissioned by us and who operate on our behalf may also receive data for these purposes. Service providers may, for example, be commissioned to provide server capacities. We use the following contract processors for the abovementioned purposes:

- IT operation, hosting and support service providers
- Audi Customer Service (Audi Interaction GmbH)

Third parties to whom we may disclose your personal data for the purpose of assisting the Audi partner in the analysis and diagnosis or settlement of warranty and guarantee claims include

- Production facilities and suppliers within the VW Group
- Third party manufacturers of components/ parts, system suppliers

We generally only transmit technical data of your vehicle and, if necessary, the hardware components (e.g. control unit) to the aforementioned third parties if this is necessary in order to carry out the service/repair order or to analyze or resolve a complaint. Please note that in individual cases we also transmit the FIN together with the technical data or the hardware component if this is necessary for the analysis, e.g. for the assignment to a specific production batch. In some control units, the FIN is programmed into the hardware component and cannot be removed by us. In this case, the third party may be able to access and extract the FIN in the hardware component.

Third parties to whom we may transfer your personal data, irrespective of the services we provide, include

- External consultants of Audi AG (e.g. attorneys, tax consultants, chartered accountants)
- Insurance companies,
- Authorities within their jurisdiction (e.g. tax office, police, public prosecutor's office),
- Courts
- Other third parties, if you instruct us to pass on data or give your consent.

As far as there are statutory provisions, manufacturers are obligated to release data they store to the extent required upon request of government agencies in individual cases (e.g. to investigate a criminal offence). Within the scope of applicable law, government agencies are also authorised to extract data from vehicles themselves in individual cases. In the event of an accident, for example, information can be read from the airbag control unit that can help to clarify the situation. In the event of an accident, for example, information may be extracted from the airbag control unit that may support the investigation of the accident.

6. Is data transmitted to a third country?

A transfer of data to third countries (i.e., countries that are neither members of the European Union nor of the European Economic Area) may occur to the extent necessary to perform services for you, if required by law, or where you have given us your consent.

Particularly in the context of the analysis and diagnosis or settlement of warranty and guarantee claims, it may be necessary to transfer your data to manufacturers of a component/ part/ system in third countries (see Section 5). We avoid the transfer of your personal data as far as possible and only provide the third party with data that it absolutely needs.

Please note that not all third countries have a data protection level recognized as adequate by the European Commission. For data transfers to third countries where there is no adequate level of data protection, we ensure that, prior to disclosure, the recipient has either an adequate level of data protection (e.g. adequacy decision of the EU Commission or agreement of so-called EU Standard Contractual Clauses of the European Union with the recipient), or we have obtained express consent from our users.

You can obtain from us a copy of the specific applicable or agreed provisions to ensure an adequate level of data protection. To do so, please use the information in the Contact section.

7. How long will my data be stored?

We store your data as long as necessary for the provision of our services to you or do so if we have a legitimate interest in the continued storage.

In addition, we are subject to various retention and documentation requirements pursuant to *inter alia* the German Commercial Code (*Handelsgesetzbuch* - "HGB") and the Tax Code (*Abgabenordnung* - "AO"). The retention and documentation periods specified therein last up to ten years. Finally, the storage period is also governed by statute of limitations periods, which can be up to thirty years, for example, pursuant to secs. 195 *et seq.* of the German Civil Code (*Bürgerliches Gesetzbuch* - "BGB"), whereby the general limitations period is three years.

Under certain circumstances, your data may need to be kept longer, e.g. if a *legal hold* or *litigation hold* (i.e.

a ban on deleting data for the duration of the proceedings) is ordered in connection with official or judicial proceedings.

8. What rights do I have?

As the data subject, you are entitled to the following data protection rights:

Access: You have the right to request access to personal data related to you and stored at Audi AG and about the scope of data processing and data transfer performed by Audi AG and to obtain a copy of your stored personal data.

Rectification: With respect to your personal data stored at Audi AG, you have the right to demand the immediate rectification of incorrect personal data and you have the right to have incomplete personal data completed.

Erasure: You have the right to demand the immediate deletion or erasure of your personal data stored by Audi AG, if the legal requirements are satisfied. This is the case, in particular, if

- your personal data is no longer needed for the purposes for which it was collected;
- the sole legal basis for processing such data was your consent, and you have withdrawn such consent;
- you have objected to processing on the legal grounds relating to your particular situation, and we cannot prove that there are overriding legitimate grounds for processing;
- your personal data were processed unlawfully; or
- your personal data must be erased in order to comply with legal requirements.

If we have transmitted your data to third parties, we will inform them about the erasure to the extent required by law.

Please note that your right to erasure is subject to certain limitations. For example, we may not and/or must not erase data that we are still required to retain due to statutory retention obligations. In addition, your right of erasure does not extend to data that we need in order to assert, exercise or defend against legal claims, unless other grounds for continued storage exist.

Restriction to the Processing: Under certain conditions, you have the right to request that processing be limited (i.e., the marking of stored personal data with the aim of limiting its processing in the future). The requirements are:

- The accuracy of your personal data is contested by you and Audi AG must verify the accuracy of the personal data;
- the processing is unlawful, but you oppose the erasure of the personal data and request the restriction of their use instead;
- Audi AG no longer needs the personal data for the purposes of processing, but you require the data to establish, exercise or defend your legal claims.
- you have objected to processing pending the verification of whether the legitimate grounds of Audi AG override your legitimate grounds.

Where processing has been restricted, such data will be marked accordingly and, with the exception of storage, will be processed only with your consent or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest the EU or an EU Member State.

Data Portability: To the extent that we automatically process your personal data that you have provided to us based on your consent or any contract with you (including your employment contract), you have the right to receive such data in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from Audi AG. You also have the right to have the personal data transmitted directly from Audi AG to another controller where technically feasible, provided that such transmission

does not adversely affect the rights and freedoms of others.

Right to Object: If we process your personal data on grounds of legitimate interests or in the public interest, then you have the right to object to the processing of your personal data on grounds relating to your particular situation. In addition, you have an unrestricted right to object if we process your data for our direct marketing purposes. Please see our separate note in the section titled “Information about your right to object”.
In certain situations, in the context of a balancing of interests, we will grant you an additional unrestricted right to object.

Withdrawal of Consent: If you have given consent to the processing of your personal data, then you can withdraw such consent at any time. Please note that the withdrawal applies prospectively only. Processing that occurred before the withdrawal of consent is unaffected.

Complaint: Furthermore, you have a right to file a complaint with a data protection authority (*Datenschutzaufsichtsbehörde*), if you believe that the processing of your personal data is unlawful. The right to file a complaint is without prejudice to any other administrative or judicial remedies.
The address of the data protection supervisory authority responsible for Audi AG is:

Bayerisches Landesamt für Datenschutzaufsicht

Promenade 18

91522 Ansbach

Germany

Information about Your Right to Object

Right to object for personal reasons

You have the right to object to the processing of your personal data on grounds relating to your particular situation. The prerequisite for this is that the data processing takes place in the public interest or on the basis of a balancing of interests. This applies also to profiling.

Insofar as we base the processing of your personal data on a balancing of interests, we generally assume that we can demonstrate compelling legitimate grounds but will, of course, examine each individual case.

In the event of an objection, we will no longer process your personal data, unless

- we can demonstrate compelling legitimate grounds (*zwingende schutzwürdige Gründe*) for the processing of these data that override your interests, rights and freedoms, or
- your personal data serves the establishment, exercise or defence of legal claims.

Objection to the processing of your data for our direct marketing purposes

If we process your personal data for the purpose of direct advertising, you have the right at any time to object to the processing of your personal data for the purpose of such advertising; this also applies to profiling insofar as it is connected with such direct advertising.

If you object to the processing for purposes of direct marketing, we will no longer process your personal data for these purposes.

Objection against the processing of your personal data for product improvement and general customer analysis

As part of the balancing of interests, we grant you a separate right of objection with regard to the processing of your personal data for product improvement and general customer analysis.

If you object to the processing for purposes of product improvement and/or general customer analysis, we will no longer process your personal data for these purposes. Purely statistical evaluations of aggregated or otherwise anonymous data remain unaffected by this.

Exercise of the right of objection

The objection can be made without form and should preferably be made to the contact data listed in this data protection notice.