



## Privacy MAN Driver App

### Data protection information

You have chosen to use the MAN Driver app. Thank you for placing your trust in us. In conjunction with the associated use of this platform, we collect and process various items of personal data that are required in order to fulfil the stated purposes. In accordance with Article 13 of the EU General Data Protection Regulation (GDPR), this document will inform you of the specific data involved in this process, how such data is processed and what rights you are entitled to in this regard.

- (1) Controller name and contact details  
MAN Truck & Bus AG  
Dachauer Straße 667  
80995 Munich  
Tel. +49 89 1580-0  
Fax +49 89 15039-72  
E-mail: [info@man-mn.com](mailto:info@man-mn.com)
- (2) Data protection officer contact details  
Data protection officer  
Heinrich-Büssing-Str. 1  
38239 Salzgitter  
E-mail: [data-protection-mtb@man.eu](mailto:data-protection-mtb@man.eu)
- (3) Purposes for which data is processed  
The MAN Driver app is a mobile application which provides the user (driver) with various functions to support their activities prior to the start of the trip and in the case of interruptions to the journey (breaks, breakdowns, etc.) (e.g. vehicle check prior to departure, quick guide to MAN vehicles, Mobile24 emergency breakdown number).
- (4) Legal basis for data processing  
The data subject has consented to the processing of their personal data for one or more specified purposes.
- (5) Recipients or categories of recipients of personal data
  - Companies belonging to the TRATON Group
  - Data processor (Audatex Schweiz GmbH)
  - Service partners
- (6) Transmitting the data to third parties  
Your personal data will only be passed on to third parties if this is necessary in order for us to provide our services or if you have given your consent.



- (7) **Contract data processing**  
For the collaboration with cooperation partners required in order to provide the app and use the functions, we have concluded corresponding data processing contracts.  
Usage data which is collected when the app is in use is processed on the Solera platform of Audatex Schweiz GmbH for the purposes of preparation for the app and, if applicable, forwarding to RIO and/or Mobile24.
- (8) **Transfer to third countries**  
Usage data which is collected when the app is in use is processed on the Solera platform of Audatex Schweiz GmbH for the purposes of preparation for the app and, if applicable, forwarding to RIO and/or Mobile24.  
An adequacy decision has been made by the Commission (Switzerland).
- (9) **Data storage time limits**  
Your personal data will be deleted if the data is no longer required to be stored in order to fulfil the intended purpose, provided this does not contradict any legal retention obligations, or if the storage of such data is not permitted for any other legal reasons.  
The personal data will be deleted after 30 days of inactivity in the case of non-registered users.  
The personal data will be deleted after 6 months of inactivity in the case of registered users.
- (10) **You have the following rights:**
- In accordance with Art. 15 of the GDPR, you can obtain information from the data controller in relation to the personal data concerning you that is being processed (e.g. the purposes of the processing, the categories of personal data involved, the categories of recipient or the planned storage period).
  - In accordance with Art. 16 of the GDPR, you can insist on the rectification, without undue delay, of inaccurate or incomplete personal data concerning you that is stored by the data controller.
  - In accordance with Art. 17 of the GDPR, you can, under certain circumstances, insist on the erasure of the personal data concerning you that is stored by the data controller.
  - In accordance with Art. 18 of the GDPR, you can, under certain circumstances, insist on the restriction of the processing of your personal data.
  - In accordance with Art. 20 of the GDPR, you can receive the personal data concerning you that you have provided the data controller with in a structured, commonly used and machine-readable format, or insist on the transfer of such data to another controller.
  - In accordance with Art. 7 (3) of the GDPR, you can, at any time, withdraw the consent you have given to the data controller. As a result of such a withdrawal of consent, the data controller will no longer be permitted to continue any data processing activities that were based exclusively on the existence of such consent.
  - In accordance with Art. 77 of the GDPR, you can lodge a complaint with a supervisory authority. Normally, this will mean approaching the supervisory authority for your usual place of residence or workplace or our company headquarters.



- (11) Data that is marked as mandatory information is either required by law or the terms of the contract, or necessary in order to conclude the contract.  
Failure to provide mandatory information will make it impossible to fulfil the processing purposes. Data that is not marked as mandatory information is provided on a voluntary basis. Failure to provide voluntary information will result in us being unable to assist you adequately or provide you with product recommendations.
- (12) Automated decision-making  
In accordance with Art. 22 (1) & (4) of the GDPR, no automated decision-making will take place.
- (13) Collected categories of personal data
- Professional contact and (work) organisational data  
Surname, first name, email address, mobile phone number, company, etc.
  - IT usage data  
User ID, roles, rights, login times, computer name, IP address, etc.
  - Vehicle usage data with VIN/number plate – guarantee, warranty, product liability, safe vehicle operation  
Data relating to use of vehicles which is linked to the VIN/number plate and is of importance in connection with workshop repairs, guarantee and warranty or product liability, or which needs to be available in order to ensure safe vehicle operation.
  - Vehicle usage data with VIN/number plate – comfort settings, multimedia, navigation  
Data relating to use of vehicles which is linked to the VIN/number plate and concerns comfort settings, e.g. seat adjustment, preferred radio channels, air conditioning settings, navigation data, e-mail/SMS contact data, etc.
  - Vehicle usage data with VIN/number plate – assistance systems, handling, etc.  
Data relating to use of vehicles which is linked to the VIN/number plate and concerns handling and/or the use of assistance systems and the associated concrete deployment data, etc.
  - Position data  
GPS, mobile network location services, movement profiles, WiFi hotspot location, etc.
  - Data on personal/professional circumstances and characteristics  
Portrait photo, job title, tasks, activities, appraisals/evaluations, etc.
  - Remuneration and time management data  
Attendance time, absence time, etc.
- (14) App-specific data protection information

#### App's access to device functions

The device's camera/photo function is accessed in order to record damage to the vehicle, to identify barcodes (VIN) and to identify switch symbols, etc. for the quick guide function.

The device's telephone/SMS function is accessed when contact is established with Mobile24.



The device's GPS function is accessed in order to determine the location when sending your location to Mobile24.

The device's WiFi function is accessed when transmitting data (WiFi use if available).

The device's memory is only accessed for the purposes of temporary storage of the recorded data.

#### Data recording when registering as a user

Within our app, we can provide functions which require you to register before you can use them. This involves us collecting your contact details where necessary. This personal data is only passed onto third parties provided this is required to perform the service or if you have explicitly agreed to it.

#### Data recording without registering as a user

You can use our app without registering or providing personal information. In this case, in addition to the location and device data required in order to use the app functions, we will only store access data such as the name of your Internet service provider where applicable. The access data is data which is analysed in the form of usage profiles in order to improve the app. It does not provide any information about you personally.

#### Location determination (only via GPS)

In conjunction with the use of certain functions, we will determine your current location via GPS so that we can quickly give you information about your immediate environment.

You can deactivate the transmission of the GPS position on all conventional mobile devices (usually in the settings menu). Please understand that, in this case, not all of our app's functionalities may be available.

#### Location determination (via GPS, GSM or WiFi hotspots)

In conjunction with the use of certain functions, we will determine your current location so that we can quickly give you information about your immediate environment.

You can deactivate the transmission of the GPS position or the signing in to WiFi hotspots on all conventional mobile devices (usually in the settings menu). Please understand that an imprecise location might be sent via the mobile phone network (GSM positioning) in this case, meaning that not all of our app's functionalities may be available.

#### Web analytics / Google Analytics

In order to constantly improve the user-friendliness and quality of the services that we offer and adapt them to your needs, we use Google Analytics and MixPanel to analyse the use of our app. MixPanel makes it possible to analyse the aggregated (non-personal) user behaviour (how often is a feature used, how much time is spent on it).



#### Data security in the app

We take technical and organisational security precautions in order to protect your personal data against accidental or premeditated manipulation, loss, destruction or access by unauthorised persons. Our data processing and security precautions are regularly improved in accordance with technological developments.

All data transfers – between the app and our backend as well as to external interfaces – are encrypted (TLS 1.2).

#### Changing our data protection provisions

We reserve the right to change our data protection and security precautions if this should become necessary due to technical developments. In such cases, we will adapt our data protection provisions accordingly and inform you appropriately and – if required – request your consent for this.