

# Volvo CE Account Privacy Notice

## 1. Your Volvo CE Account

This Privacy Notice (the “**Privacy Notice**”) describes how Volvo Construction Equipment AB, with offices at Munktellvägen 1, 635 10 Eskilstuna, Sweden under company registration number 556021-9338 (“**Volvo CE**”, “**we**”, “**us**” and “**our**”), process your personal data.

The data processing referred to in this Privacy Notice refers to the processing of personal data associated with your use, and Volvo CE’s registration and maintenance of your Volvo CE Account (the “**Account**”).

The Account allows you to login to and access various Volvo CE sites and subsites as a representative of a Volvo CE customer. In most cases, you who are reading this will be an employee of such a customer (our “**Customer**”).

Volvo CE abides by the Australian Privacy Principles (“**APPs**”) under the *Privacy Act 1988* (Cth) (“**Privacy Act**”). You can obtain information about the APPs and your privacy rights at the website of the Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

## 2. Why and how we process your personal data

We process your personal data to be able to provide, maintain and protect the Account and associated functions. This includes using your personal data to set up the Account during registration, to associate the Account with the relevant Customer, and to send you necessary notifications (e.g., using your registered email address). When the Account registration is initiated by the Customer or by a Volvo CE dealer, we will receive your personal data (e.g., your name and email address) to send you an invitation to complete the registration process.

We will also log certain Account activities to be able to associate e.g., a request, order, inquiry, or acceptance made with your Account on behalf of our Customer, or to be able to investigate security breaches or breaches of Volvo CE policies.

In rare circumstances, typically if there is a legal dispute between Volvo CE and our Customer, we may need to use your personal data when it is necessary to exercise or defend against legal claims.

Our legal basis for processing your personal data is the legitimate interest of Volvo CE and our Customer in enabling the functions and services made possible with the Account. Bearing in mind the nature and risks of the associated processing, we have concluded that the interests of Volvo CE and our Customer are not outweighed by your rights and freedoms.

### 3. **The personal data we process**

We process a limited set of personal data of you as an Account user. This is personal data which we either receive from you directly during registration, from our Customers or dealers, or from our systems when data is generated through your use of the Account. The information includes:

- First and last name
- Email address
- Work title
- Mobile number
- Associated Customer company
- Account usage data (e.g., what sites and activities you are engaging in using the Account)

### 4. **How we share your personal data**

We only share your personal data with those who need access to it to enable the activities described above. These include:

- (a) **Volvo CE dealers.** We cooperate with our dealers who may need to access information related to you and your use of the Account to deliver a service or otherwise provide support to our Customer.
- (b) **Other Volvo Group companies.** Some of our services and functions are being provided by other companies within the Volvo Group.
- (c) **Suppliers of IT-services.** We use suppliers of IT infrastructure and services to which we may share personal data in connection with them providing their services to us.

### 5. **Do we transfer personal data to Third Countries?**

Where necessary for the purposes listed above, we may transfer your personal data to countries outside of Australia, including to countries outside the European Union/European Economic Area (“**EU/EEA**”). Whenever we transfer your personal data to any such a country (a “**Third Country**”), we will take reasonable steps before disclosing personal information to an overseas recipient to ensure that the overseas recipient does not breach the APPs. Where we disclose personal information to an overseas recipient, we will be accountable for an act or omission by the overseas recipient that breaches the APPs. We will ensure that appropriate safeguards are provided for, such safeguards including Volvo CE signing a contract with the recipient of the personal data incorporating the EU Commission’s standard contractual clauses for the transfer of personal data to a country outside the

EU/EEA. Transfers of personal data to Third Countries can also be based on a valid adequacy decision by the EU Commission.

## 6. Your rights as a data subject

In this section we describe the legal rights you have relating to your personal data. Do not hesitate to contact us if you have any questions regarding your rights. Please note that not all rights listed below are absolute and that there are exemptions which can be valid.

You have the following rights.

- (a) **Right of access.** You have the right to get a copy of the personal data we process and to get complementary information about our processing of your personal data.
- (b) **Right of rectification.** You have the right to have your personal data rectified and/or complemented if they are wrong and/or incomplete.
- (c) **Right to erasure.** You have the right to request that we erase certain personal data without undue delay under certain circumstances.
- (d) **Right to restriction.** You have the right to restrict the processing of your personal data under the certain circumstances.
- (e) **Right to data portability.** You have the right to receive the personal data concerning you in a structured, commonly used, and machine-readable format to transmit these to another service provider.
- (f) **Right to object.** You have the right to object to our processing of your personal data when it is based on our legitimate interest.
- (g) **Right to object to direct marketing.** You have the right to at any time object to processing which is done for the purpose of direct marketing (if applicable). If you object to such processing, we will no longer process your data for such purposes.
- (h) **Right to withdraw consent.** If our processing of your personal data is based on your consent, you have the right to withdraw your consent at any time. Please note that the lawfulness of any processing based on your consent before its withdrawal is not affected by the withdrawal.

## 7. Security

We will take reasonable steps to ensure that all personal data that we hold is:

- accurate, complete, and up to date;
- stored in a secure environment; and
- protected from misuse, interference, and loss as well as unauthorised access, modification, or disclosure.

If any of your details change, please let us know as soon as possible by using the contact details below so we can maintain the accuracy of your personal data.

**8. Complaints to the supervisory authority**

If you think that we have processed your personal data in breach of the Privacy Act, you can contact us for us to address your complaint. If you are not satisfied with the way in which we handle your complaint, you can contact the Office of the Australian Information Commissioner on Tel: 1300 363 922 or email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).

**9. Changes to this Notice**

We may from time to time need to make updates or changes to this Privacy Notice. In case of any material updates or changes, we will notify you.

**10. Contact us**

You can contact us at any of the following addresses:

**Email:** [hrsc.au@volvo.com](mailto:hrsc.au@volvo.com)

**Address:** 41 Bivouac Place, Wacol Qld 4076

**Telephone:** [+61 7 3718 3500](tel:+61737183500)