

Digital Manual Privacy Policy

A. Controller

Thank you for visiting a website of Volkswagen AG, Berliner Ring 2, 38440 Wolfsburg, kundenbetreuung@volkswagen.de, entered in the register of companies at Braunschweig District Court under No. HRB 100484 ('Volkswagen AG'). This privacy policy provides you with information regarding the processing of your personal data by Volkswagen AG in conjunction with your visit to the website and accessing the digital manual.

B. Processing personal data

You have the option to access a digital version of the manual with your vehicle identification number (VIN). For this purpose, Volkswagen AG provides a service on this website to enable the download of the associated digital manual by means of VIN entry. The data processed in this context (VIN and vehicle model) is used by Volkswagen AG for the purposes of providing this service on the basis of the legitimate interests of Volkswagen AG (Article 6, paragraph 1, letter f GDPR) and deleted once the application is closed.

To detect and rectify issues with the provision of the Digital Manual at an early stage, log data is stored. The following data is processed for error analysis: VIN, time of request, the manual literature IDs associated with the VIN, access point (mobile, desktop, etc.) of request. The legal basis for data processing is our legitimate interest in providing vehicle users with the vehicle manual in digital form without error on the website (Article 6, paragraph 1, letter f GDPR). The log data is stored for up to 3 months to ensure support readiness and then deleted automatically.

C. Your rights

You may assert the following rights vis-à-vis Volkswagen AG at any time free of charge. Additional information on exercising your rights can be found under Section D.

Right of access to personal data

You have the right to receive information from us (Article 15 GDPR) regarding the processing of your personal data.

Right to rectification

You have the right to request rectification (Article 16 GDPR) from us of any personal data concerning you that is incorrect or incomplete.

Right to erasure

You have the right, in the event that the requirements specified in Article 17 GDPR have been met, to request the erasure of your data. Accordingly, you may request the erasure of your data, for instance, if it is no longer necessary for the purposes for which it was collected. In addition, you may request erasure if we process your data on the basis of your consent and you withdraw this consent.

Right to restriction of processing

You have the right to request the restriction of the processing of your personal data if the requirements specified under Art. 18 GDPR have been met. This is the case, for example, if

you dispute the accuracy of your data. You may then request the restriction of processing of the data while the accuracy of the data is being verified.

Right to data portability

Provided that the data processing is based on consent or on the fulfilment of a contract and that it is also carried out using automated processing, you have the right to receive your data in a structured, commonly used and machine-readable format and to forward it to another data processor.

Right to object

Insofar as the processing is based on an overriding legitimate interest, you have the right to object to the processing of your data. An objection is permissible if the processing either is carried out in the public interest or owing to a legitimate interest of Volkswagen AG or of a third party. If you object, we ask you to inform us of the reasons why you are objecting to data processing.

Besides this, you also have the right to object to data processing for the purpose of direct marketing. This also applies to profiling where this is connected to direct marketing.

Right to withdraw consent

Insofar as the data processing is undertaken based upon consent, you have the right to withdraw your consent, with effect for the future at any time, free of charge.

Right to lodge a complaint

You also have the right to lodge a complaint with a supervisory authority (e.g.: with the Data Protection Officer for the State of Lower Saxony) regarding our processing of your data.

D. Your points of contact

Points of contact for the exercise of your rights

For information on your points of contact for the exercise of your rights and for further information, please visit the following website: <https://datenschutz.volkswagen.de>.

Data protection officer

Our data protection officer is your point of contact for issues related to data protection:

Datenschutzbeauftragter der Volkswagen AG [Data Protection Officer of Volkswagen AG]
Berliner Ring 2, 38440 Wolfsburg
dataprivacy@volkswagen.com

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