

## Data notice - Digital Services Information

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This document describes what product data is generated and collected for Volvo's (Volvo Truck Corporation) provisioning of digital services (including related services) and how you as a user can access the product data and related services data. Each digital service is subject to the user entering into a service agreement for the respective digital service. The latest pre-contractual information and the Data Management Agreement ("DMA") is located and will be updated at <https://www.volvotrucks.com/data-act>. Where information changes during the agreement period for the digital service, including any changes to the purpose for which the data are to be used from the originally specified purpose, this information will also be published at the previously mentioned location(s).

### Data management agreement:

If Volvo and a service recipient have not previously entered into a Data Management Agreement (i.e. the agreement that governs the collection and use of the data generated by the Connected Product and digital services), the earlier of (i) the use of the digital service and (ii) conclusion of a service agreement for the digital service shall conclude the Data Management Agreement (DMA), located at <https://tsadp.volvotrucks.com/>. The DMA regulates Volvo's use and sharing of readily available data. If the relevant connected product for the digital services is sold to a third party, the seller is obliged to notify Volvo, enabling Volvo to terminate data collection and discontinue the provision of the digital services for that particular connected product.

### Data in scope:

In scope for the sharing obligations under the EU Data Act is data that is product data and related services data that is "raw" or "pre-processed" (raw data is unprocessed, automatically generated data points, while pre-processed data is modified to be understandable and usable for further analysis). The provider of the digital services might also have opted to voluntarily share "inferred or derived data" (refined data due to being the outcome of processing beyond pre-processing). Such voluntary sharing does not waive the service provider's classification of the data as inferred or derived, and the sharing status is at the discretion of the manufacturer and data holder, respectively. Data classified as trade secrets or security-related data might be subject to additional non-disclosure and safeguard measures required to be fulfilled.

**"Product data"** (EU Data Act article 2(15)): *"'product data' means data generated by the use of a connected product that the manufacturer designed to be retrievable, via an electronic communications service, physical connection or on-device access, by a user, data holder or a third party, including, where relevant, the manufacturer;"*

**"Related services data"** (EU Data Act article 2 (16)): *"'related service data' means data representing the digitisation of user actions or of events related to the connected product, recorded intentionally by the user or generated as a by-product of the user's action during the provision of a related service by the provider;"*

### Service provider / data holder:

Volvo Trucks Corporation - Volvo Lastvagnar Aktiebolag, Herkulesgatan 75. SE-405 08 Göteborg Sweden.

Contact: [Function.vtlegalcompliance@volvo.com](mailto:Function.vtlegalcompliance@volvo.com) / <https://www.volvotrucks.com>

### Data access and sharing requests

User requests for data access can be initiated by contacting your local dealership to arrange a Volvo Connect account. Please visit <https://www.volvotrucks.com/en-en/dealer-locator.html> for information and contact details. If you have a Volvo Connect account you can access the API manager directly.

Service data that is available in the API manager is data that is both i) exposed in the API Catalogue found at <https://developer.volvotrucks.com/> and ii) collected for the service in question. For questions and requests regarding other data, please contact the support through Volvo Connect.

Third party requests for data access can be initiated via the data access request tool: <https://dart.volvogroup.com/>.

### Purpose for data collection:

Volvo collects, uses and shares product data and related services data in order to provide the digital services ("Service Purposes") and also for compliance with applicable law as well as for its own internal and other reasonable business purposes ("Volvo Purposes")<sup>1</sup> as defined in the Data Management Agreement. For Service Purposes Volvo

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<sup>1</sup>(i) conducting Product and Services research and development to enhance, maintain, and develop new Products and Services, (ii) solving quality issues, (iii) performing accident research investigations, (iv) managing warranty, contract, or regulatory compliance surveillance (such as product liability), (v) marketing Products and/or Services, (vi) performing proactive maintenance, (vii) enabling battery monitoring and diagnostics, (viii) updating the Information Systems with accompanying software (including providing over-the-air updates), (ix) the development, training, and monitoring of artificial intelligence systems and machine learning models for the Volvo Purposes, including, without limitation, large language models, predictive analytics, autonomous driving algorithms, and (x) any additional purposes further described in the applicable Privacy Notices and/or relevant Service Descriptions (as applicable).

stores the data as long as needed for the provisioning of the services and for Volvo Purposes Volvo may store the data for the entire expected life of the Vehicle/Product type, which could be up to 25 years (e.g. for research and development projects or to solve quality issues).

#### Service duration:

The service duration and arrangements for terminating the contract are set out in the Volvo Connect Terms <https://volvoconnect.com/support/termsfuse>, the Fleet Services Agreement and the Service-specific terms and conditions, and service descriptions.

#### Right to lodge a complaint

As a user under the EU Data Act you have the right to lodge a complaint to the designated competent supervisory authority if you believe that any provision of Chapter II of the act have been infringed, however please feel free to raise any concerns with us in the first instance.

## DIGITAL SERVICES

“**Digital services**” means data-driven services made available by Volvo to you as a user. Digital services are further described in this section.

<b>Service: Asset Management</b> <i>Our Asset Management services bring all your trucks and trailers together in Volvo Connect – enabling you to check their status in real time, receive alerts and notifications, track your completed workshop visits and see all the upcoming visits you have planned.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Tire pressure, Engine hours, Vehicle Health status, Longitude, Latitude, Altitude. For more details on vehicle data, please see the Development Portal
<b>Service: Battery Pack</b> <i>Battery Pack Monitoring keeps a constant eye on the health of your electric truck's batteries to prevent unplanned stops. Using your vehicle's built-in connectivity and diagnostic systems, we monitor your traction batteries and service box in real time. Battery Pack Monitoring is included in service contracts for all Volvo FL and FE medium duty electric trucks.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Driver behavior, GPS (Low frequency data), Embed Software Nodes (EWS) Nodes and Parameters related to the battery For more details on vehicle data, please see the Development Portal
<b>Service: Connected Service Planning</b> <i>Connected Service Planning gives you an optimized service schedule made possible by your truck's built-in connectivity. Connected Service Planning can be included in all Service Contracts, but for Uptime Care, monitoring only is provided.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Components wear, Engine oil change, Air dryer cartridge, Brake pads, Clutch For more details on vehicle data, please see the Development Portal
<b>Service: Daily Service Inspection</b> <i>The Daily Inspection tool digitalizes the daily walk-around check and allows drivers to complete and report inspections from their smartphone or tablet, complete with a photo of any defects and their own notes. Transport managers have access to all completed inspections.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Vehicle status (Paused, Active, Deleted) For more details on vehicle data, please see the Development Portal
<b>Service: Data Access</b> <i>Data Access allows vehicle data to be stored and accessed via the cloud according to the Remote FMS standard (rFMS). This enables data to be integrated with customers' existing systems and allows them to utilise data from vehicles, benefiting transport operations with mixed fleets regardless of model or make.</i>  <i>Data Access offers three different types of services: Uptime Data, Vehicle Data and Transport Data. All services can be combined. Exactly what kind of rFMS data is included in each Data Access service is described in the Data Access factsheet.</i>	

<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Driver ID, Time stamp, Longitude, Latitude, Altitude, Heading, GPS, Odometer, Speed, Fuel consumption, Time stamp, Tachograph information, Vehicle health status For more details on vehicle data, please see the Development Portal
<b>Service: Driver Times</b> <i>The purpose of the Driver Times service is to provide our customers (both fleet users, fleet managers and drivers) with a solution that supports them complying with the following EU regulations:</i> <ul style="list-style-type: none"> <li>• REGULATION (EC) No 561/2006 social legislation relating to road transport</li> <li>• REGULATION (EU) No 165/2014 on tachographs in road transport</li> <li>• Directive 2002/15/EC Organization of the working time of persons performing mobile road transport activities</li> </ul> <i>At certain Volvo dealers, company card hosting is available as an additional service.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Location data from Tachograph (every 3 hours), Tachograph Driver Card Number, Date of Birth, Nationality, Driver/Operating behavior, Speed, Vehicles used, Odometer values, Tachometer work-time, Driver activities For more details on vehicle data, please see the Development Portal
<b>Service: Energy &amp; Environment</b> <i>Energy &amp; Environment service provides the customer with information about his vehicles and drivers when it comes to energy and environmental aspects as well as vehicle and driver performance.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Driver/Operator ID, Time stamp For more details on vehicle data, please see the Development Portal
<b>Service: Fuel &amp; Environment</b> <i>Fuel &amp; Environment service provides the customer with information about vehicles and drivers when it comes to fuel and environmental aspects as well as vehicle and driver performance.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Vehicle Motion & Power, Speed, Fuel consumption, Doors open/closed, Pollution data, Braking, Automated braking, Gear box shifting, Idling, Driving, Cornering/Steering, Automatic Lane Assistance, Tachometer worktime, Vehicle surrounding data, Road and ambient conditions, Vehicle health status, Technical engine, Engine hours, Battery usage, Power/Torque data For more details on vehicle data, please see the Development Portal
<b>Service: Positioning incl Positioning Plus</b> <i>Positioning service provides customers (both fleet users, fleet managers and drivers) with a solution for the geographical position and activity of the customer's vehicles.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Tachometer work time, Driver name, Continuous location data, Momentaneous location data, Longitude, Latitude, Altitude, Operating behavior, Vehicle usage, Fuel consumption, Driving, Idling, Usage, Speed, Odometer, Load indicators weight, Connected trailers, Fuel level, AdBlue level, Battery stage of charge, Ambient air temperature, Time stamps For more details on vehicle data, please see the Development Portal
<b>Service: Volvo Open Charging</b> <i>Volvo Open Charging gives our customers access to public charging. This will be done by bilateral agreements with CPOs (Charge point operators) whose charging service we will retail.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: GPS location, Driver behavior For more details on vehicle data, please see the Development Portal
<b>Service: Range &amp; Route</b> <i>Range &amp; Route is a route-planning and range-simulation tool in Volvo Connect for electric vehicles. When buying the Range &amp; Route service, the customer is also required to buy Positioning service, which provides map and traffic data.</i>	

<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Longitude, Latitude, Altitude, List of way points, Activities (Loading, Unloading, charging, Stop-times), Payload, Trailer information, Log data, GPS location, Driver behavior For more details on vehicle data, please see the Development Portal
<b>Service: Safety Service</b> <i>Safety service lets you monitor and analyze driver behaviour to improve the safety of your fleet and reduce the risk of accidents.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Tachometer work time, Speed, Seatbelt usage, Payload, Harsh braking, Harsh acceleration, Unsafe lane changes, Collision warning, Driver alert support, Electronic Stability Program, Lane Keeping support. For more details on vehicle data, please see the Development Portal
<b>Service: Safety Zones</b> <i>Safety Zones service is an add-on to the Positioning service and allows fleet managers to create zones in areas where it's considered better, and safer, for a truck's speed to be restricted.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Type of event, Time stamp of event, Fuel level, Battery state of charge, Location, Total diesel/gas/energy consumption, Speed, Odometer, Duration of violation, Zone speed limit, Top speed in zone, Violation type, Driver name/ID For more details on vehicle data, please see the Development Portal
<b>Service: Tire monitoring</b> <i>This service is part of Volvo Connect and gives the fleet manager access to warnings and information related to tires, such as tire pressure, temperature and battery sensor status. The tire pressure monitoring system TIRE-PMI* is a prerequisite for this service.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Time stamp, Vehicle position. For more details on vehicle data, please see the Development Portal
<b>Service: Vehicle Status</b> <i>This service shows information related to the vehicle's instrument cluster related to warnings and alarm lamps, and facilitates the short- and long-term vehicle management for the fleet manager.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service For example: Tire Pressure, Vehicle health status, Technical fault & Alerts, Events & Alert type For more details on vehicle data, please see the Development Portal
<b>Service: VAS incl 4 hour commitment</b> <i>If customer's truck should have an unplanned stop, Volvo Action Service will find the fastest possible solution to safely solve the problem.</i>	
<b>Product data</b>	Product data is obtained as part of provisioning the digital service. For example: Location data, Operating behavior, Vehicle Usage For more details on vehicle data, please see the Development Portal

## RELATED SERVICES

“**Related service(s)**” have a specific meaning under the EU Data act and means digital services that can be linked to the operation of a connected product and that affects the functionality of the Connected Product, for instance by transmitting data or commands to it (e.g. an app to set the heater time for a truck). For related services there is specific information that will be provided for the services, such as details on collection frequency of product data and related services data generation relating to user interactions. Related services are further described in this section.

<b>Service: My Truck including Ready to Run</b> <i>My Truck app updates the driver with the current status of the truck's dashboard and gives push notifications alerting if something is wrong. My Truck also provides remote control to the 'Parking climate' functions, basic charging control, as well as 'Ready to Run' timers for the electric truck.</i>
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<b>Product data</b>	<p>Product data is obtained as part of provisioning the related service:</p> <p><b>'My Truck'</b> service related data such as:</p> <p><b>Data related to the Vehicle, for example:</b></p> <ul style="list-style-type: none"> <li>• VIN Number / Chassis ID / Registration Number</li> <li>• Product information</li> <li>• Events such as parking climate, sensor data, vehicle status, charging (only for electric vehicles), fuel level, air temperature, battery usage, engine range door lock, position etc.</li> <li>• Burglar alarm (cab/body/trailer)</li> </ul> <p><b>Driver data:</b></p> <ul style="list-style-type: none"> <li>• Driver ID, Driver session, Vehicle preparation schedule (name, departure time, recurrent code)</li> </ul> <p><i>More detailed information can be found in the Service Description and Development Portal.</i></p>
<b>Related Services Data</b>	<p>Related services data is generated as part of provisioning the related service:</p> <ul style="list-style-type: none"> <li>• Configuration on preferences of push notifications and setup of the services, such as timers and similar</li> </ul>

<p><b>Service: I-SEE</b></p> <p><i>Map-based I-See uses GPS coordinates, together with a commercial topography map, to optimize your truck's speed and gear changes for the road ahead. The commercial offer is a software option on the I-Shift gearbox.</i></p>	
<b>Product data</b>	<p>Product data is obtained as part of provisioning the digital service:</p> <p><b>Data related to the Vehicle, for example:</b></p> <ul style="list-style-type: none"> <li>• Position and Coordinates and road conditions</li> <li>• Speed</li> <li>• Current gear</li> <li>• Brake usage</li> <li>• (Adaptive) Cruise control status</li> </ul> <p><i>More detailed information can be found in the Service Description and Development Portal.</i></p>
<b>Related Services Data</b>	<p>Related services data is generated as part of provisioning the related service: N/A</p>

<p><b>Service: Remote Software Download</b></p> <p><i>Remote software download service enables an agent (workshop personnel or Uptime Center) to do software configuration of the vehicle remotely and update software versions including SW campaigns</i></p> <p><i>The service is divided in 2 parts:</i></p> <ul style="list-style-type: none"> <li>• <b>Feature Online</b> available for 3<sup>rd</sup> parties by law</li> <li>• <b>Remote Batch Tool</b>, used for Volvo Trucks campaigns (product safety)</li> </ul>	
<b>Product data</b>	<p>Product data is obtained as part of provisioning the related service:</p> <ul style="list-style-type: none"> <li>• VIN Number / Chassis ID / Registration Number</li> <li>• Product information</li> <li>• Battery voltage</li> <li>• Vehicle Mode</li> </ul>

	<ul style="list-style-type: none"> <li>• ParkBrakeStatus</li> <li>• ECSFunction</li> <li>• OdometerValue</li> <li>• Status</li> </ul>
<b>Related Services Data</b>	Related services data is generated as part of provisioning the related service: N/A

<b>Service: Charging Management Service</b> <i>This service provides fleet operators with a comprehensive way to manage and optimize the charging of electric vehicles within their fleet. A connected charger, set up in the customer's depot, sends the data whenever the charger is in use.</i>	
<b>Product data</b>	<p><b>Connected charger sends data to Volvo Connect.</b></p> <p><b>Data from charging sessions:</b></p> <ul style="list-style-type: none"> <li>• Charging session start and end time and date,</li> <li>• Duration,</li> <li>• Energy charged,</li> <li>• Charger diagnostics data,</li> <li>• Location.</li> </ul> <p><b>Charging station data:</b></p> <ul style="list-style-type: none"> <li>• Serial number,</li> <li>• Brand name,</li> <li>• Location,</li> <li>• Status,</li> <li>• Connector status,</li> <li>• Firmware version.</li> </ul> <p><b>Customer data:</b></p> <ul style="list-style-type: none"> <li>• Token type,</li> <li>• Token visible number</li> </ul> <p><i>More detailed information can be found in the Service Description and Development Portal.</i></p>
<b>Related Services Data</b>	<p><b>Related services data generated as part of provisioning the service:</b></p> <ul style="list-style-type: none"> <li>• Smart Charging (allows a remote control of the charging station based on the various parameters): <ul style="list-style-type: none"> <li>○ Smart Charging Schedule Info,</li> <li>○ Charging Station Electric Current Limit,</li> <li>○ Charging Station Electric Power Limit,</li> <li>○ Charging Detailed Record Initiated By.</li> </ul> </li> </ul>