

## Contribution to Product Improvement

Version 110.001.002.A.18D

Daimler AG, Mercedesstr. 137, D-70327 Stuttgart, Germany ("Daimler") is consistently working on the further development of your products and services, on improving their quality and adapting them to customer requirements. For these purposes Daimler would like to transmit and assess data from the vehicle to Daimler and/or to assess already stored data from other Services activated by the Customer.

The categories of data are as follows:

- The technical condition of individual components of the vehicle and the use of certain components,
- Data on the behaviour of the battery and the board network, the total vehicle mileage, usage statistics for specific components, e.g. electrically operated windows, which provide indications concerning the load-based reliability of these parts,
- Data on the use of the infotainment system,
- Data on the use of the "LINGUATRONIC Voice Control System Online",
- Information on availability of parking spaces,
- as well as data concerning interventions of driver assistance systems.

For the evaluation of the anonymised usage data of the infotainment system, the GPS coordinates of the vehicle are transmitted to Daimler on a regular basis in order to determine the region and road type relevant for the vehicle. In this way, it is possible to determine the region in which the system was used and whether the vehicle was located in a built-up area, on a country road or on the highway.

In the case of Vehicle Types 2 (see Overview of Services) the data collected on the use of the vehicle include the following additional categories:

- User entry and display (e.g. navigation data, use of voice input and physical keys and buttons),
- Office and Entertainment (e.g. information on media replay or radio channels played),
- Telephone (e.g. signal strength, history of accepted and interrupted calls),
- Vehicle condition (e.g. use of NFC, wireless charging functions, USB and Bluetooth coupling),
- Travel information (e.g. driving program, information of the trip computer and recognised traffic signs),
- Comfort (e.g. profile, light, seat, air conditioning settings and the use of the massage function) and
- Navigation (e.g. progress of the navigation).

The collected data are supplemented with stored data on the vehicle equipment in the Daimler Backend.

To improve speech recognition, personal data from the use of the "LINGUATRONIC Voice Control System Online" Service is transmitted by Daimler to the Third-Party Provider Nuance Communications Ireland Limited, Ireland ("Nuance"). The Third-Party Provider Nuance has independent responsibility for the data protection of the data transmitted to it by Daimler at the request of the Customer. If the customer withdraws this consent, Daimler will not disclose any further information to Nuance to improve speech recognition. Nuance is contractually obliged to store the personal data for a maximum of 24 months. Nuance also processes data outside the European Union in countries with data protection levels that have not been recognised by the EU Commission in an adequacy resolution. The Customer must contact Nuance directly for information on guarantees provided by Nuance for the protection of the personal data of the Customer during a third-country transfer. The data are as follows: audio data of the voice request, recognised text, recognised gender of the user, approximate vehicle position, context data (e.g. subject area, language set in the infotainment system of the Customer's vehicle), information about the request (e.g. for inquiries relating to weather, the time period requested) and technical data relating to the request (e.g. status of the request, voice selected for speech output). No personal data for the "Messaging" and "Dictation" subject areas are transmitted to Nuance to improve voice recognition.

When driving at up to 55 km/h the vehicle will record available parking spaces and transmit the vehicle position, the measuring accuracy and the size of the parking space identified to the Daimler Vehicle Backend, where they are anonymised and further transmitted in anonymised form to a Content Provider.

The information concerning intervention by driver assistance systems includes information on the status parameters of the driver assistance system at the time of the intervention (e.g. when the brake assistant is activated, data on the object ahead of the vehicle and its type, duration of the acoustical warning signal, time interval until a collision would occur, braking force, information on the sensors through which the object was recognised and the frequency of activations at different time intervals, the steering angle of the steering wheel, whether the windscreen wipers were activated, the status of the headlights and outdoor temperature) for further development and improvement of the driver assistance systems in specific driving situations, as well as information on the speed, odometer reading and GPS coordinates of the vehicle.

The data are transmitted regularly from the vehicle when the function is used or in the event of an error. Daimler can also activate the transmission of data.

The storage and use of data concerning the use of the infotainment system and for the data categories included for Vehicle Types 2, based on a randomly generated number in the vehicle which regularly changes and cannot be stored by Daimler in connection with an identifier (e.g. vehicle identification number or vehicle license plate) or other personal data with a view to preventing attributing the data to a specific vehicle or Customer.

The storage and use of data on interventions of driver assistance systems take place without any attribution to a vehicle or Customer. Otherwise, the storage and use of data is carried out on the basis of the respective vehicle using the vehicle identification number (FIN) and not on the basis of the user or Customer.

In addition to the aforementioned purposes of quality improvement and development, Daimler may also use data on a case-by-case basis for general product monitoring or for the clarification of technical issues.

#### **Legal Data Protection Consent**

The Customer hereby agrees that the above categories of data, in particular the GPS coordinates of the vehicle, may be transmitted by the vehicle to Daimler to Daimler and processed by Daimler as set forth above for the purposes listed above and in the manner described above. The processing of personal data for the aforementioned purposes takes place on the basis of this consent. This agreement is voluntary and the Customer's consent, or lack thereof, will not affect the provision of other Services.

The Customer can revoke his consent at any time in the Overview of the Terms of Use in the User Account. In such a case, no other data will be transmitted, stored and used for the above stated purpose from the vehicle. Withdrawing consent will not affect the legality of the processing performed until the revocation or the legality of the data processing. The Customer has the right, in accordance with the statutory provisions, to obtain information about his personal data, the right to rectification or deletion, the right to restrict the processing of these data, the right to object to the processing of these data, to exercise his right to data portability and to make a complaint to Daimler or a regulatory authority. Daimler will store personal data of the Customer only for as long as necessary for achieving the aforementioned purposes unless a longer period of storages is required due to legal retention obligations.

If the Customer allows the vehicle to be used by another driver, the Customer is obligated to inform the other driver about the data processing before the start of the journey.

In order to exercise his rights or in the event of questions relating to the processing of his data as part of this contribution to product improvement, the Customer may contact Daimler at any time using the following contact details:

Mercedes-Benz, Customer Assistance Center Maastricht N.V (CAC), P.O. Box 1456, 6201 BL Maastricht, The Netherlands

Email address: mercedes\_me\_connect@cac.mercedes-benz.com

Telephone number: 00800 9 7777777 (free of charge from landlines, charges from mobile phones may vary).

The appointed data protection officer is

Chief Officer for Corporate Data Protection, Dr. Joachim Rieß, Daimler AG, HPC G353, D-70546 Stuttgart, Germany.

Email Address: data.protection@daimler.com

The Customer can obtain further information concerning data processing and data protection by Daimler in the data protection notices for Mercedes me connect and smart Control Services.