Volvo Cars Privacy Notice - In-Car Application

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Thanks for using Volvo Cars in-vehicle application! Volvo Cars Asia Pacific Headquarters (with business address at 2088 Luyi Road, Jiading District, Shanghai, hereinafter referred to as "**Volvo Cars**" "**we**" or "**us**") takes the protection of users' personal information and privacy seriously.

As we may collect and use your personal information when you are using Volvo Cars in-car application ("Volvo Application"), we have formulated the privacy notice (this "Notice") that covers how we collect, store, use, entrusted process, share and protect personal information of users. We have shown you the filing information of each App provided by the Volvo Application in this Notice and Appendix 1. We will explain to you in this Notice the purpose, manner and scope of our collection and use of your personal information, your rights to your personal information, and the measures we take to protect the information security in order to provide full disclosure and obtain your consent or separate consent.

Unless explicitly stated otherwise, this Notice does not apply to products and/or services that are accessed through our products and/or services and provided to you independently by third parties, such as third-party Apps accessed through our products and/or services. Third parties may collect your personal information in order to provide the relevant services to you successfully. **Please note that if you provide your personal information to a third party when using its products and/or services, your information will then be subject to the third party's privacy statement or similar policy, and we are not liable for any improper use or disclosure of the information provided by you by any third party.**

We understand that the related persons or entities other than you (including, without limitation, your contact, spouse, relatives, drivers, etc.) may also access and use Volvo Application in using your vehicle, and their information is provided to us in the course of obtaining relevant products or services we provide to you ("you" and "related persons", collectively referred to as "you"). You acknowledge that before such related persons provide any information to us, you have explained to them the purpose, method and scope of use of the information in accordance with this Notice and have obtained their consent to enable us to collect, retain, use, entrusted process, share, transfer and publicly disclose such information in accordance with this Notice. Meanwhile, you have notified such related persons of their rights to access, rectify and erase their personal information.

Please read all terms of this Notice carefully before using our products and/or services (especially the content shown in bold), confirm that you fully understand our rules for processing your personal information, and make any decision you think is appropriate. If you do not agree to the terms of this Notice, you should immediately stop using the Volvo Application. If you actively use our products and/or services, you will be deemed to have fully understood and fully agreed to all the terms of this Notice. During the reading process, if you have any questions, you can contact us by calling our customer service hotline 10108666, or contact our user rights contact person Xu Hewei (contact information: 16621032398).

This Notice will help you understand the following:

I. How we collect and use your personal information

II. How we retain your personal information

III. How we entrusted process, share, transfer and publicly disclose your personal information

IV. How we protect your personal information

V. Your rights to your personal information

VI. How we process personal information of minors

VII. Third party service providers and their services

VIII. How your personal information is transferred globally

IX. Update of this Notice

X. How to contact us

I. How We Collect and Use Your Personal Information

We collect personal information in order to operate more efficiently and provide you with the best user experience. The ways we collect personal information include: (1) you provide to us directly; (2) we obtained in your use of Volvo Application; and/or (3) we obtained from third parties.

The information to be collected by us depends on the products or services you are using, the environment in which you interact with us, and the choices you make, including your privacy settings and the products and functions you use. Our products and functions include core business functions and value-added business functions. **You do not necessarily have to provide us with your personal information we request. If you opt not to provide certain personal information necessary for core business functions, we may not be able to provide you with related services, respond to or solve your problems. You may choose whether to consent to our collection of information for value-added business functions. If you refuse our collection, the relevant value-added business functions may not be implemented, but it will not affect your use of the corresponding core business functions.**

1. How we collect and use your personal information

1.1 Information collected in your use of products or services

(1) To provide you with service of Volvo ID login (App filing number: Shanghai ICP No. 20001865-8A)

If you choose to log into Volvo ID, we will collect your email address/mobile number and password. If you refuse us to collect above personal information, you may not be able to use Volvo ID-related services, but you can still use other services of the Volvo Application.

(2) To provide you with Environmental Monitoring function (App filing number: Shanghai ICP No. 20001865-11A)

If you opt to enable the Environmental Monitoring function, we will collect your vehicle location information (the city information) to check the PM2.5, an air quality index, of the city where you are, and further monitor the environment around your vehicle. **Your refusal of our collection may hinder us to provide you with Environmental Monitoring function, without any impact on the basic functions of Volvo Application.**

If you have enabled the Environmental Monitoring function, you can disable this function by pressing home button to terminate our collection of your personal information.

(3) To provide you with Event Data Recorder service

To comply with the related legal requirements, we may collect and store safety-related information relating to crash or near-crash situations in an Event Data Recorder (EDR) – also known as the car's "black box". The safety-related information includes data:

- How various systems in your vehicle were operating;
- Whether or not the driver's and passenger's safety belts were buckled/fastened;

- How far (if at all) the driver was depressing the accelerator and/or brake pedal (if any); and
- How fast the vehicle was traveling.

The period recorded is usually up to 30 seconds. Please noted that recording only takes place if a serious collision situation occurs, and no data is recorded under normal driving conditions. Furthermore, the recording does not include who is driving the vehicle or the geographical location of the (near) crash. **Please understand that the EDR service is a business function required by laws and regulations. We need to collect above personal information to provide EDR service to you.**

(4) To provide you with Over the Air Software Update (OTA) service

In order to be able to maintain the vehicle software and update software necessarily, we may collect and use the following data:

- Vehicle Identification Number (VIN);
- Vehicle software version;
- Diagnostic trouble codes;and
- Vehicle manufacturing date.

If you refuse over the air software updates, this will prevent you from being able to use our updated services, or you will not be able to use them fully. Failure to update may also increase the risk of cybersecurity incidents, much like in the case of all other smart devices. Note that you can also opt to have the updates installed in one of our workshops. **Your refusal of our collection may hinder us to provide you with Over the Air Software Update service, without any impact on the basic functions of Volvo Application.**

(5) To provide you with Emergency Call (eCall) function

In order to ensure your safety, we have developed Emergency Call (eCall) function, which is made automatically in the event of a severe accident, detected by activation of one or more sensors within the vehicle. When an emergency call is made, we may collect the following data:

- Vehicle Identification Number (VIN);
- Engine specification;
- Vehicle model specification;
- Time of the incident;
- **Location of the incident;**
- Direction of the vehicle travel; and
- Vehicle status.

Both Volvo Cars and third party eCall service partners may collect the abovementioned data, which will also be transmitted to emergency services institutions (for example ambulance service supplier) if necessary.

Please understand that Emergency Call (eCall) is a core service, and your refusal of our collection may hinder us to demonstrate or provide the basic functions of Volvo Application.

(6) To provide you with Volvo Assistance service

When you use Volvo Assistance service, in order to send suitable help to you whenever you may need assistance, such as sending out a tow truck, we may collect your following data: License plate

- Vehicle identification number (VIN);
- Vehicle specification;
- Vehicle status;
- **Time and place of the request;**
- **Location at the time of the call;**
- Direction of the vehicle travel.

What's more, depending on the nature and scope of the request, we may need to process additional information necessary for the requested assistance, for example:

- contact information (home address, e-mail address, phone number);
- **insurance details (policy and claim number);**
- **transaction-related data; and**
- damage cause and information about the workshop.

Your refusal of our collection may hinder us to provide you with Volvo Assistance service, without any impact on the basic functions of Volvo Application.

(7) To provide you with online map function (App filing number: Shanghai ICP No. 20001865-9A)

When you use online map services, we need to collect the following data:

- Location information

(8) To provide you with Douban FM function (App filing number: Beijing ICP No. 09014827-10A)

When you use Douban FM services, we need to collect the following data:

- User account information

(9) To provide you with Baidu search function (App filing number: Beijing ICP No. 030173-217A)

When you use Baidu search services, we need to collect the following data:

- Location information

(10) To provide you with Wechat interconnection function (App filing number: Guangdong ICP No. B2-20090059-1621A)

When you use WeChat Internet services, we need to collect the following data:

- Location information
- Account information

(11) To provide you with weather function (App filing number: Shanghai ICP No. 20001865-10A)

When you use weather services, we need to collect the following data:

- Location information

(12) To provide you with the function of finding parking lots (App filing number: Shanghai ICP NO. 20001865-12A)

When you use parking lot search services, we need to collect the following data:

- Location information

(13) To provide you with product and event promotion information

When you use our products or services, we may send you certain information that we believe you are interested in or need to know, including our products/services, notifications and advertisements, events, promotions, and campaigns, based on the personal information that we have collected, through email, text messages, or phone call. If you intend to decline such information, you may unsubscribe via the unsubscribing method provided in the email or mobile phone text messages, or you may unsubscribe by contacting us directly via the contact information in this Notice.

1.2 Obtaining your information from third parties

In order to improve your using experience and develop new products, etc., we may obtain your personal information or other information from our partners within the scope permitted by law and your authorization.

We will use your personal information strictly in compliance with the purposes stated in this notice, and your personal information will only be used for the purposes that are identified, described and authorized by you at the time of collection. If we want to use the information for other purposes not specified in this notice, we will ask for your consent in advance. If we want to use the information collected for a specific purpose for other purposes, we will ask for your consent in advance. We will not provide user personal information and other vehicle data to third parties without the user's consent.

1.3 Other instructions for use

We will use the personal information we collect to the extent necessary to implement our services as agreed in this Notice.

We may compile statistics on the use of our services and may share these statistics with the public or third parties to demonstrate overall usage trends for our Services. However, these statistics do not contain any identifying information about you.

When we use your personal information for purposes other than those described in this Notice, or when information collected for a particular purpose is used for other purposes, we will ask for your prior consent by actively checking the box.

We may use the personal information collected in accordance with this Privacy Notice to research, processing, training, count, analysis, and prediction. We improve the quality of our services, promote user experience, provide reference for business decisions, develop new products, and strengthen product security through research, analysis, and prediction. We may aggregate and analyze the personal information collected in accordance with this Privacy Notice to analyze or predict your personal characteristics, such as personal preferences and behavior, and eventually form a model of your personal characteristics, which may be applied on the services you choose to use based on that model of characteristics. Please note that we do not currently use your model of characteristics for personalized push, but only for our internal data analysis.

2. Exceptions to consent to collection and use of personal information

You are fully aware that, under applicable laws, we may not need your consent to collect and use your personal information where one of the following circumstances is met:

(1) As necessary to conclude or perform on a contract to which the individual is a party, or as necessary for carrying out human resource management in accordance with lawfully formulated labor rules systems and lawfully concluded collective contracts;

(2) As necessary for the performance of legally-prescribed duties or obligations;

(3) As necessary to respond to public health incidents or to protect natural persons' security in their lives, health, and property in an emergency;

(4) Handling personal information within a reasonable range in order to carry out acts such as news reporting and public opinion oversight in the public interest;

(5) For a reasonable scope of handling of personal information that has been disclosed by the individual or otherwise already legally disclosed in accordance with laws and regulations;

(6) Other situations provided by laws or administrative regulations.

II. How We Retain Your Personal Information

1. We will determine the duration of retention of your personal information only to the extent required by laws or regulations, and as necessary to achieve the purposes of this Notice. Upon the expiry of the above period, we will delete or anonymize your personal information.

2. If we terminate our services or operations, we will notify you at least 30 days in advance, and delete or anonymize your personal information upon such termination.

III. How We Entrusted Process, Share, Transfer and Publicly Disclose Your Personal Information

1. How we entrusted process your personal information

Some specific modules or functions in our products or services are provided by external suppliers. For example, we will engage service technology service providers to assist us in providing customer support. For companies, organizations and individuals that we entrust to process personal information, we will sign strict confidentiality agreements or other data protection related agreements with them, requiring them to comply with laws, regulations and our requirements, and take other measures that can ensure the confidentiality and security of personal information to process personal information.

2. How we share and transfer your personal information

We may, from time to time, share some of your personal information with our affiliates and strategic partners in cooperation with us in product and service offerings, or share or transfer your personal information in other circumstances to offer products or services you request. Volvo Cars may share your personal information to the following extent:

(1) **Sharing among Volvo Entities**: To the extent permitted by laws and regulations, your personal information may be shared with our affiliates to ensure compliance with laws, and protect the interests, property and security of us and our affiliates or business partners, you or other users or the public at large. We will share only such personal information as is necessary to achieve the purposes above. Without your consent, our affiliates will not use our shared personal information for any purpose other than those described above;

(2) **Sharing with business partners**: Some of our services will be provided by our authorized business partners only for the purposes stated in this Notice. We may share with our business partners some of your personal information to provide better customer service and user experience. Our business partners include the following:

a. Authorized Dealer: In order to provide you with pre-sale and after-sale warranty services, we will share your name, phone number, email address, **location** and other information with our authorized dealers for better provision of such services to you;

b. Authorized Service Provider: In order to provide you with after-sale repair services, we will share your vehicle, order and equipment information, among others, with our authorized service providers for better provision of such services to you;

The specific authorized dealers and authorized service providers depends on the specification of your vehicle. Generally speaking, you may find the identity and contact information of your vehicle dealer and service provider in the car purchase agreement and other materials. If you have any questions, please contact us via any of the means stated in this Notice.

(3) We will share your information as required by laws or regulatory requirements in scenarios such as government investigations, disputes, and other legal procedures or requirements.

(4) We will disclose your information when we, in good faith, deem it necessary to protect our rights, for example, to investigate potential breaches of our terms and conditions or to detect, prevent or disclose fraud and other security concerns.

(5) We will only share your personal information for lawful, proper, necessary, specific and express purposes to the extent required for providing products and/or services. We will only allow Volvo Cars employees and affiliates who have a need to use your personal information to access your personal information when acting on behalf of Volvo Cars and we will only share the required personal information and will be bound by the purposes stated in this Notice. Our affiliates will seek your consent separately if they intend to change the purpose for which your personal information is processed.

(6) Where personal information needs to be transferred due to merger, division, dissolution or declaration of bankruptcy, we will notify you of the name and contact information of the recipient. We will notify the recipient that it should continue to fulfill the obligations stated in this Notice and obtain your separate consent if the recipient makes any change to the purpose and method of information processing.

(7) We will enter into strict confidentiality agreements with companies, organizations and individuals with whom we share personal information, emphasizing our stringent data protection compliance requirements and requiring them to process personal information in accordance with our instructions and any other relevant confidentiality and security procedures. In the use of personal sensitive data, we require third parties to adopt data desensitization and encryption technology to better protect user data. However, please note that Volvo Cars and its authorized dealers and service providers are legal entities independent from each other, and we are generally not liable for unlawful acts of Volvo Cars' authorized dealers or service providers. If you have any questions about the collection and use of your personal information by your dealers or service providers, please contact such dealers or service providers directly.

3. How we publicly disclose your personal data

We may publicly disclose your personal information only:

(1) when we obtain your separate consent; or

(2) when it is required by law: We may, as required to comply with laws, regulations, subpoena and other legal proceedings or action, or mandatory requirements of government authority, disclose your personal information if we, in good faith, believe that disclosure is necessary to protect our rights, to protect the safety of you and others, to investigate fraud or respond to government requests.

4. Exceptions to authorized consent to sharing, transfer or public disclosure of personal information

You are fully aware that, under applicable laws, we may share, transfer or publicly disclose your personal information without your prior consent where one of the following circumstances is met:

(1) As necessary to conclude or perform on a contract to which the individual is a party, or as necessary for carrying out human resource management in accordance with lawfully formulated labor rules systems and lawfully concluded collective contracts;

(2) As necessary for the performance of legally-prescribed duties or obligations;

(3) As necessary to respond to public health incidents or to protect natural persons' security in their lives, health, and property in an emergency;

(4) Handling personal information within a reasonable range in order to carry out acts such as news reporting and public opinion oversight in the public interest;

(5) For a reasonable scope of handling of personal information that has been disclosed by the individual or otherwise already legally disclosed in accordance with laws and regulations;

(6) Other situations provided by laws or administrative regulations.

IV. How We Protect Your Personal Information

We attach great importance to the protection of users' personal information and take all reasonably practical measures to protect your personal information:

1. Technical measures for data security

We will adopt security precautions that meet industry standards, including developing reasonable systems, norms, and adopting security technologies to prevent unauthorized access, use, modification, damage or loss of your personal information.

Volvo Cars adopts encryption technology to encrypt and store users' personal information, and isolate it through segregation technology. Volvo Cars adopts strict data access rights control and multiple identity authentication technology to protect personal information and avoid unauthorized use of data.

2. We only allow employees of Volvo Cars and its affiliates who have a need to know such information to access personal information, and we have strict access control and monitoring mechanisms in place for this purpose. We also require all personnel who may have access to your

personal information to comply with their confidentiality obligations. If they fail to fulfill these obligations, we will pursue their legal liabilities or suspend our cooperation with them accordingly.

3. We recommend that you use complex passwords when communicating with other users by email, instant messaging, social networking software and other communication tools, and take care to protect your personal information.

4. You are reminded that the Internet environment is not 100% secure, and we will take security measures to ensure the security of any information you send us, in accordance with legal requirements and technological development. In the meantime, however, if any unauthorized access, public disclosure, tampering, or destruction of information is caused by any unpredictable and unpreventable damage to our physical, technical or management protection facilities, we will not be liable for any losses not caused by Volvo Cars.

5. Handling of security incidents

Please be sure to protect your personal information properly and only provide it to others when necessary. In order to deal with the potential risks such as leakage, damage and loss of personal information, Volvo Cars has established various rules and regulations, specifying the criteria for classifying and grading security incidents and security vulnerabilities as well as corresponding handling procedures. Volvo Cars has also set up a dedicated emergency response team for security incidents, which will, in accordance with good practice for security incidents, initiate security plans for different security incidents, to stop losses, analyze, locate, formulate remedial measures, and work with relevant departments to trace to the source and crack down on the incidents.

In case of any personal information security incident, we will, in accordance with the requirements of laws and regulations, promptly notify you of the following matters: basic status and possible impacts of such security incident, response measures we have taken or will take, suggestions on how you may prevent or reduce risks on your own, and remedies available to you. We will also promptly notify you of relevant information of such incident through email, letter, phone call, push notification, or otherwise. If it is difficult to notify each personal information subject one by one, we will publish an announcement in a reasonable and effective manner. In addition, we will, as required by law, voluntarily report our disposal of the personal information security incident to the regulatory authority.

We have established a dedicated network operations and data security team to carry out work related to personal information protection. If you have any questions about our personal information protection, please contact us via any of the means stated at the bottom of this Notice. **If you are aware of any leakage of your personal information, especially concerning your account and password, please contact us immediately via any of the means stated in this Notice and assist us in taking appropriate measures.**

V. Your Rights to Your Personal Information

We respect your rights to your personal information. Below is a list of your rights under the law, and we will explain how we protect these rights.

1. Right to be informed

We publish this Notice to inform you of how we may process your personal information. We are committed to ensuring transparency in the use of your information.

2. Right to access

You may inquire or access your personal information directly in our product or service interface, including logging in your account at any time through the product page to access your personal information in connection with your account.

You may access your personal information via [Settings – User Account - Account]. If you are unable to inquire or access your personal information on your own or encounter any problems in exercising your right of access to data, you may contact us and request access to your personal information in any of the means disclosed in this Notice.

3. Right to rectification

You have the right to request us to correct or supplement any of your personal information that we have processed if you find it incorrect or incomplete. You may apply for correction through Volvo Entities, authorized dealers, customer service hotline (10108666) and other channels.

4. Right to erasure

You may make a request to us to delete personal information in the following cases:

(1) If our processing of personal information violates laws and regulations or our agreement with you;

(2) If you no longer use our products or services, or if you cancel your Volvo ID;

(3) If our processing purpose has been achieved, cannot be achieved, or is no longer necessary to achieve the processing purpose;

(4) If we no longer provide products or services to you, or if the retention period has expired;

(5) If you withdraw your consent.

If you request deletion of your sensitive personal information based on the above circumstances, you may contact us at any time through the contact information set forth in this Privacy Notice and we will delete within 10 business days. If you request deletion of your non-sensitive personal information based on above cases, you may contact us at any time through the contact information set forth in this Privacy Notice and we will respond within 15 business days. If we decide to respond to your request for deletion, we will also notify the entities from which we obtained your personal information to delete your personal information at the same time, unless otherwise required by law or regulation or unless those entities have your independent authorization. When you delete information from our service, we may not immediately delete the corresponding information from our backup system, but will delete it when the backup is updated. Please know and understand that,

according to laws and regulations, if the retention period stipulated by laws and administrative regulations has not expired, or if deletion of personal information is technically difficult to achieve, we will stop processing other than storing and taking the necessary safety protection measures.

5. Right to account cancellation

We provide you with the right to cancel your account. You may contact us directly via any of the means disclosed in this Notice to apply for cancellation of your account. After you submit your application, we may need to manually review your account cancellation to confirm that you meet the conditions for account cancellation. We will assist you with account cancellation within 15 business days after you submit the application. After you choose to cancel your account, we will erase or anonymize all relevant personal information under your account, unless otherwise provided by laws and regulations. After you cancel your account, we will no longer provide you with any products or services that require you to log in your account.

6. Right to consent withdrawal

Each business function requires some basic personal information to be completed (see "How We Collect and Use Your Personal Information" of this Notice).

You can withdraw your authorization or consent by going to the Vehicle System Settings page Settings – Profiles – Volvo privacy settings at any time to turn off the corresponding permissions.

7. Right to portability

Where the conditions specified by the national cyberspace administration are met, you have the right to request the transfer of your personal information to a designated personal information processor. With formal authorization, you can exercise your right to portability by calling the hotline provided in this Notice.

8. Right to complaint

1. You have the right to complain by contacting via any of the means disclosed in this Notice. We will respond to your complaint within 15 business days of receipt. If you are not satisfied with our response, especially when our personal information processing has infringed upon your legitimate rights and interests, you may also file a complaint with or report to the cyberspace, public security, industry and commerce and other regulatory authorities, or file a lawsuit to a court having jurisdiction.
2. Please note that, for security reasons, we may verify your identity before processing your request. In principle, we will not charge a fee for your reasonable requests. For repeated requests that exceed reasonable limits, we will charge a fee as appropriate. We may reject those requests that are unduly repetitive, that require too many technical means (for example, developing new systems or making fundamental changes to existing practices), that pose a risk to the legitimate rights and interests of others, or that are very impractical, and state the specific reasons therefor in our response. Furthermore, we may not respond to your request if your request directly relates to national security, national defense, public health, criminal

investigation, or other matters directly related to the public interest, or may seriously damage your, or other individuals' or organizations' legitimate rights and interests.

Subject to the relevant legal requirements, your close relatives may exercise the above rights to access, duplicate, correct, or erase your relevant personal information, unless otherwise arranged by you.

VI. How We Process Personal Information of Minors

1. Our products and services are mainly intended for adults. If you are a minor under the age of 18, you must obtain prior consent from your guardian before using our products and/or services. In the case of collection of children's personal information with the consent of their parents, we will only use or publicly disclose such information to the extent permitted by law, expressly consented by their guardian or necessary to protect the children. For the personal information of children under the age of 14, we will, in addition to comply with the provisions of this Notice on users' personal information, adhere to the principles of legitimate necessity, informed consent, clear purpose, security assurance and lawful use, store, use, and disclose children's personal information, and protect the legitimate rights of children and their guardians concerning the relevant children's personal information in strict accordance with the *Personal Information Protection Law*, the *Provisions on the Network Protection of Children's Personal Information* and other laws and regulations.

2. We will seek to erase the relevant personal information as soon as possible if we are aware that we have collected the personal information of a minor without the prior verifiable consent of his or her guardian.

3. If you are the guardian of a minor, please contact us through the contact information below when you have questions about the processing of the information of the minor under your guardianship, or if you have evidence to prove that the minor has used Volvo Application without the consent of a guardian.

VII. Third Party Service Providers and Their Services

When using our products and/or services, you may access applications and other services linked to products such as Volvo vehicles and web pages but actually provided by third parties, for example, third-party applications that may require vehicle records including your location data to provide services to you. To this end, such applications and other services provided by third parties may involve your providing to third parties a particular type of personal information. **Volvo Cars shall not be liable for any collection or use of personal information by third parties' applications or services. We also recommend that you read the applicable terms and conditions (and any related privacy statements) carefully before using such applications or services and make a choice in your sole discretion after making sure you have fully understood its rules on collecting and using your personal information.** If you have any question about a particular third party's use of your personal

information, please contact the third party directly.

VIII. How Your Personal Information Is Transferred Globally

In principle, the personal information collected and generated within the territory of China will be stored within the territory of China. As Volvo Car Group operates its daily business through affiliates and information systems around the world, after obtaining your separate consent, your personal information may be transferred to Volvo Car Group affiliates and cooperative third-party service providers outside of China (**Overseas Receiver**), or accessed by Overseas Receiver：

No.	Purposes	Fields
1	To provide you with service of Volvo ID login	Mobile number/email address, password
2	To provide you with Volvo On Call service and emergency assistance immediately when you encounter an accident, illness, external threat, etc. and need Volvo Assistance. To ensure the proper operation and maintenance of the service system through the overall analysis of the call service, so that you can enjoy Volvo On Call service with the best quality.	Name, mobile number, VIN number
3	Track vehicle status to complete the vehicle software and firmware update, download and installation process.	VIN number, vehicle type, software version number, firmware version number, update data (i.e. download time, software name, software description, and upgrade result (success/failure))
4	Continuously improve safety performance and provide accident process reconstruction services	VIN number, working conditions of throttle, automatic pedal, ABS, as well as the longitudinal, horizontal, vertical acceleration of the vehicle

Currently, the physical storage locations for our data include Beijing, Shanghai, Gothenburg.

The aforementioned Overseas Receiver is:

Company Name	Country	Contact Information
Volvo Car Corporation	Sweden	•Data Protection Officer, DPO Contact: globdpo@volvocars.com; •Contact Address: Group Privacy Office， Dept AA14100，VGHQ， SE-405 08， Göteborg， Sweden

We will fulfill our obligations of managing the security of data export as required by laws, regulations and relevant supervision, and take the necessary security measures to protect your personal information. You may exercise your legal rights directly against the Overseas Receiver at the contact information set forth in the above form, or you may request our assistance in contacting the Overseas Receiver at hewei.xu@volvocars.com.

IX. Update of this Notice

1. This Notice will be updated to provide you with better services and to keep pace with our business development. We will not, however, reduce your rights under this Notice without your explicit consent. We will issue updates on our website and Volvo Application, and remind you of such updates by website announcements or any other proper way before they take effect. Please visit Volvo Cars' website to keep abreast of the latest privacy policy. **By using or continuing to use our products and/or services after we have updated this Notice (in such event that we will promptly remind you of the updates), you agree to the content of this Notice (including the updated version) and consent to the collection, use, storage and sharing of your information in accordance with this Notice.**

2. For material changes, we will also provide a more prominent notice (we will explain specific changes to this Notice by means including but not limited to emails, text messages or a special notice on the browser page).

Material changes referred in this Notice include, but are not limited to the following:

(1) Material changes in our service model. For example, the purpose of processing personal information, types of personal information processed, and the way of using personal information;

(2) Material changes in our ownership structure, organizational structure and so on, such as changes in ownership due to business adjustment, bankruptcy, merger and acquisition;

(3) Changes in the main recipients to which the personal information is shared, transferred or publicly disclosed;

(4) Material changes in your rights to participate in personal information processing and the way of exercising such rights;

(5) Changes in our department responsible for personal information security, relevant contact information and complaint channels; and

(6) High risks as indicated in the assessment report on the impact of personal information security.

3. We will also keep the old version of this Notice in archives for your reference.

X. How to Contact Us

1. If you have any questions, comments or suggestions about this Notice or matters related to your personal information, please send your comments to: Volvo Cars Asia Pacific Headquarters, Attention: 2088, Luyi Road, Jiading District, Shanghai, or contact us by calling our customer service number (10108666) or via our contact for user rights matters (Xu Hewei, 16621032398).

We will usually reply within 15 working days, unless otherwise provided by laws and regulations. If you are not satisfied with our reply, especially if you believe our personal information processing has harmed your legitimate rights and interests, you may also file a complaint with or report to the cyberspace, telecommunications, public security, industry and commerce and other regulatory authorities, or take proceedings in the court of competent jurisdiction.

Appendix 1

We provide you with App filing number, as shown in the table below. The specific information of the App filing number is available on ICP/IP address/domain name information filing management system (https://beian.miit.gov.cn/).

App filing number information

No.	App name	Icon	App filing number
1	Recording and sending		Shanghai ICP No. 20001865-7A
2	Volvo ID		Shanghai ICP No. 20001865-8A
3	Online map		Shanghai ICP No. 20001865-9A
4	Download Center		Shanghai ICP No. 20001865-14A
5	Douban FM		Beijing ICP No. 09014827-10A
6	Baidu search		Beijing ICP No. 030173-217A
7	WeChat Interconnection		Guangdong ICP No. B2-20090059-1621A
8	Weather		Shanghai ICP No. 20001865-10A
9	AQI		Shanghai ICP No. 20001865-11A
10	Find parking lots		Shanghai ICP No. 20001865-12A