

Privacy Policy

Offboard Diagnostic Information System Engineering



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“ODIS Engineering” Privacy Policy

A. Controller

With this privacy policy, we hereby inform you of the ways in which your personal data is collected, processed, and used by Volkswagen AG, Berliner Ring 2, 38440 Wolfsburg, Germany, entered into the register of companies at the district court in Braunschweig under the number HRB 100484 (“Volkswagen AG”).

In the information that follows, “Volkswagen Offboard Diagnostic Information System Engineering” will be abbreviated as “ODIS Engineering”.

B. Collection, Processing, and Use of Your Personal Data

I. Basic Principles

The following data may be saved when performing work with the “ODIS Engineering” diagnostic system:

- Importer, dealer number
- Global user ID
- IP address
- E-mail address

This data is only used to ensure you have access to group systems when you are working with GFF, OBD, and procedures where data is populated (“Flash mode”). This access is needed to provide you with the required additional information for the repair procedure, such as software configurations. In addition, the personal data listed above may be used to provide software support. The e-mail address is used as the communication platform for this.

The data listed is processed on the basis of a prevailing legitimate interest (Art. 6 Abs. 1 S.1 lit. f) GDPR). The legitimate interest is based on ensuring a smooth repair process.

The personal data that is collected is deleted by Volkswagen AG after ending the “ODIS Engineering diagnostic session” on the diagnostic tester or within 30 days after closing a support case. To ensure a smooth support process, the personal data may also be processed by a contracted partner. The 30-day deletion period is also followed in this case.

Data security in the vehicle is a high priority for Volkswagen AG. Volkswagen AG use up-to-date technical and organisational measures and implement tested mechanisms and standards from embedded security. Our security measures include (and is not limited to) access control, system hardening, network vulnerability scan and management, awareness training, logging and security event management, transmission and storage encryption.

However, if information is transmitted via the Internet, the security of these data cannot be guaranteed. You should also understand that there may be circumstances amount to force majeure which cannot be foreseen, avoided or overcome by Volkswagen AG, and as a result your personal data may still be disclosed, destroyed, tampered with, lost, improperly used or otherwise illegally used. In such circumstances Volkswagen AG will inform you or publish relevant details in accordance with applicable law and regulation. If required by relevant supervisory authority, Volkswagen AG may report such circumstances to the authority.

C. Your rights

You may exercise the following rights vis-à-vis Volkswagen AG at any time and at no cost. Further information on exercising your rights can be found in Section D.

Right to information: You have the right to obtain information from us about the processing of your personal data.

Right to rectification: You have the right to obtain rectification from us of any incorrect or incomplete personal data concerning you.

Right to erasure: You have the right to have your data erased if the conditions set out in Article 17 of the GDPR are met. For example, you may ask for your data to be erased if it is no longer necessary for the purposes for which it was collected. Furthermore, you may request erasure if we process your data on the basis of your consent and you revoke this consent.

Right to restriction of processing: You have the right to request restrictions on the processing of your data if the conditions of GDPR Article 18 exist. That is the case, for example, if you dispute the accuracy of your data. You can then demand a restriction of processing for the period it takes to verify the accuracy of the data.

Right of objection: If processing is based on an overriding interest or if your data are used for the purpose of direct marketing, you have the right to object to the processing of your data. An objection is permissible if processing is either carried out in the public interest, or in the exercise of official authority, or on account of a legitimate interest pursued by Volkswagen AG or by a third party. If you exercise your right to object to data processing, please notify us of your reasons for objecting. You also have the right to object to data processing for the purpose of direct marketing. The same applies to profiling, insofar as it is related to direct marketing.

Right to data portability: If data processing is based on consent or on the performance of a contract, and the data processing is performed by automated means, you have the right to receive your data in a structured, commonly used machine-readable format, and to transmit those data to another data processor.

Right of withdrawal: If the data processing is based on consent, you have the right to withdraw your consent to data processing with effect for the future at any time and at no cost.

Right to lodge a complaint: You also have the right to lodge a complaint with a supervisory authority (such as the data protection authority of the Federal State of Lower Saxony [Die Landesbeauftragte für den Datenschutz Niedersachsen]) concerning our processing of your data. The contact information for supervisory authority can be found on website <https://datenschutz.volkswagen.de>.

D. Your contacts

Contact persons for exercising your rights

The contact person for the assertion of your rights and further information can be found on the following website <https://datenschutz.volkswagen.de>.

Data Protection Officer

Our data protection officer is your point of contact for matters concerning data protection:

Data Protection Officer of Volkswagen AG
Berliner Ring 2, 38440 Wolfsburg, Germany
datenschutz@volkswagen.de

Version: July 2020