# Customer Information on Disable Privacy Mode (DPM) for Fleet Interface Data

General Information:

When using **Disable Privacy Mode (DPM)** for your infleeted vehicles, our **mobile-online services used for Fleet Interface will be set to "always online"**. This means, the respective services will ignore if "a higher privacy setting like maximum privacy" is switched on via an HMI change by a driver in the vehicle. Data is still continuously sent. This is possible for combustion and hybrid vehicles of Volkswagen, Volkswagen Commercial Vehicles, Skoda, SEAT, CUPRA and Audi as well as for electric vehicles of the brand Audi. Please find all relevant Vehicles here: Fleet Interface (fleet-interface.de)

Your Advantages:

With DPM it is no longer possible **to completely switch off the services needed for data delivery in the vehicle**. This ensures that you, as a customer, **always receive the data you need directly from your vehicles**, without interruptions caused by drivers taking the vehicle offline by switching on e.g. "maximum privacy":
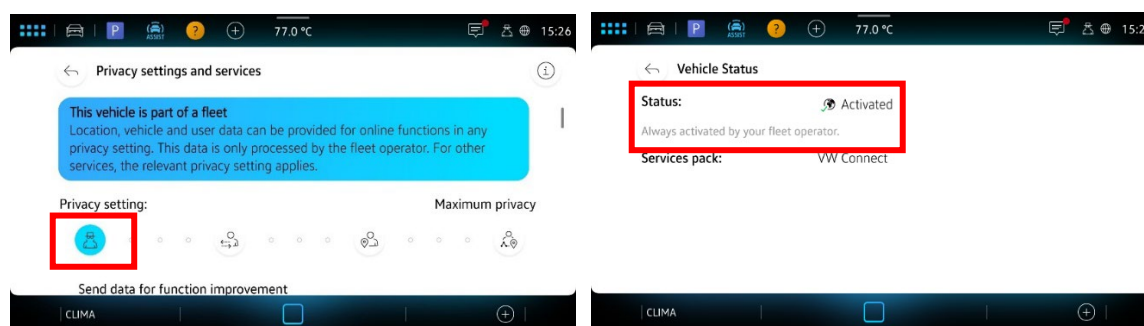
E.g., in " maximum privacy", the service "Vehicle Status" is activated. This can be seen by the privacy icon and the bold globe on the top right.

Please note that the screens above are from the latest generation of VW-infotainment (e.g. built in the new Passat). The functionality of DPM and display in the HMI is similar in vehicles of the other brands. Details can be found later in this document.

Your ordering options (this must be selected in a new order form):

You have two options to **Disable Privacy Mode (DPM).** Therefore, it is necessary to conclude a new order form and choose between the following options:

1. **DPM** will be activated for <u>all data points</u> **you requested within your order form**
    ➔ All data you ordered will always be sent to you
    ➔ The services Remote Vehicle Status, Parking Position and GPS Tracking & Route information (once available) will always stay online in the vehicle, no matter which privacy status is set
2. **DPM** will be activated for **all data points you requested within your order form <u>except geo position data</u>**
    ➔ All data you ordered will always be sent to you – **except geo position data**

➔ The service Remote Vehicle Status will always stay online, no matter which privacy status is set in the vehicle
➔ Parking Position and GPS Tracking & Route information (once available) behave according to the set privacy mode in the HMI of the vehicle
➔ Once the driver selects a privacy mode that forbids the usage of location data, these data are not transmitted. "Non location related data packages"*, nevertheless will be sent

*" Non location related data packages":
- Trip Data (**excl.** Position)
- Maintenance Data
- Cruising Range Data
- Energy Levels Data
- Warning Lights Data

Information on privacy mode status report via API

Please note that when using DPM, the privacy mode status report via API still works, but does not indicate anymore whether a vehicle is still able to send data or not:

```
1  [
2    {
3      "vin": "WVWZZZ1JZXW000001",
4      "privacyModeEnabled": true,
5      "lastUpdated": "2022-01-01T01:00:00Z"
6
7    },
8    {
9      "vin": "WV1ZZZ1JZXW000002",
10     "privacyModeEnabled": false,
11     "lastUpdated": "2022-01-01T01:00:00Z"
12   }
13 ]
```

Depending on whether you chose DPM being activated for all data points or for all data except geo location data within the order form,
➔ **"privacyModeEnabled": true**
  o indicates that the vehicle is set to a privacy mode which would actually not allow the sharing of data, e.g. maximum privacy, without DPM
  o but
    ▪ A) all data is still being sent
    ▪ B) all data excluding geo location data is still being sent
➔ **"privacyModeEnabled": false**
  o indicates that the vehicle is not set to a privacy mode which would always allow the sharing of data, e.g. "Sharing Location"
  o and
    ▪ All data is being sent, also with DPM

Brand Specifications

1. Volkswagen & Volkswagen Commercial Vehicles

Customer Obligations:

In order to use the product Fleet Interface Data with **DPM,** it is necessary for you as a customer, to fulfil certain related obligations. These will also be stated in the usage framework agreement as well as in the side letter you must sign before being able to use **DPM.**

1) **Defleet the vehicles after the end of use**
   - ➔ As stated in the framework agreement you signed, B2B services need to be deactivated once a vehicle is leaving your fleet / the fleet of your customer
   - ➔ Please make sure this is always fulfilled

2) **Before infleeting a vehicle, please make sure, that the latest software updates have been installed for vehicles with affected infotainment systems***
   *Ready 2 Discover, Discover Media, Discover, Discover Pro and Discover Pro Max
   - ➔ The latest version of the infotainment software now includes fleet-specific information concerning privacy settings and services needed for DPM. In case updates have not yet been performed, they can be seen in "App Updates".
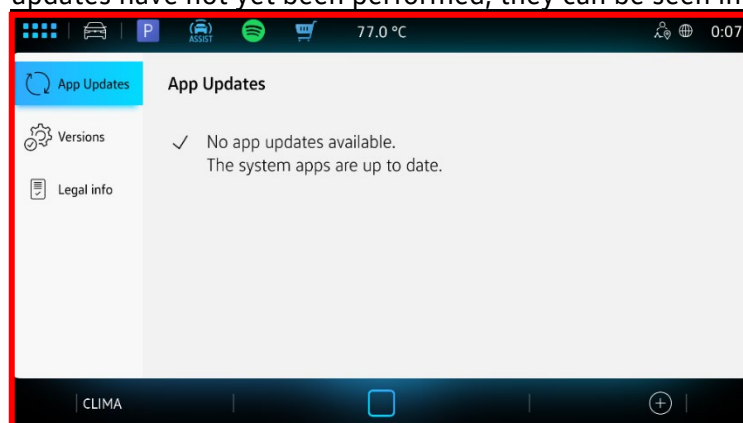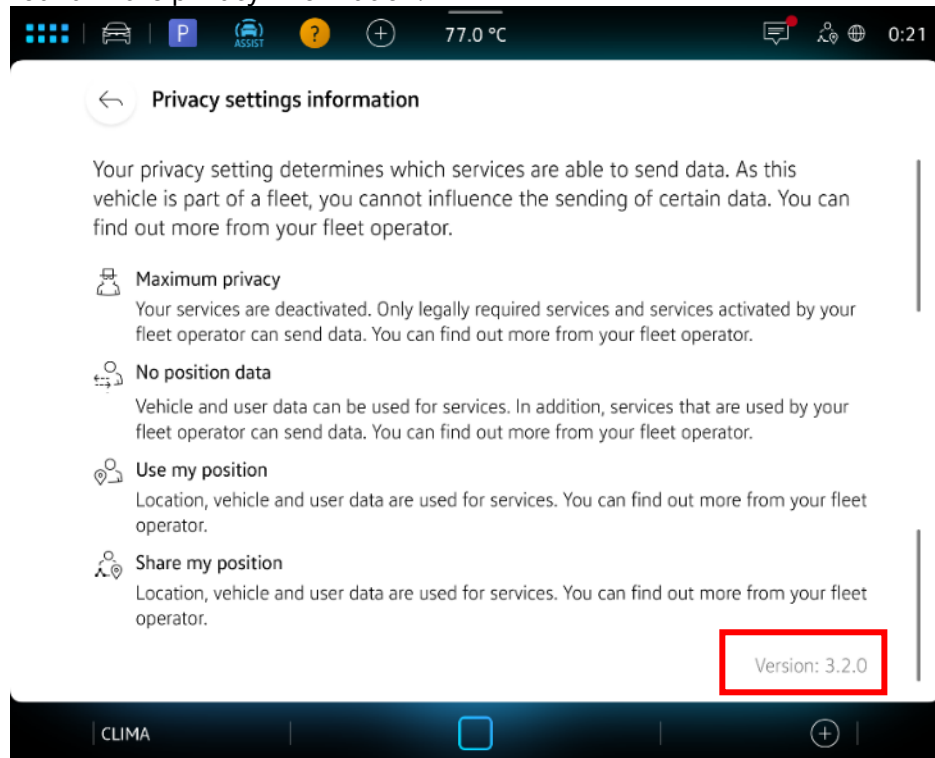

   - ➔ "Apps and services" needs to be up to at least Version 3.2.0:
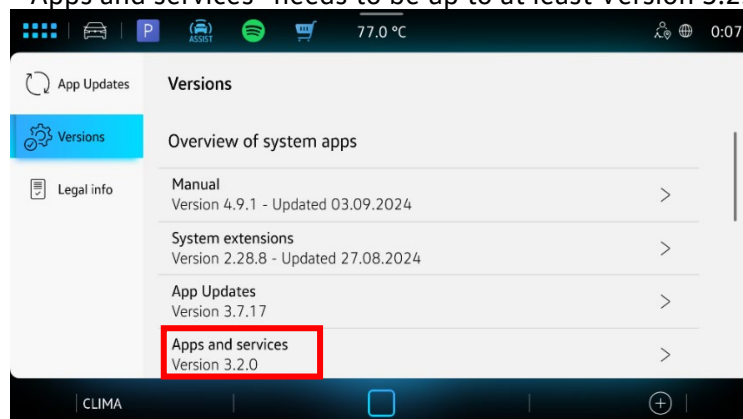
   - ➔ This screen only exists within our latest vehicles built from the beginning of 2024.

➔ Especially for vehicles built before 2024, the software version can also be found in the privacy information:


➔ **Please note that the need for performing the latest software update must be communicated to drivers/customers in a suitable form**

➔ Please take into consideration that **all vehicles with a (Composition) Radio are not updatable and hence do not include fleet-specific information**
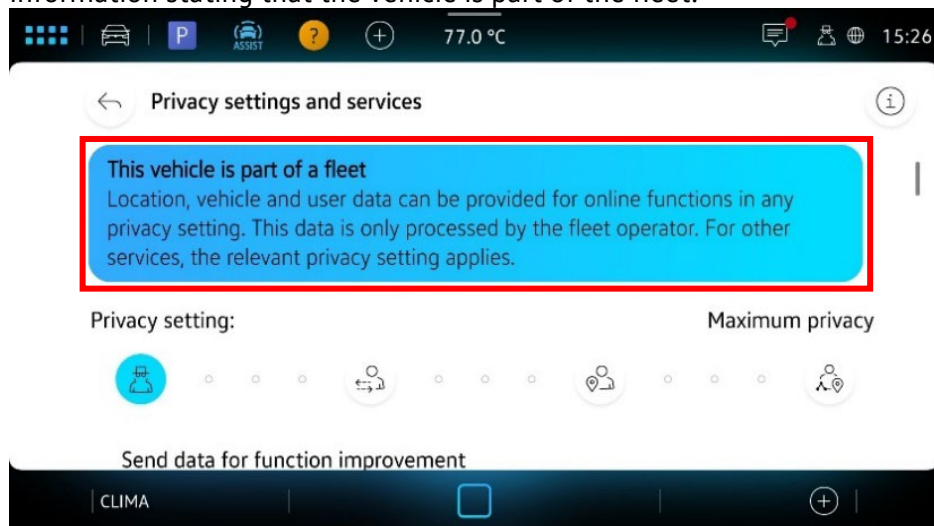
3) **Inform drivers or customers about the meaning of the HMI screens in terms of data delivery (reliably without being interrupted by privacy settings)**
   a. **Vehicles with the new privacy software update (**Infotainment Systems: Ready 2 Discover, Discover Media, Discover, Discover Pro and Discover Pro Max)
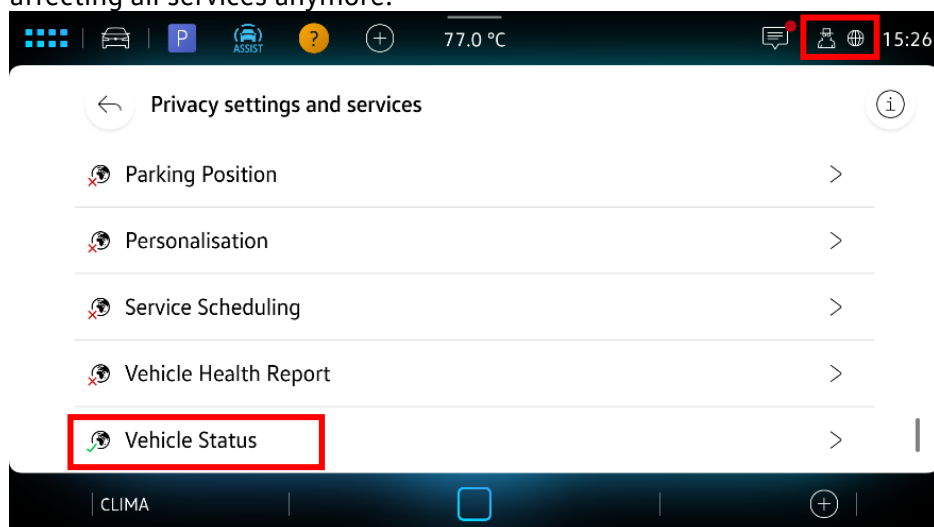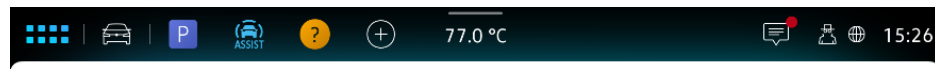
➔ Opening the privacy settings and services:
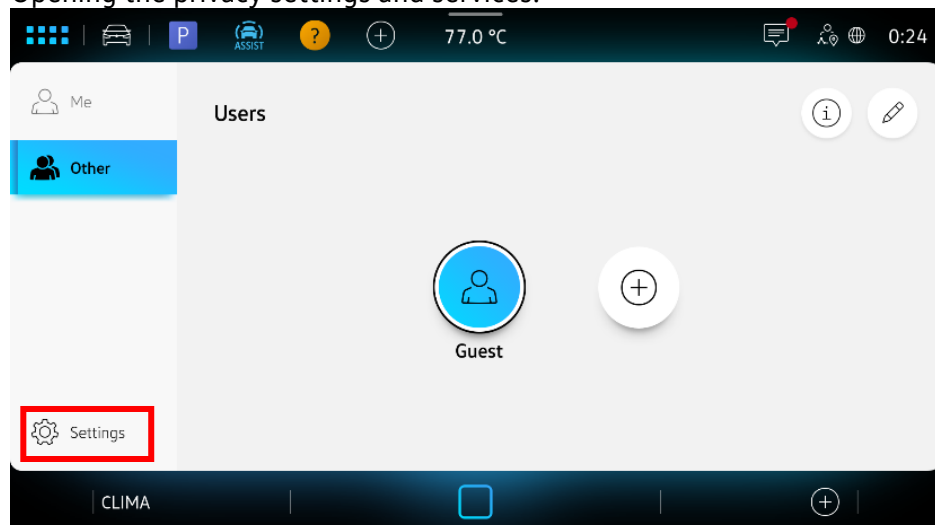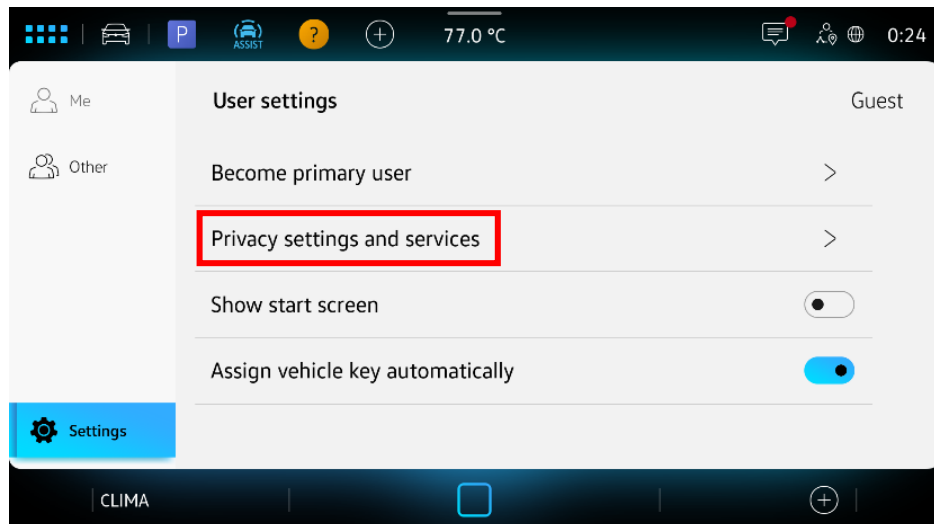
➔ With the latest software update of your vehicles, there is now an information stating that the vehicle is part of the fleet:

➔ Still, all privacy settings can be chosen in the vehicle, but they are not affecting all services anymore:
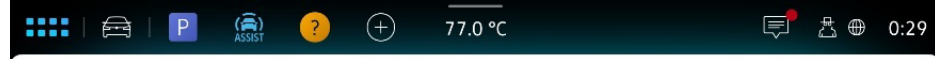
➔ In case e.g. "maximum privacy" has been chosen by the driver (indicated by the privacy icon on the top right), the necessary services for data delivery remain active. This can be seen by scrolling down and clicking on an activated service (with a green checkmark). Here, it is stated that the service status is "activated" with the explanation "Always activated by your fleet operator". Depending on the chosen data packages within the order form, the following services always remain activated: Vehicle Status, Parking Position, or GPS Tracking & Route Information.

➔ If you chose to DPM for all data points you requested within your Order Form except geo position data, only the Vehicle Status remains active in "maximum privacy". The services Parking Position and GPS Tracking & Route Information are then turned off.

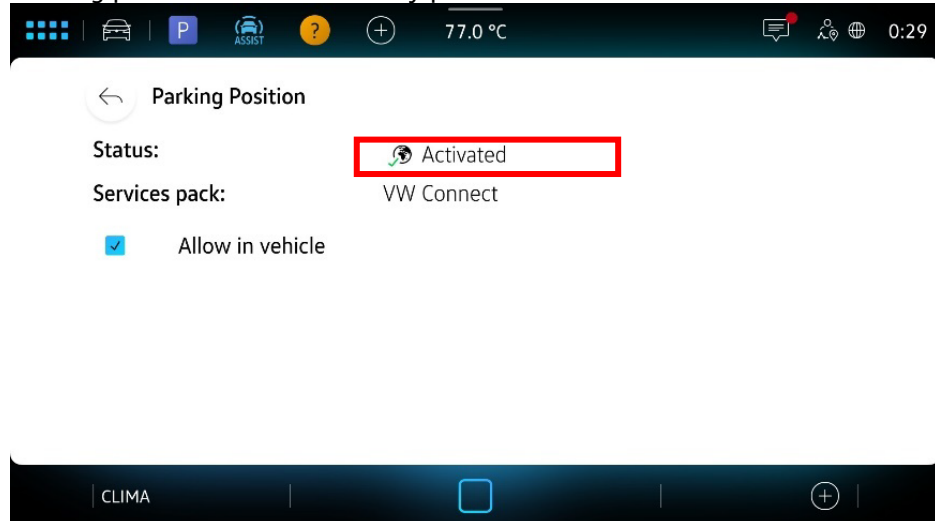➔ Parking Position within maximum privacy:
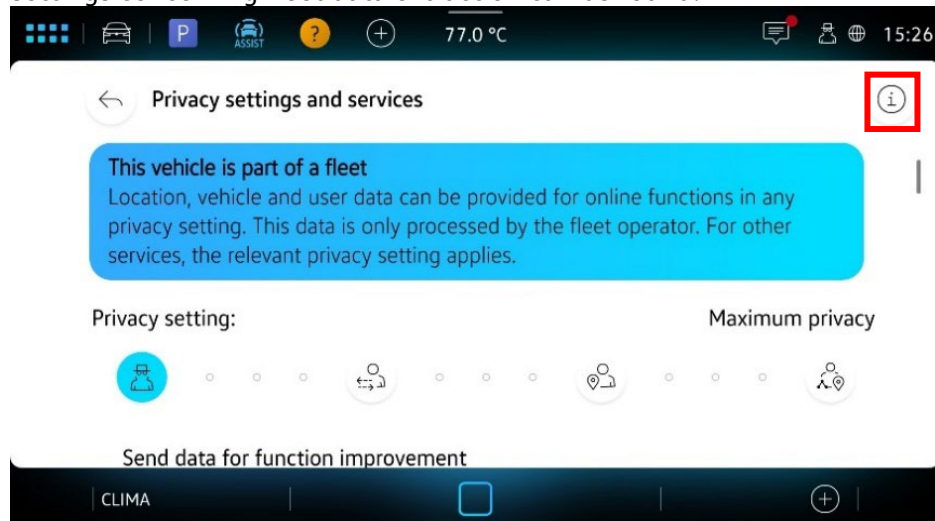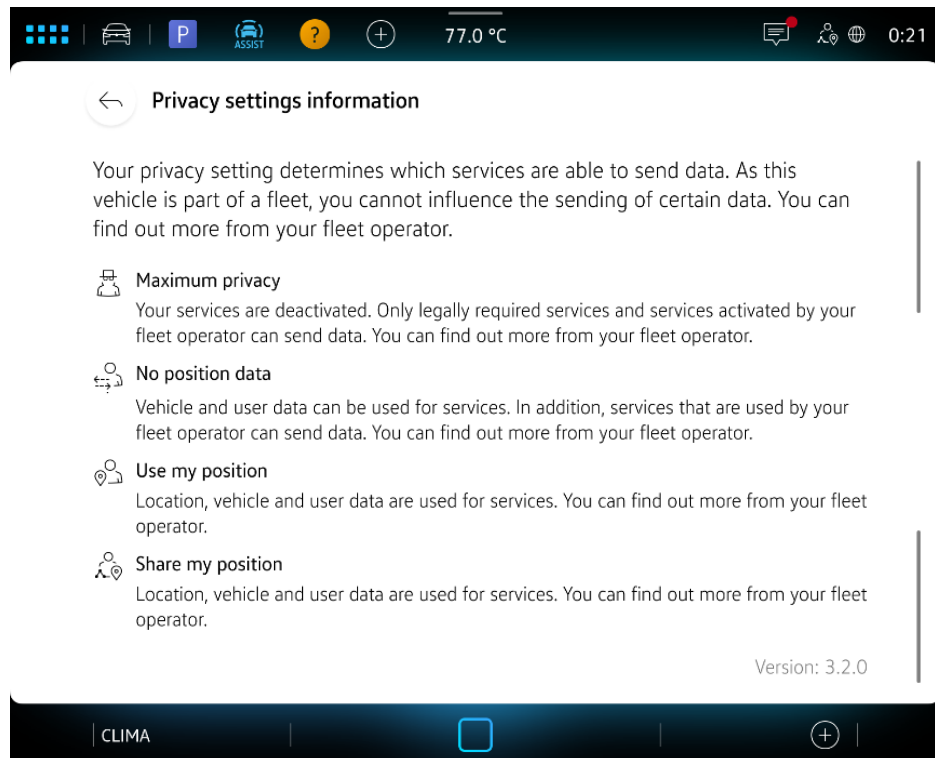
➔ Parking position within share my position:

➔ When clicking on the „i" button, further updated information on the privacy settings concerning fleet data extraction can be found:
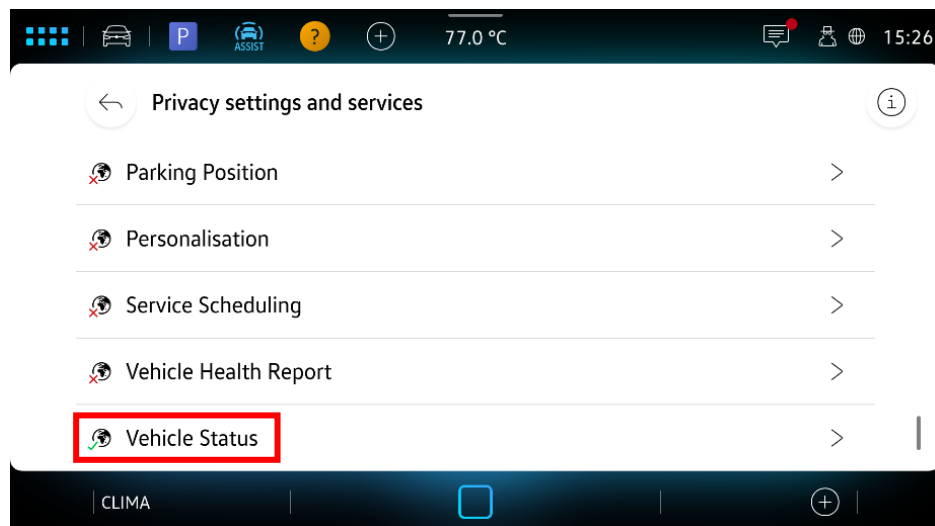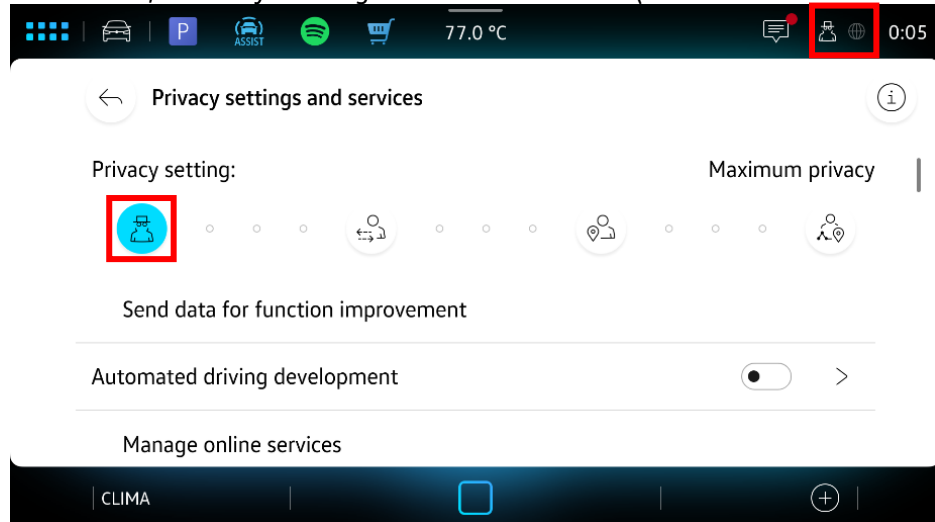
Privacy settings information

Your privacy setting determines which services are able to send data. As this vehicle is part of a fleet, you cannot influence the sending of certain data. You can find out more from your fleet operator.

Maximum privacy
Your services are deactivated. Only legally required services and services activated by your fleet operator can send data. You can find out more from your fleet operator.

No position data
Vehicle and user data can be used for services. In addition, services that are used by your fleet operator can send data. You can find out more from your fleet operator.

Use my position
Location, vehicle and user data are used for services. You can find out more from your fleet operator.

Share my position
Location, vehicle and user data are used for services. You can find out more from your fleet operator.

Version: 3.2.0

➔ **Please note, that these information need to be communicated to drivers and/or customers in a suitable form.**

b. **Vehicles without the new privacy software update (Infotainment Systems: (Composition) Radio)**

➔ Opening the privacy settings and services:
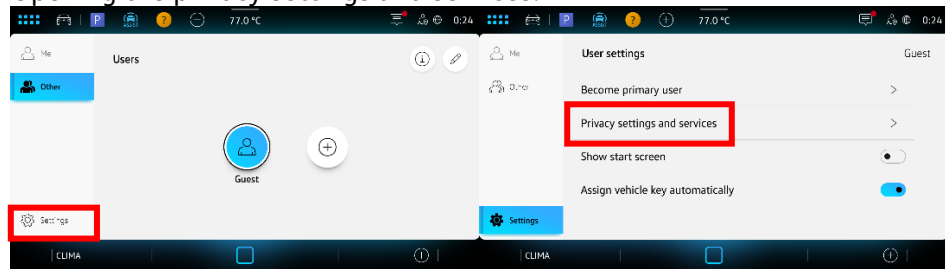
➔ As for the infotainment system radio, all privacy settings can be chosen in the vehicle, but they no longer affect all services (no differences to above):

➔ Differences to updatable vehicles: **Service details stating "Always activated for your safety"** instead of "Always activated by your fleet operator".
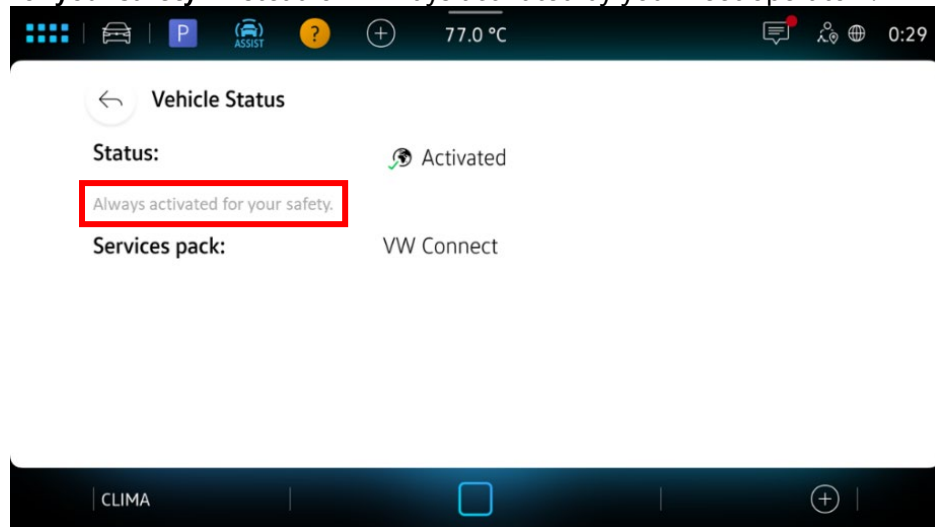
➔ **Privacy settings information not showing that the vehicle is part of a fleet and data are extracted on behalf of the fleet manager**:
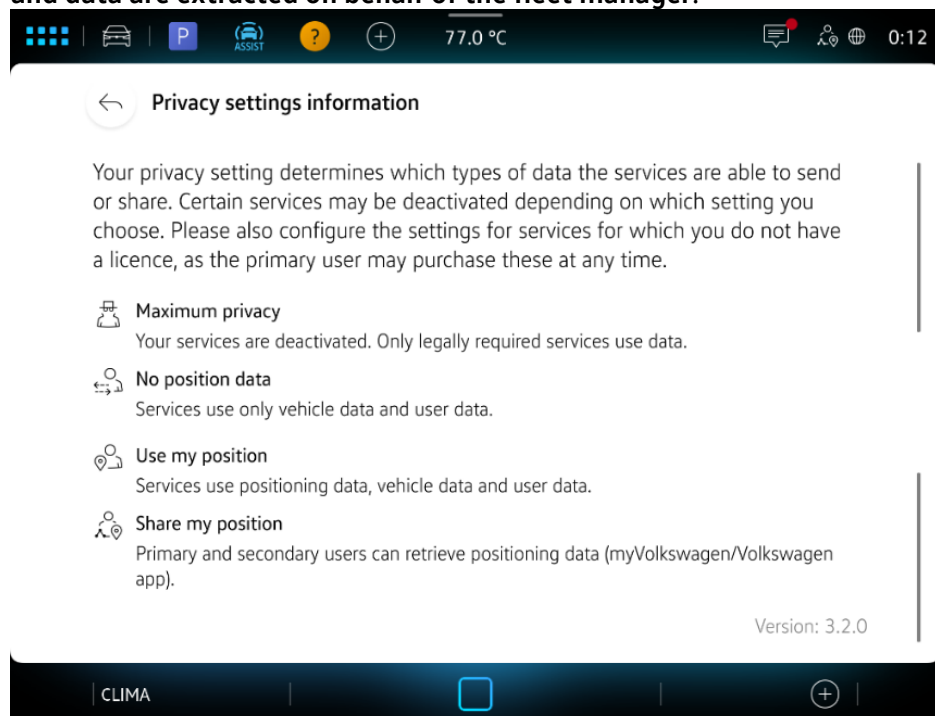
➔ **Please make sure that you inform the drivers of vehicles with (Composition) Radio, especially about the fact that the information in the vehicle HMI does not display that you are asking GIS AG to extract respective vehicle and driving data on behalf of you for fleet management reasons.**

➔ Furthermore, please note that the owner's manuals of the affected vehicles do not yet contain any indications of possible deviations in the functioning of the privacy settings due to the use of Fleet Interface. Please inform your drivers about this as well.

4) Make sure there is no primary user enrolled in the vehicle that shall be used for Fleet Interface

➔ Unfortunately, the primary user enrollment is currently still prohibited by contract (see side letter to the Framework Agreement), and mobile online services cannot be used until further notice

Please note that the screens listed in this document are from the latest generation of VW-infotainment (e.g. from the new Passat), but the respective design in your Company Vehicles may be different, depending on vehicle model and model year. However, the explanations of privacy settings and related texts presented here are just as accurate.

2. Škoda

Customer Obligations:

In order to use the product Fleet Interface Data with **DPM,** it is necessary for you as a customer, to fulfil certain related obligations. These will also be stated in the usage framework agreement as well as in the side letter you must sign before being able to use **DPM.**

1) **Defleet the vehicles after the end of use**
   - ➔ As stated in the framework agreement you signed, B2B services need to be deactivated once a vehicle is leaving your fleet / the fleet of your customer
   - ➔ Please make sure this is always fulfilled

2) **Before infleeting a vehicle, please make sure, that the latest software updates and have been installed for vehicles with affected infotainment systems***
   *Bolero, Columbus, Amundsen, Infotainment 10", Infotainment 13"
   - ➔ The latest version of the infotainment software now includes fleet-specific information concerning privacy settings and services that is needed for DPM.
   - ➔ For Škoda vehicles with affected infotainment systems, the application updates, which bring mentioned changes, will occur automatically and the drivers/customers do not need to take any action.
   - ➔ Please take into consideration that **all vehicles with a Radio Swing are not updatable and hence do not include fleet specific information**

3) **Inform drivers or customers about the meaning of the HMI screens in terms of data delivery (reliably without being interrupted by "maximum privacy")**
   a. **Vehicles with the new privacy software update (Škoda infotainment systems: Bolero, Columbus, Amundsen, Infotainment 10", Infotainment 13")**
   - ➔ With the latest software update of your vehicles, there is now an information stating that the vehicle is part of the fleet:
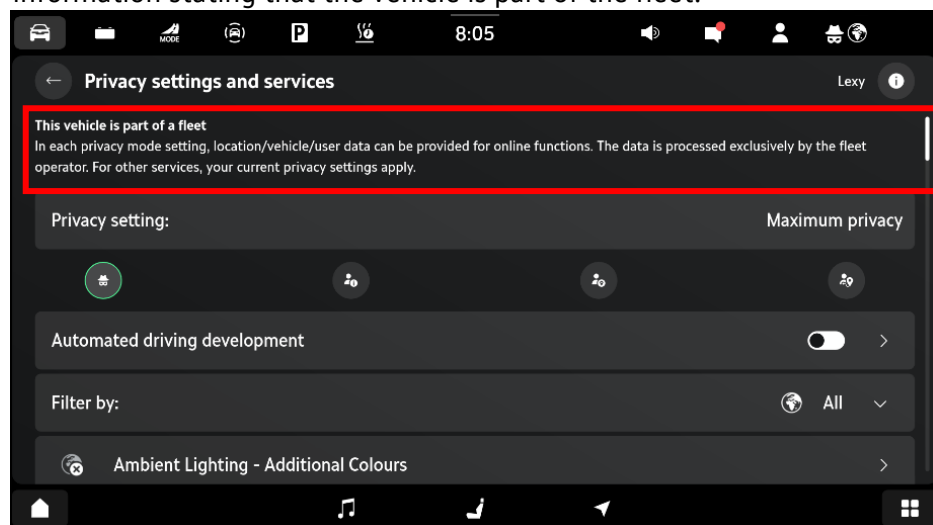
➔ Still, all privacy settings can be chosen in the vehicle, but they are not affecting all services anymore:
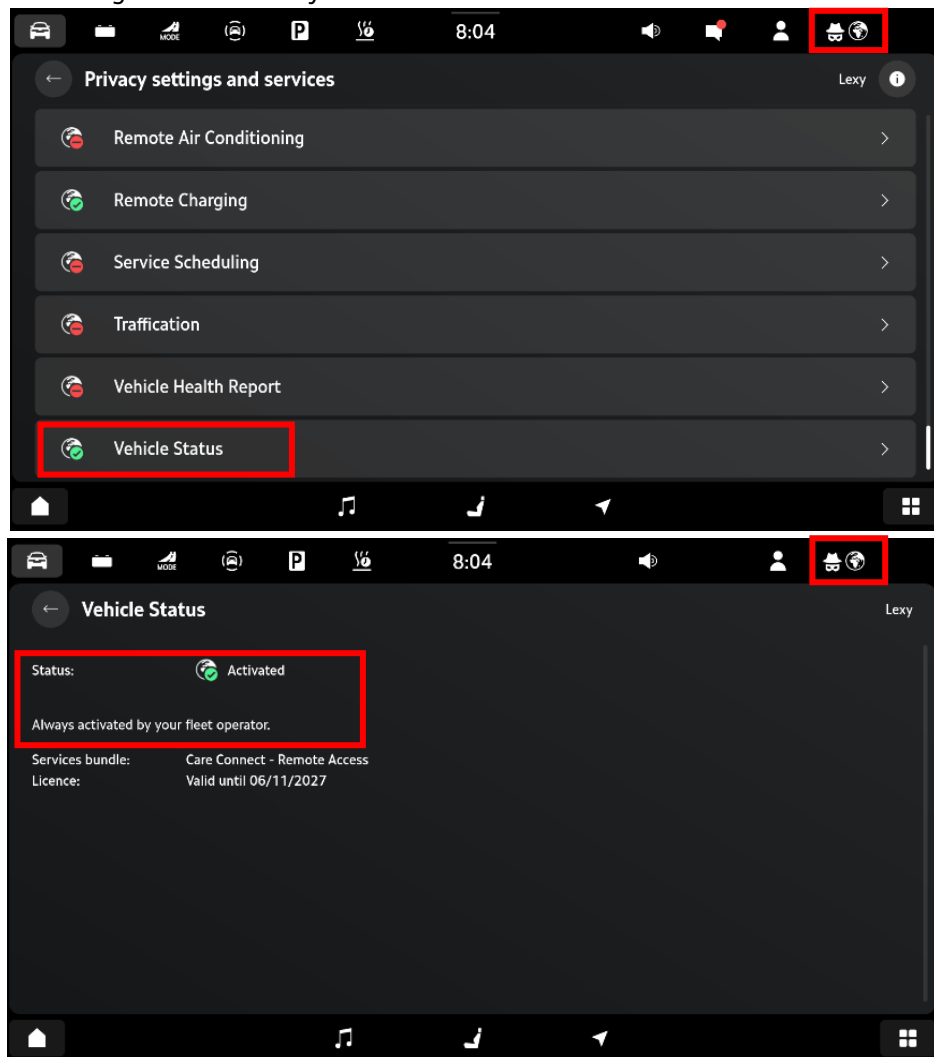

➔ In case e.g. "maximum privacy" has been chosen by the driver (indicated by the privacy icon on the top right), the necessary services for data delivery remain active. This can be seen by scrolling down and clicking on an activated service (with green checkmark). Here, it is stated that the service status is "activated" with the explanation "Always activated by your fleet operator". Depending on the chosen data packages within the order form, the following services always remain activated: Vehicle Status, Parking Position, or GPS Tracking & Route Information.

➔ If you chose to DPM for all data points you requested within your Order Form except geo position data, only the Vehicle Status remains active in "maximum privacy". The services Parking Position and GPS Tracking & Route Information are then turned off.
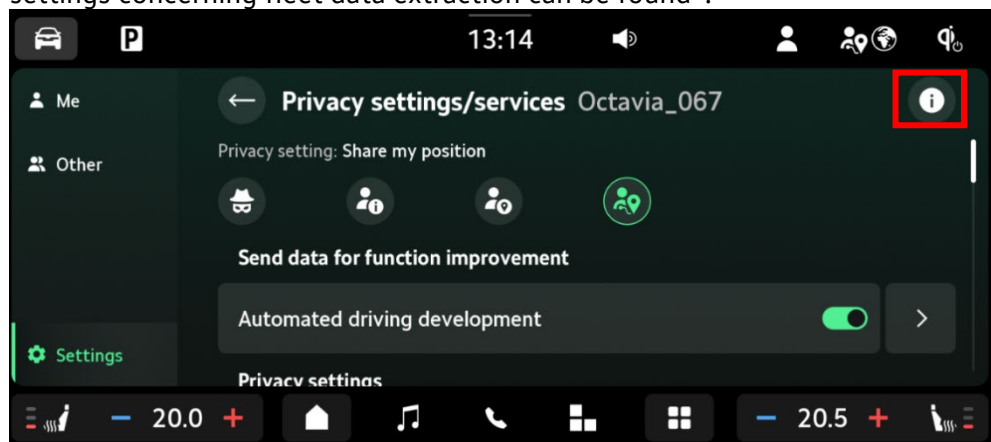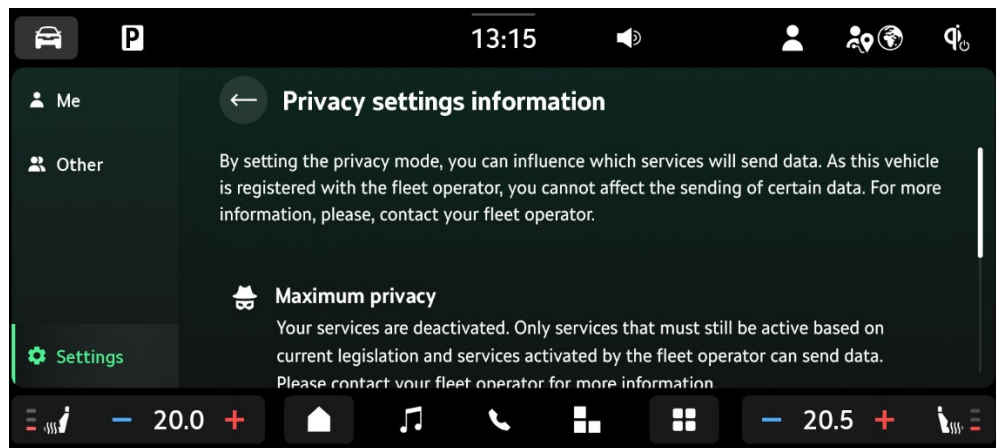
➔ Parking Position within maximum privacy*:
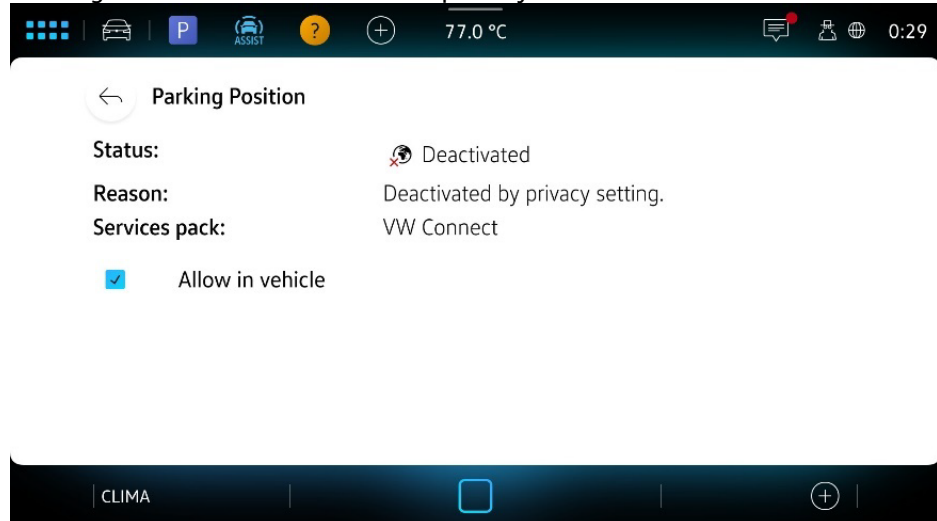
➔ Parking position within share my position*:
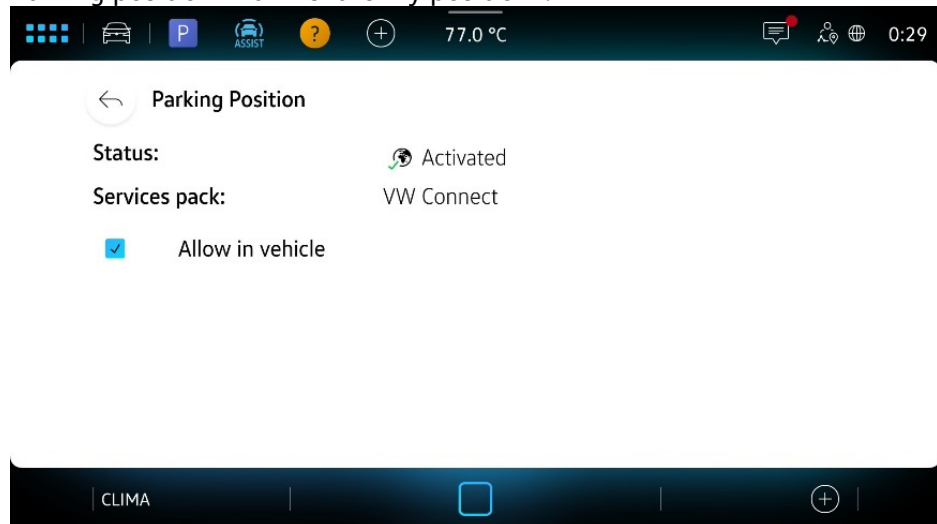
*VW – Screens: Applies similarly to Skoda

➔ When clicking on the „i" button, further updated information on the privacy settings concerning fleet data extraction can be found*:
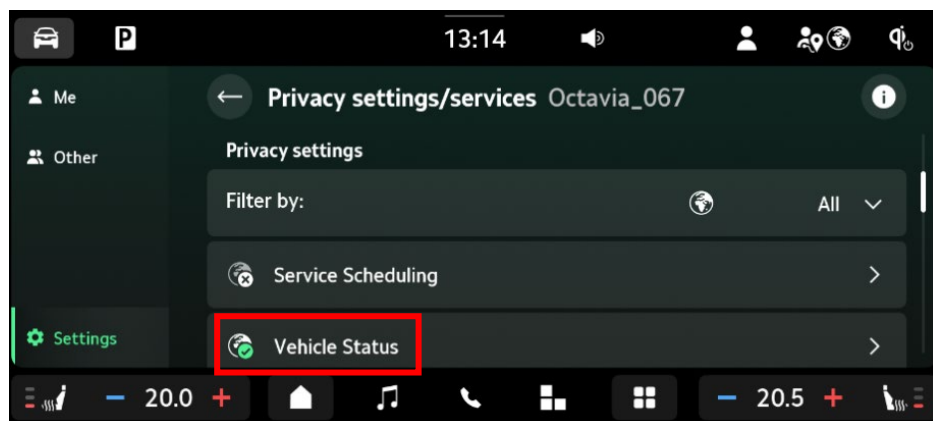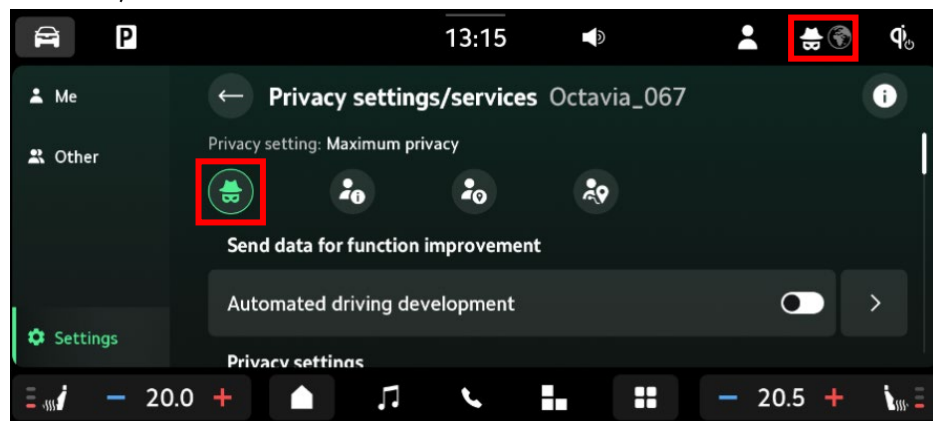
➔ **Please note, that these information need to be communicated to drivers and/or customers in a suitable form.**

b. **Vehicles without the new privacy software update (Infotainment Systems: Radio Swing**

➔ As for the infotainment system Radio Swing, all privacy settings can be chosen in the vehicle, but they no longer affect all services (no differences to above):

➔ Differences to updatable vehicles: Service details stating "Activated at all times for security reasons." instead of "Always activated by your fleet operator":
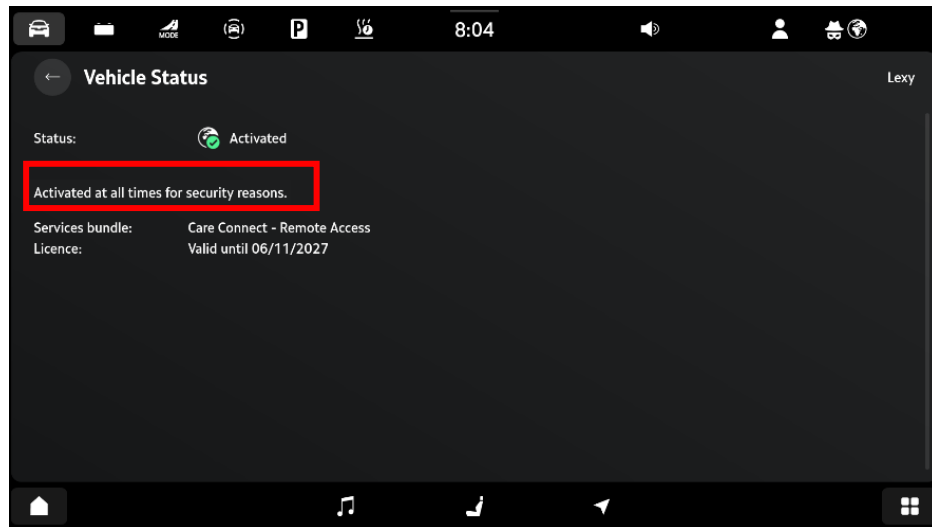
➔ Privacy settings information not showing that vehicle is part of a fleet and data are extracted on behalf of the fleet manager:
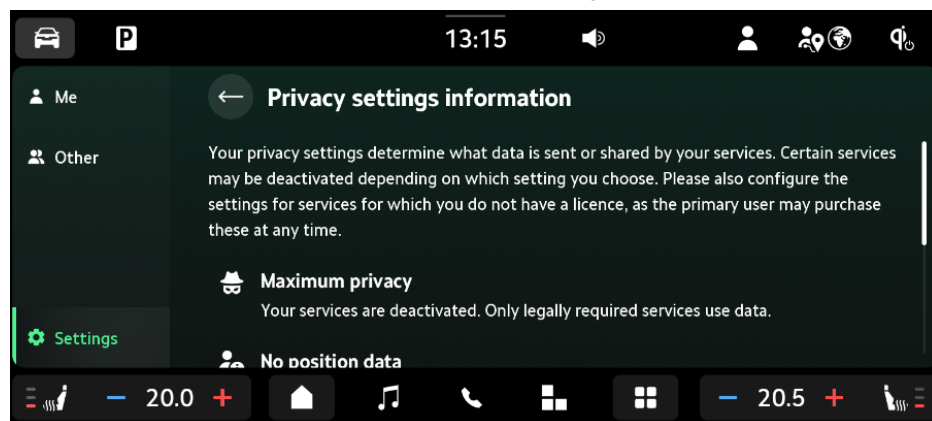
➔ Privacy settings screens differ between models and production years. More information on privacy settings of concrete model can be found in the vehicle manual.

➔ **Please make sure that you inform the drivers of vehicles with Radio Swing especially about the fact, that the information in the vehicle HMI are not displaying the fact that you are asking GIS AG to extract respective vehicle and driving data on behalf of you for fleet management reasons.**

➔ Furthermore, please note that the owner's manuals of the affected vehicles do not yet contain any indications of possible deviations in the functioning of the privacy settings due to the use of Fleet Interface. Please inform your drivers about this as well.

4) The use of Škoda Connect services and the MyŠkoda app

➔ The **use of Skoda Connect services** and the **MySkoda app is permitted** in Skoda Combustion & Hybrid Engine Vehicles that are registered in the Fleet Interface. The Company User of the selected Company Vehicle who enrolls himself as the primary user is informed that the data is shared with the fleet operator within the Terms of Use for Skoda ID and Digital Products and Services.

➔ Furthermore, Skoda is working on additional ways to increase user awareness, particularly regarding the DPM through HMI adjustments described above in point n.2 and 3a.

➔ Future updates to the MySkoda app will include information stating that the vehicle is part of a fleet and managed by a fleet operator, and that the privacy mode settings can be restricted or overridden by the fleet operator.

➔ **You are responsible to inform the Company User that DPM restricts the ability to modify privacy settings and has implications for the use of Skoda Connect Services and the MySkoda app.**

Please note that the screens listed in this document are from the latest generation of Skoda-infotainment (e.g. new Octavia), but the respective design in your Company Vehicles may be different, depending on vehicle model and model year. However, the explanations of privacy settings and related texts presented here are just as accurate.

3. SEAT & CUPRA

Customer Obligations:

In order to use the product Fleet Interface Data with **DPM,** it is necessary for you as a customer, to fulfil certain related obligations. These will also be stated in the usage framework agreement as well as in the side letter you must sign before being able to use **DPM.**

1) **Defleet the vehicles after the end of use**
   - ➔ As stated in the framework agreement you signed, B2B services need to be deactivated once a vehicle is leaving your fleet / the fleet of your customer
   - ➔ Please make sure this is always fulfilled

2) **Before infleeting a vehicle, please make sure, that the latest software updates have been installed for vehicles with affected infotainment systems. Both Media Systems and Navigation Systems.**

   - ➔ The latest version of the infotainment software now includes fleet-specific information concerning privacy settings and services needed for DPM. In case updates have not yet been performed, they can be seen in "App Updates".

   - ➔ "Apps and services" needs to be up to at least Version 3.2.7:
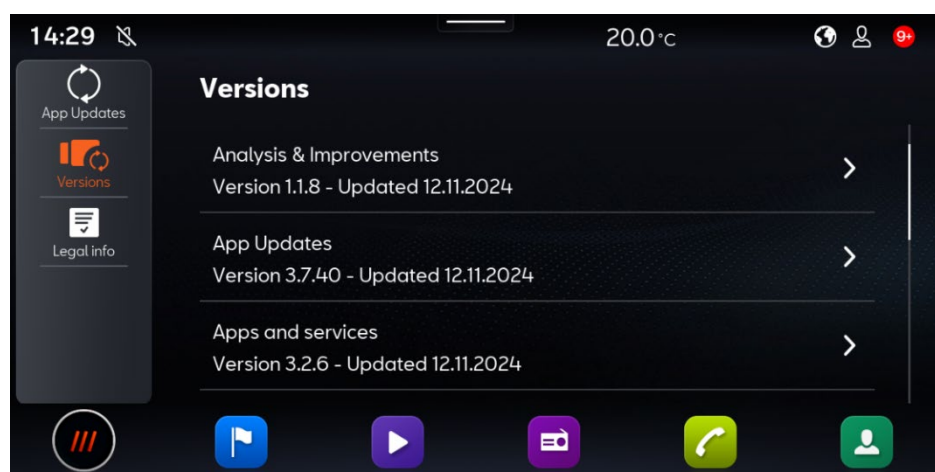
➔ This screen only exists within our latest vehicles built from the beginning of this 2024.

➔ Especially for vehicles built before 2024, that the software version can also be found in the privacy information:
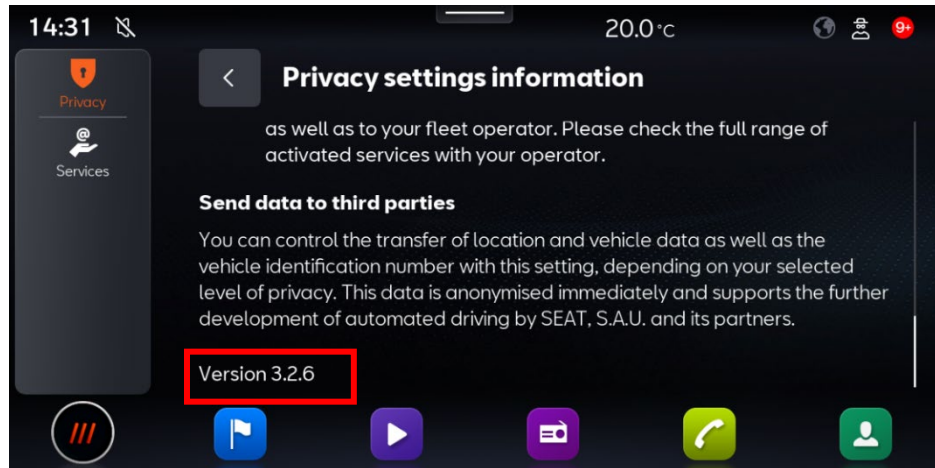

➔ Please note, that the need for performing the latest software update must be communicated to drivers/customers in a suitable form
➔ Please take into consideration that **all vehicles with Media System are not updatable and hence do not include fleet specific information**

3) **Inform drivers or customers about the meaning of the HMI screens in terms of data delivery (reliably without being interrupted by privacy settings)**
   a. **Vehicles with the new privacy software update (**Infotainment Navigation Systems)
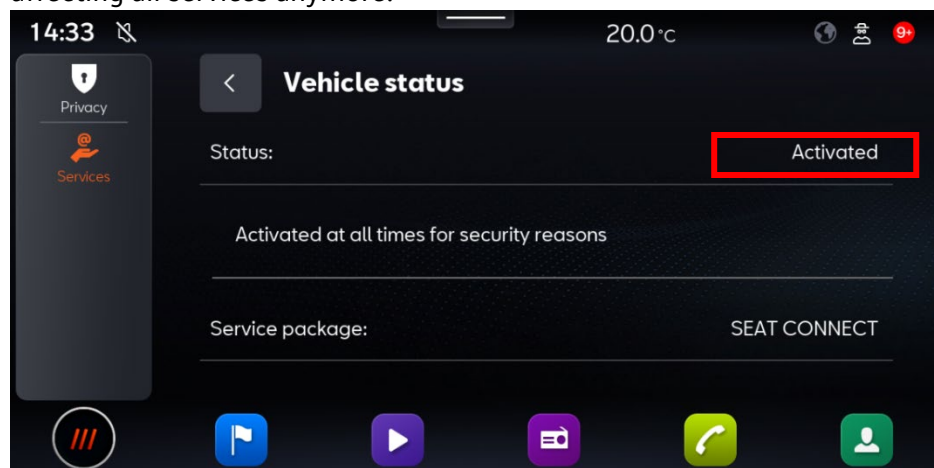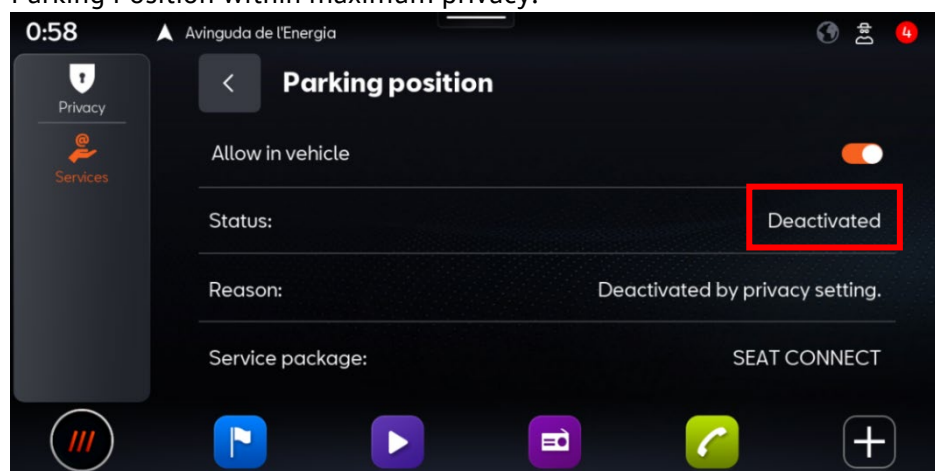   ➔ Opening the privacy settings and services:
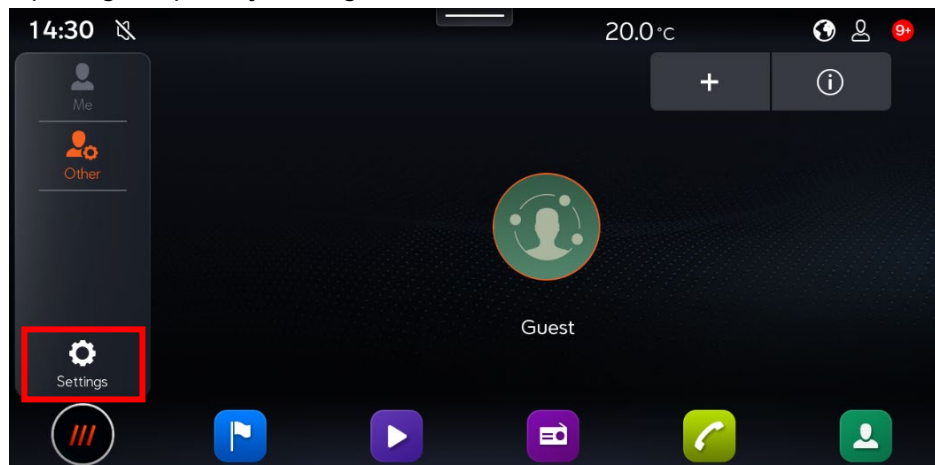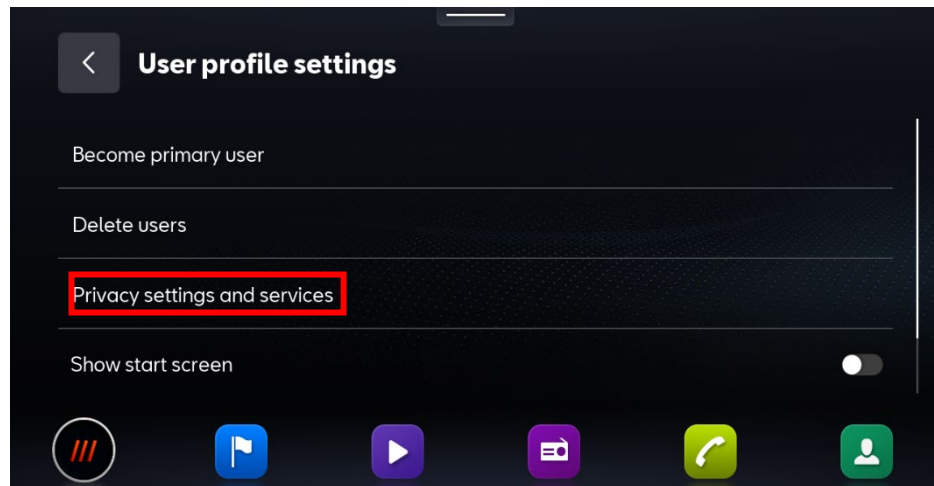
➔ With the latest software update of your vehicles, there is now an information stating that the vehicle is part of the fleet:
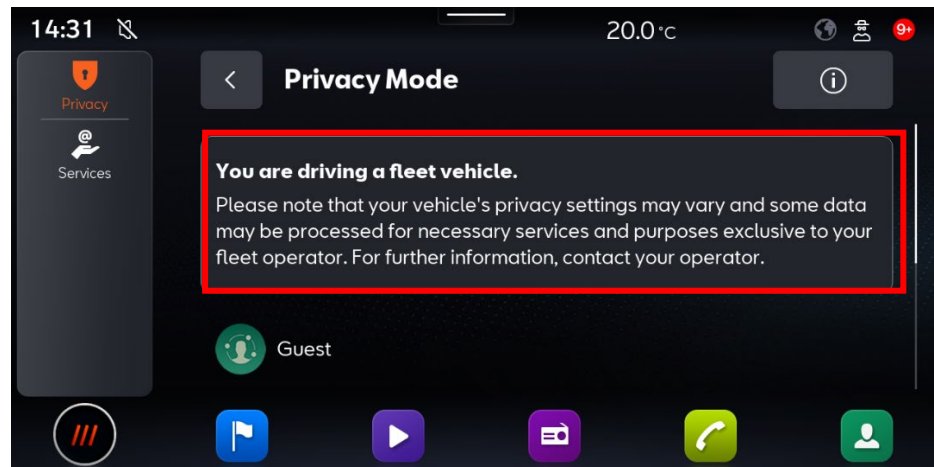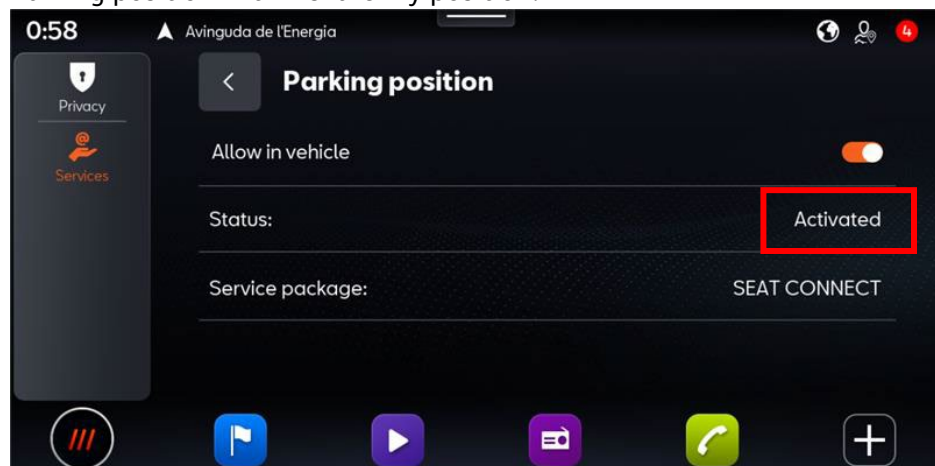

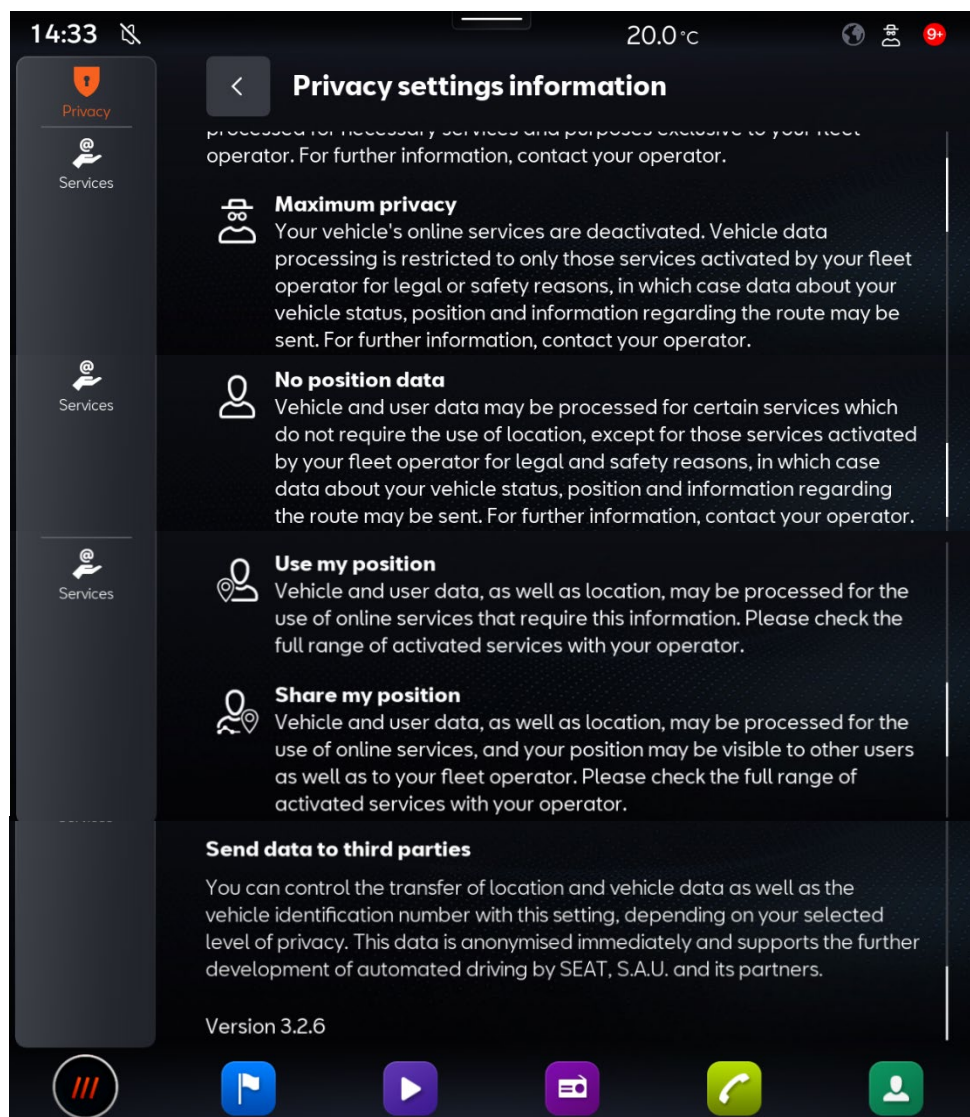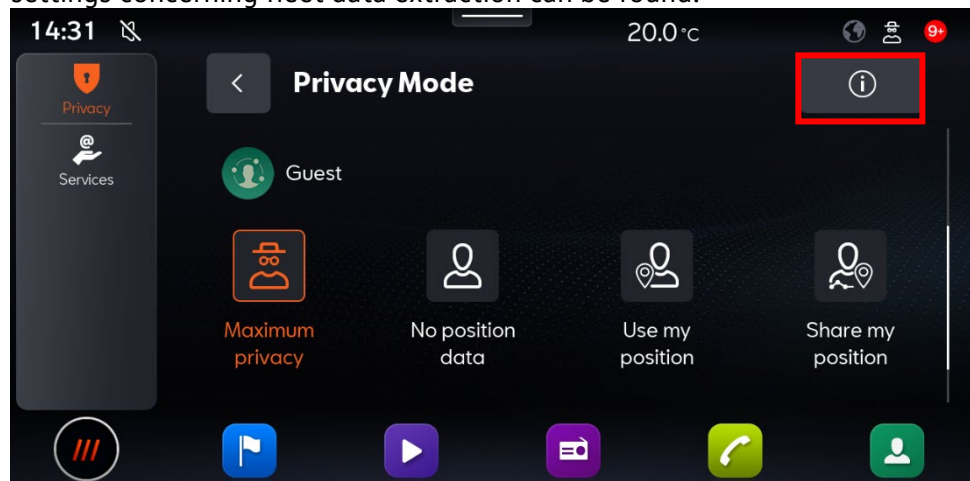➔ Still, all privacy settings can be chosen in the vehicle, but they are not affecting all services anymore:

➔ In case e.g. "maximum privacy" has been chosen by the driver (indicated by the privacy icon on the top right), the necessary services for data delivery remain active. This can be seen by scrolling down and clicking on an activated service. Here, it is stated that the service status is "activated" with the explanation "Always activated by your fleet operator". Depending on the chosen data packages within the order form, the following services always remain activated: Vehicle Status, Parking Position, or GPS Tracking & Route Information.

➔ If you chose to DPM for all data points you requested within your Order Form except geo position data, only the Vehicle Status remains active in "maximum privacy". The services Parking Position and GPS Tracking & Route Information are then turned off.

➔ Parking Position within maximum privacy:


➔ Parking position within share my position:

➔ When clicking on the „i" button, further updated information on the privacy settings concerning fleet data extraction can be found:


➔ **Please note, that these information need to be communicated to drivers and/or customers in a suitable form.**

b. **Vehicles without the new privacy software update.(Infotainment Media System).**
   ➜ Opening the privacy settings and services:
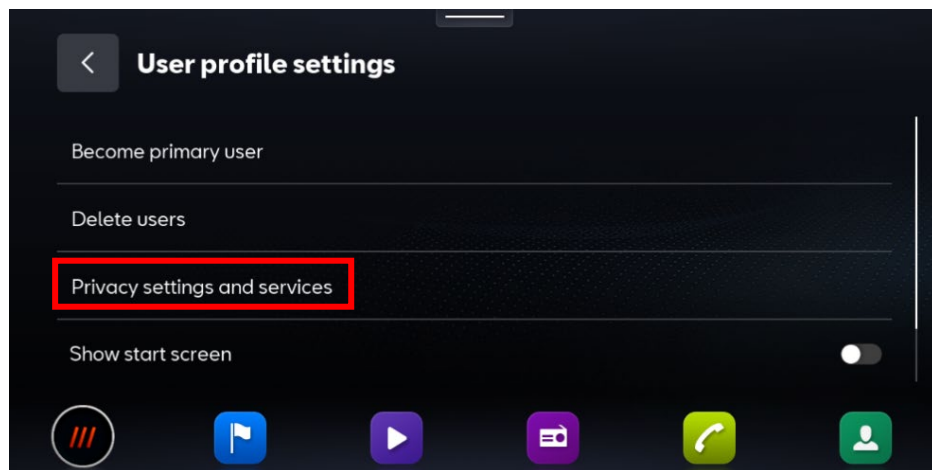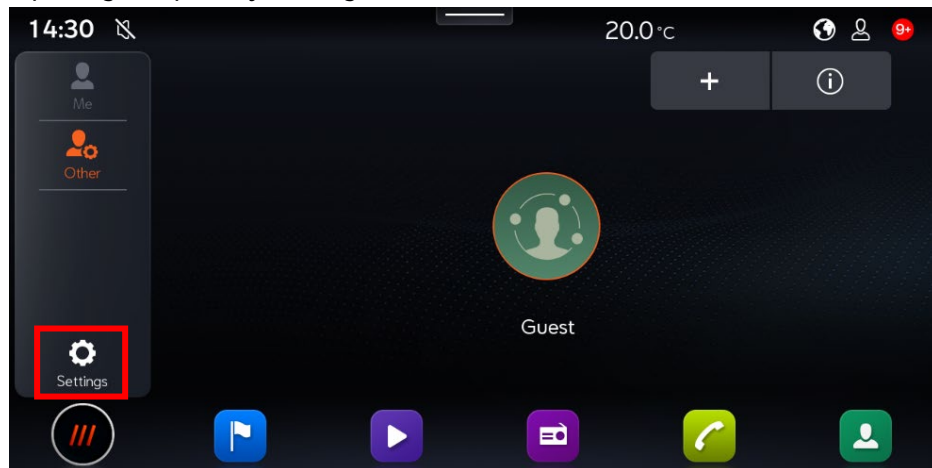
➜ As for the infotainment Media System, all privacy settings can be chosen in the vehicle, but they no longer affect all services (no differences to above):
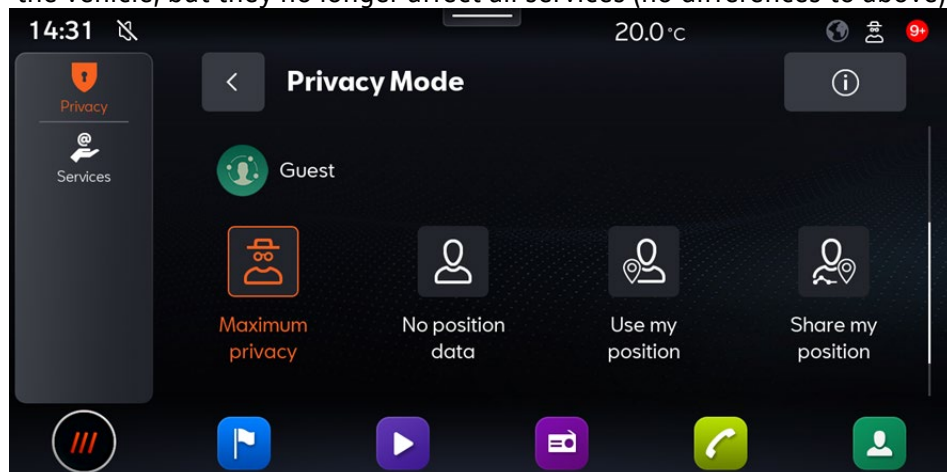
➔ Differences to updatable vehicles: Privacy settings information not showing that vehicle is part of a fleet and data are extracted on behalf of the fleet manager:
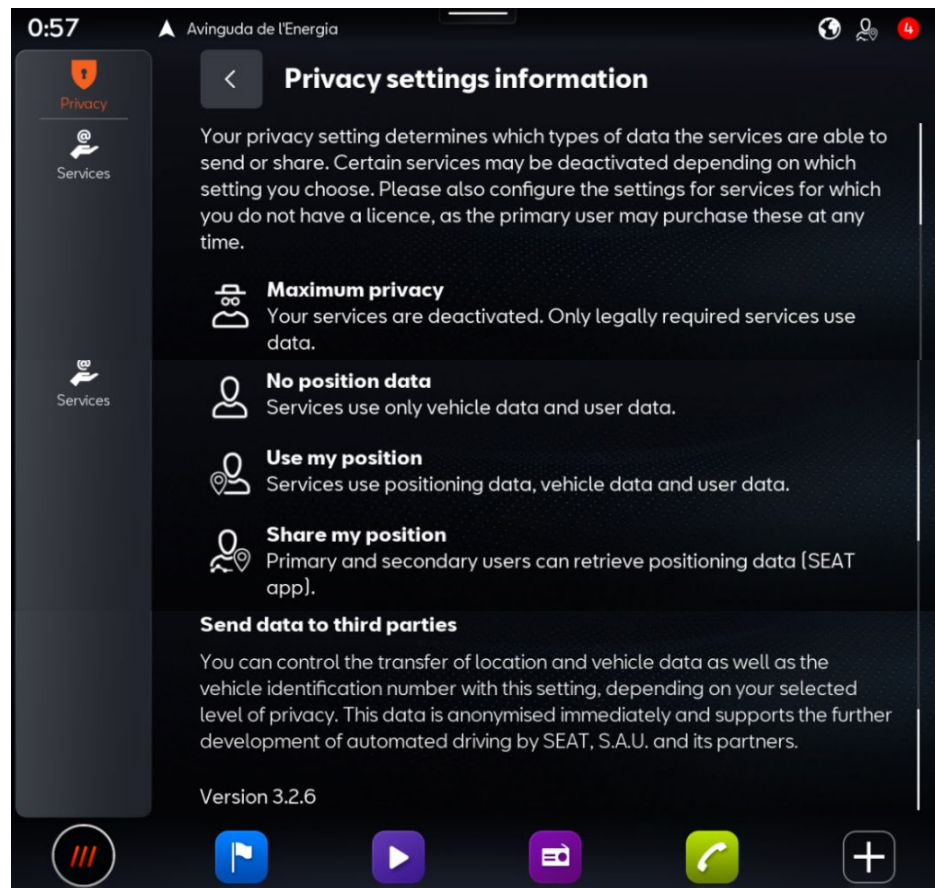
➔ Please make sure that you inform the drivers of vehicles with (Media System) especially about the fact, that the information in the vehicle HMI are not displaying that you are asking GIS AG to extract respective vehicle and driving data on behalf of you for fleet management reasons.

➔ Furthermore, please note that the owner's manuals of the affected vehicles do not yet contain any indications of possible deviations in the functioning of the privacy settings due to the use of Fleet Interface. Please inform your drivers about this as well.

4) **Make sure there is no primary user enrolled in the vehicle that shall be used for Fleet Interface**

➔ Unfortunately, the primary user enrollment is currently still prohibited by contract (see side letter to the Framework Agreement), and mobile online services cannot be used until further notice

Please note that the screens listed in this document are from the Classic – old generation of Seat-infotainment (e.g. from 2022 Model Ateca), but the respective design in your Company Vehicles may be different, depending on vehicle model and model year. However, the explanations of privacy settings and related texts presented here are just as accurate.

3. Audi

Within vehicles of the Audi brand, the services with DPM, which cannot be switched off, are displayed in the privacy settings in the HMI of the vehicle.