

Service Terms – Connected Load Out

These service terms (the “**Service Terms**”) govern the purchase and use of Connected Load Out and has been entered into by and between Volvo CE (“**Volvo CE**”, “**we**”, “**us**”, “**our**”) and you, the legal entity, that has purchased the Service (the “**Customer**” or “**you**”).

Service description	
<p>Connected Load Out is a tool that connects the loader operators, site office and truck drivers in real time. Connected Load Out is offered in two versions: Connected Load Out Entry and Connected Load Out Flow. Your chosen version is indicated on your order confirmation.</p> <p>Connected Load Out Entry offers a two-way communication service between the loader operators and the site office. The site office can place load out orders directly to the loader operators on site. Once the order has been completed a load ticket is created and the data is reported automatically to the site office.</p> <p>With Connected Load Out Flow, in addition to the features included in the Entry version, truck drivers are also invited into the communication service. The incoming trucks register in the Connected Load Out app and place the material orders directly in the app. The loader operator sees the orders in the system and can plan the loading and prioritize them in order to minimize waiting time. The loader operator calls the truck for loading via the system. Once the order has been completed a load ticket is created and the load ticket/data is reported automatically to the office and the truck. The site office has full access to all orders and load ticket data.</p> <p>Connected Load Out provides its features through the Office Portal web application and integrates with the Volvo CE Co-Pilot and Onboard weighing system (OBW). In addition, the Flow version adds the Connected Load Out mobile application for incoming trucks, available for Android and iOS devices. Further information about the service is available in the Service Marketplace.</p>	
Price and payment	Termination
<p>Your Service Fee is specified in your Marketplace order confirmation. In addition, the following shall apply:</p> <ul style="list-style-type: none"> • Monthly invoice billing • Payment term: thirty (30) days <p>Additional information about the calculation of the Service Fee is available in the Service Marketplace.</p>	<p>Both you and Volvo CE may terminate these Service Terms by giving the other no less than thirty (30) days written notice to that effect.</p> <p>Additional grounds for termination are specified in the General Terms and Conditions.</p>
Service requirements	
<p>To use Connected Load Out, the following prerequisites apply:</p> <ul style="list-style-type: none"> • Volvo Co-Pilot with internet connection is required. (Hardware and SIM card are not included in the service) • Wheel loaders must use Load Assist with OBW. (OBW system is not included in the service) • Excavators must use Dig Assist with OBW premium. (OBW system is not included in the service) 	

General Terms and Conditions

[General Terms and Conditions for Digital Services](#) apply to these Service Terms. All capitalized terms used but not defined in these Service Terms, are defined in the General Terms and Conditions.

Personal data

In providing Connected Load Out to you, Volvo CE will Process Personal Data on your behalf. Appendix 1 (Privacy Addendum) of the General Terms and Condition shall apply in relation to the Processing of Personal Data specified below.

Nature and purpose of the Processing

Processing necessary for enabling the functions of the service, including:

- collecting and transmitting information relating to the load orders and tickets,
- calculation of estimated times of arrival based on device geolocation and real-time GPS position within geofenced area, and
- storing of customer user account information.
- Storing your data for up to 3 years following your termination of the service in case you decide to use the Service again at a later stage. Upon request, your data will be removed in advance of the full period.

Categories of Personal Data

- Vehicle Alias (e.g., name, registration number)
- Mobile device GPS data
- Load order and ticket data
- Account information (name, email)

Categories of Data Subjects

- Office Portal users
- Machine operators
- Mobile app user (truck drivers)

Open source or other separately licensed software

The Service includes copyrighted software that is licensed under open-source licenses. Should you want to know what components of the Service that are covered by such licenses, or if you want to read the licenses in full, you can find a list with copies of such licenses [here](#).