VOLKSWAGEN GROUP
INFO SERVICES

Customer Information on Disable Privacy Mode (DPM) for Fleet Interface Data for MOD3 and MOD5 vehicles

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    - **Brand Specifications**
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- **Customer Information on DPM for MOD5**
    - **General Information, Advantages and ordering options**

Customer Information on Disable Privacy Mode (DPM) for Fleet Interface Data for MOD3 vehicles

Disable Privacy Mode ensures that the services required for Fleet Interface remain active, even if the company user selects a more restrictive privacy setting in the vehicle.

Two DPM options are available:

1. DPM for all data points selected in the order form.
2. DPM for all selected data points except geolocation data.

DPM cannot be activated for vehicles produced before calendar week 26/2025 if primary-user enrolment is permitted. In this case, the company user can select a privacy mode that prevents data from being transmitted to Fleet Interface.

General Information:

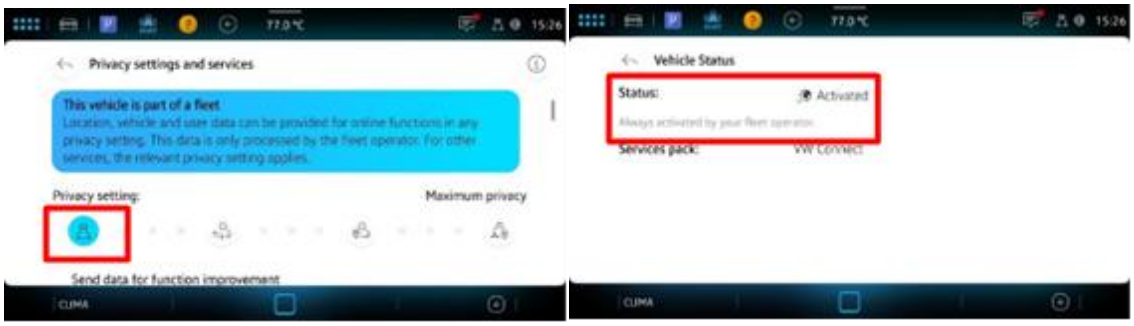
When using **Disable Privacy Mode (DPM)** for your infleeted vehicles, our **online services used for Fleet Interface will be set to "always online"**. In MOD 3 the relevant services will continue to operate even if "a higher privacy setting like maximum privacy" is switched on by the company user via the vehicle's HMI. Data is still continuously sent (depending on the fleet operator's setting shown below in ordering options). 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)

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Please use the brand specific parts of this document to see brand-specific differences concerning the use of DPM in combination with primary-user enrolment.

Your Advantages:

With DPM, drivers can no longer completely deactivate the services required for data transmission. This ensures that you, as a customer, **always receive the data you need directly from your vehicles**, without interruptions caused by company user taking the vehicle offline by switching on e.g. "maximum privacy". If you allow "Primary User Enrollment" for the company user, the setting "maximum privacy" is only working for services related with the primary user enrollment.



Your ordering options:

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

1. **DPM** will be activated for **all data points 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
   - ➔ Personal data which is send to the App related to Primary User Enrollment behave according to the set privacy mode in the HMI of the vehicle

2. **DPM** will be activated for **all data points you requested within your order form except geo position data**
   - ➔ 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 company user selects a privacy mode that forbids the usage of geo location data, these data are not transmitted. "Non location related data packages"*, nevertheless will be sent
   - ➔ Personal data which is send to the App related to Primary User Enrollment behave according to the set privacy mode in the HMI of the vehicle

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***"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 for MOD3

Please note that when using DPM, the privacy mode status report via API still works. The API value shows the privacy setting selected in the vehicle. When DPM is active, it does not reliably indicate whether Fleet Interface data is being transmitted:



```
[
  {
    "vin": "WVWZZZ1JZXW000001",
    "privacyModeEnabled": true,
    "lastUpdated": "2022-01-01T01:00:00Z"

  },
  {
    "vin": "WV1ZZZ1JZXW000002",
    "privacyModeEnabled": false,
    "lastUpdated": "2022-01-01T01:00:00Z"
  }
]
```

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**
  - indicates that the vehicle is set to a privacy mode which would not allow the sharing of data, e.g. maximum privacy, without DPM
  - but
    - A) all data is still being sent
    - B) all data excluding geo location data is still being sent
- ➔ **"privacyModeEnabled": false**
  - indicates indicates that the vehicle is set to a privacy mode that allows data sharing, such as "Sharing Location"
  - and
    - All data is being sent, also with DPM

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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 fulfill certain related obligations. These will also be stated in the usage framework agreement as well as in the order form you must sign before being able to use **DPM.**

1) **Defleet the vehicles after the end of use**

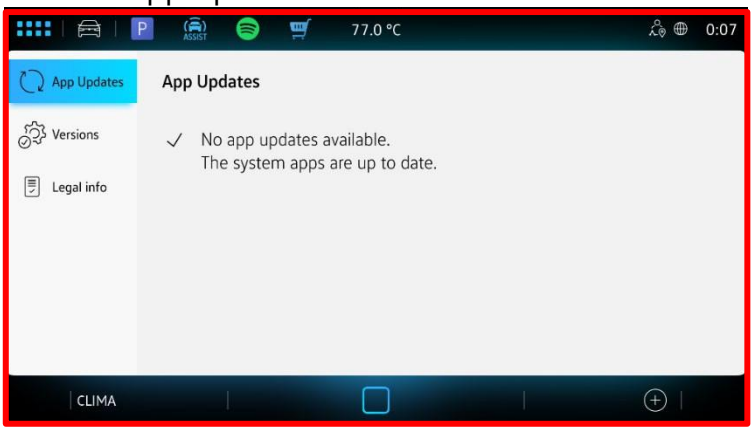
➔ As stated in the framework agreement you signed, B2B services need to be deactivated once a vehicle is leaving your fleet / the fleet of your customer

➔ Please make sure this is always fulfilled

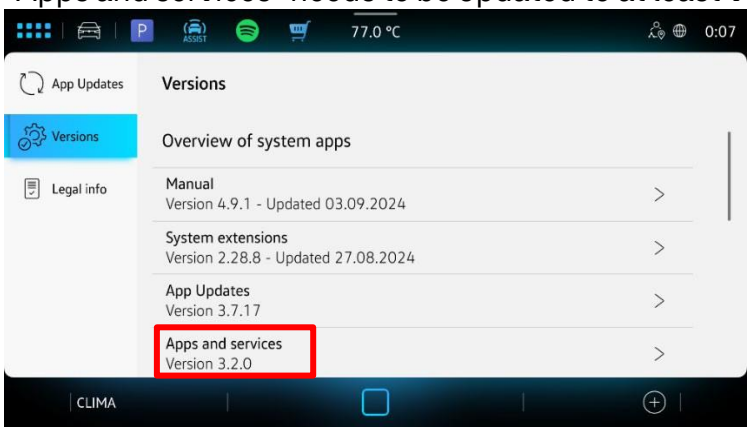
2) **Before infleeting a MOD3 vehicle, please make sure, that the latest software updates have been installed for vehicles with affected infotainment systems***

*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".



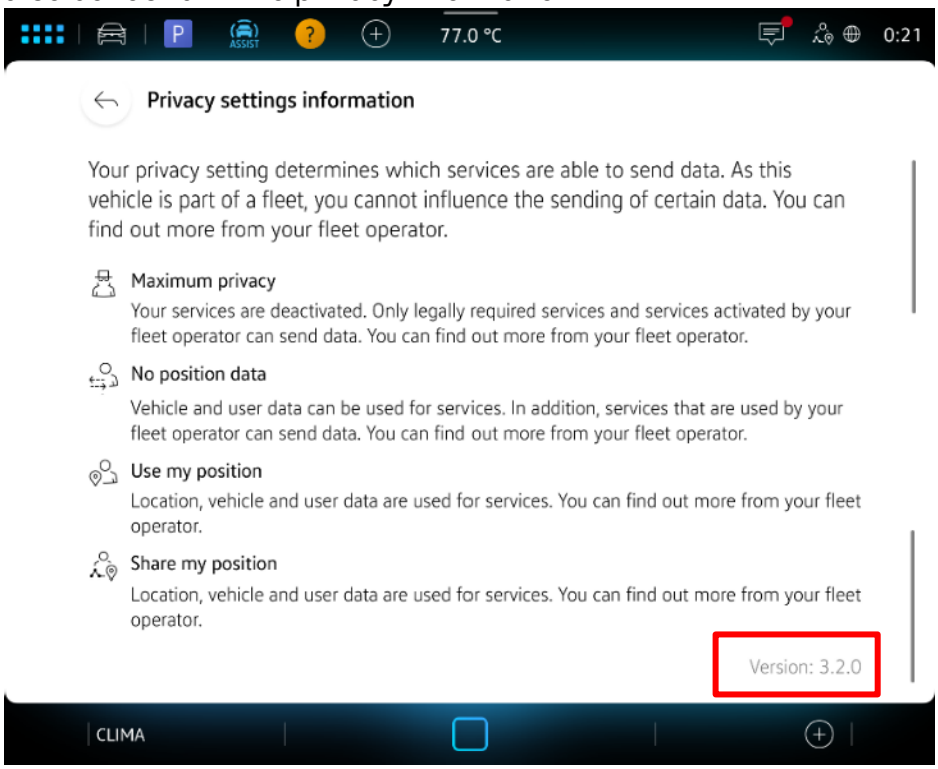
➔ "Apps and services" needs to be updated to at least Version 3.2.0:



➔ This screen only exists within our latest vehicles built from the beginning of 2024.

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➔ 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 company user 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 company user 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)

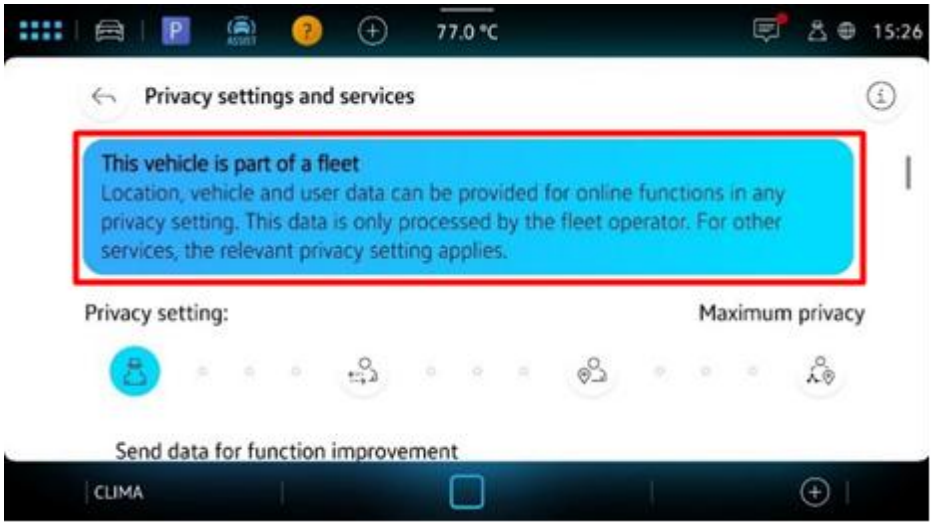
➔ Opening the privacy settings and services:



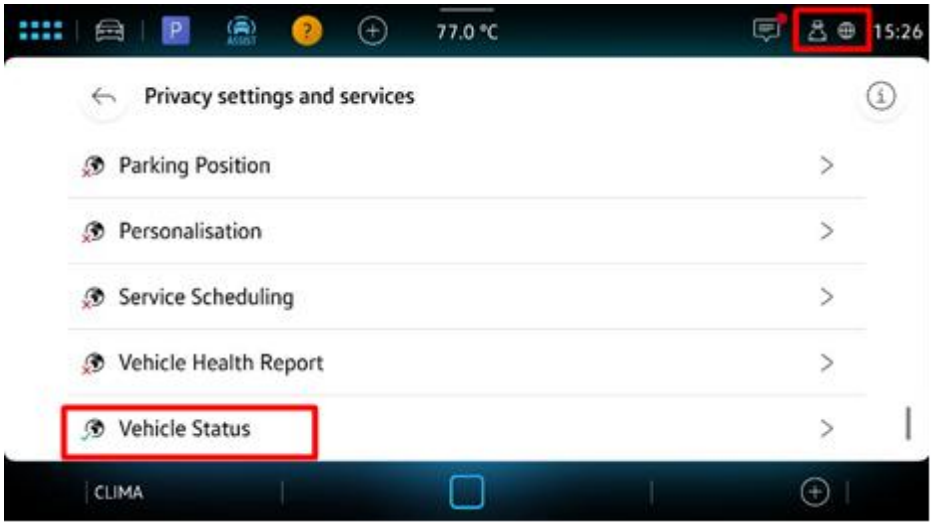
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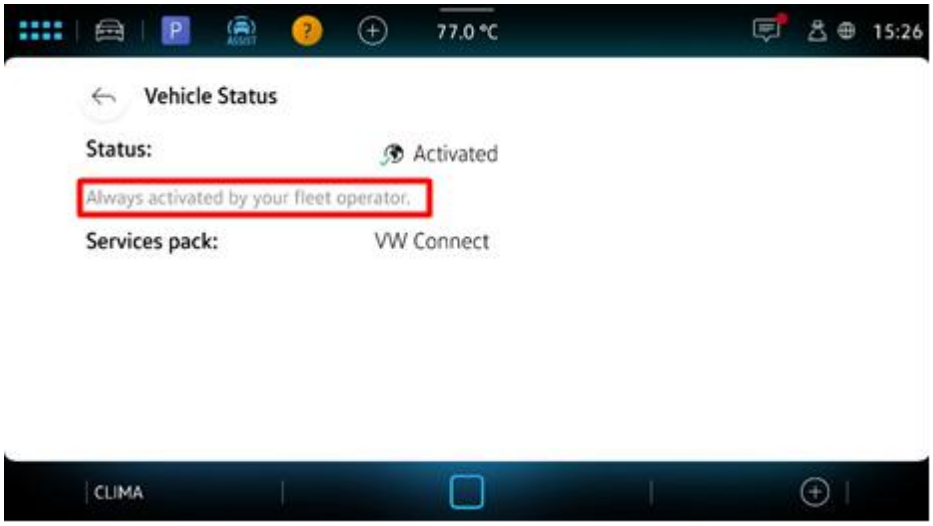
➔ With the latest software update, the infotainment system displays a message indicating that the vehicle is part of a fleet.



➔ Still, all privacy settings can be chosen in the vehicle, but they no longer affect all services.



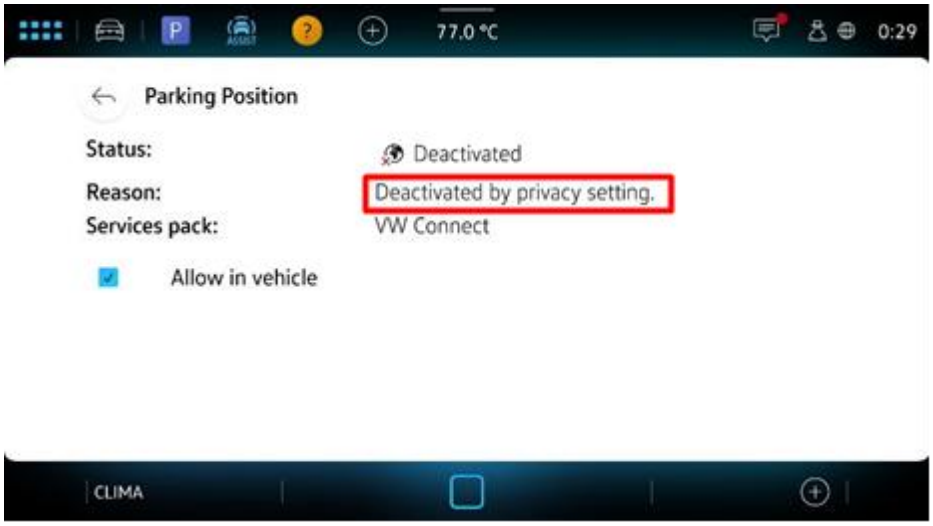
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➔ In case e.g. “maximum privacy” has been chosen by the company user (indicated by the privacy icon on the top right), the necessary services for data delivery remain active. This can be seen by scrolling down and clicking on an activated service (with 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 activate 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:

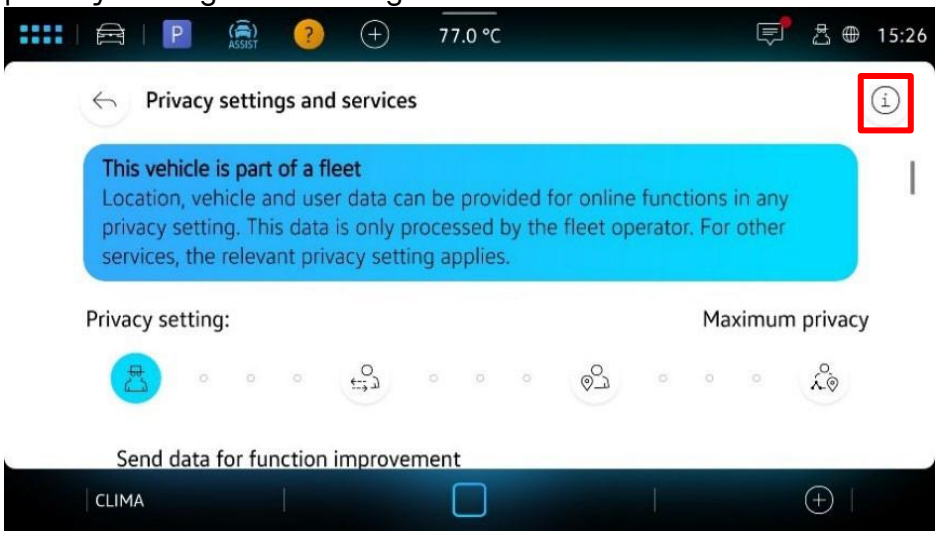


➔ Parking position within share my position:

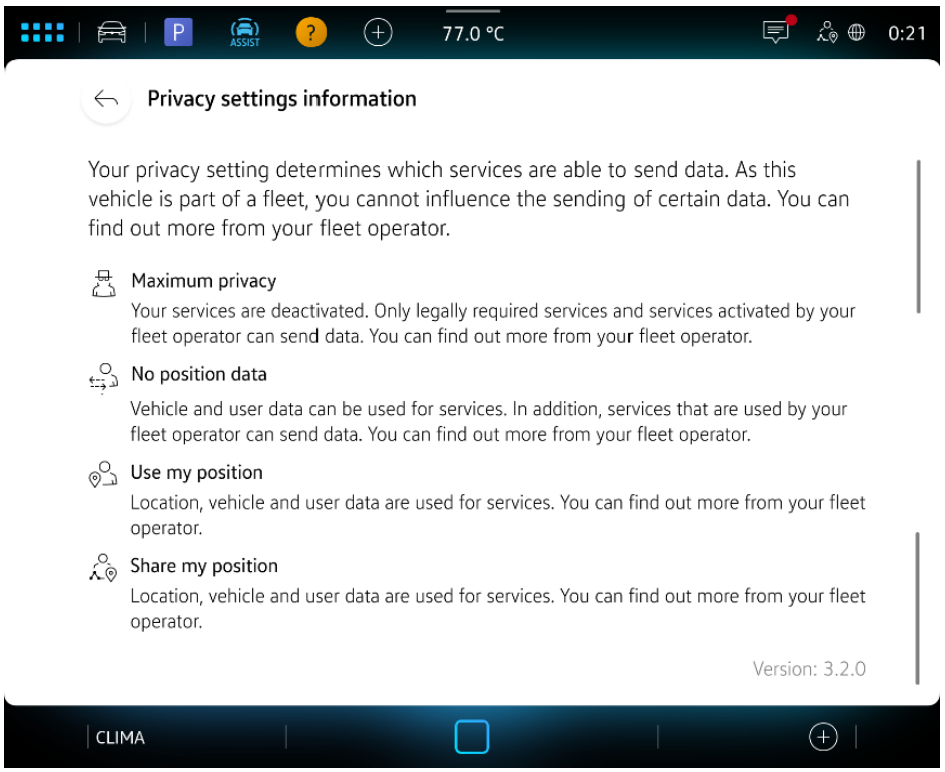
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➔ When clicking on the „i" button, further updated information on the privacy settings concerning fleet data extraction can be found:



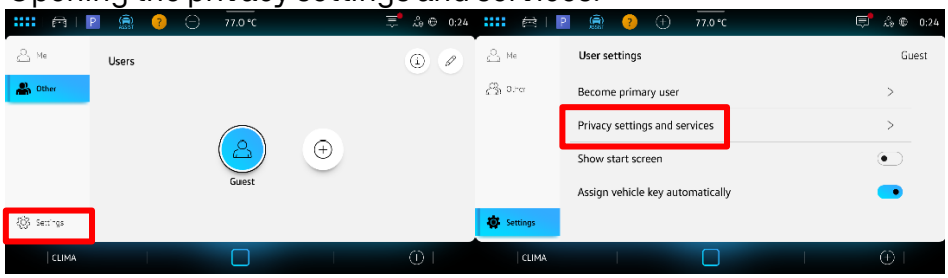
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➔ **Please note, that this information need to be communicated to company users in a suitable form.**

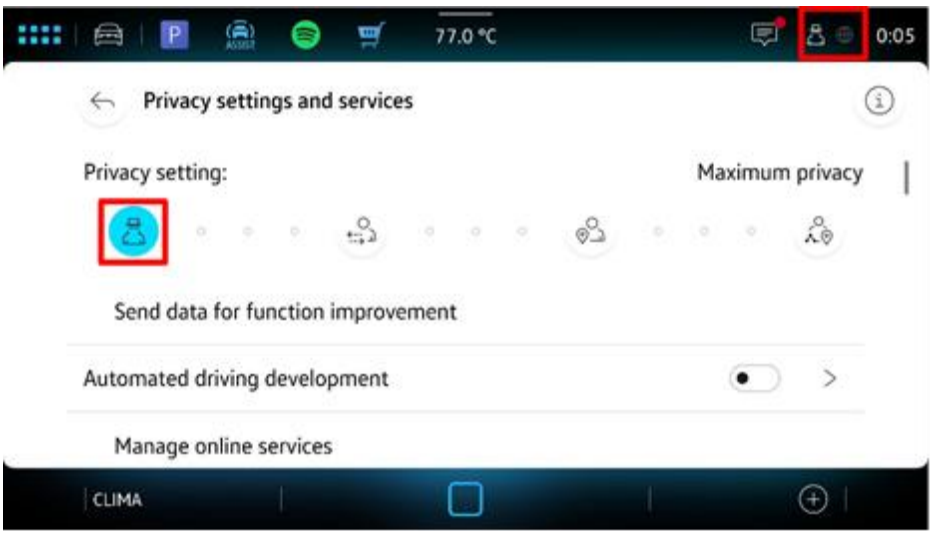
b. **Vehicles without the new privacy software update (Infotainment Systems: (Composition) Radio)**

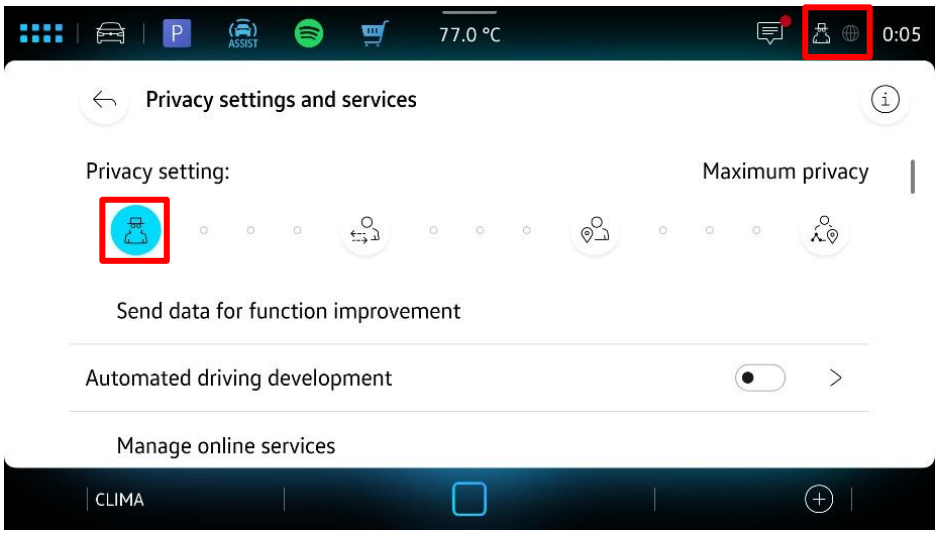
➔ Opening the privacy settings and services:

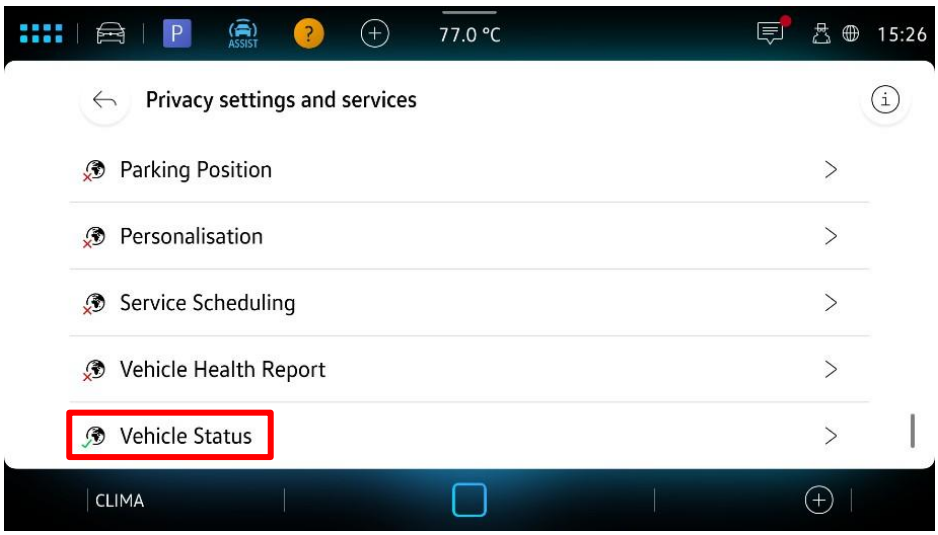


➔ As for the infotainment system radio, all privacy settings can be chosen in the vehicle, but they no longer affect all services (no differences to above):

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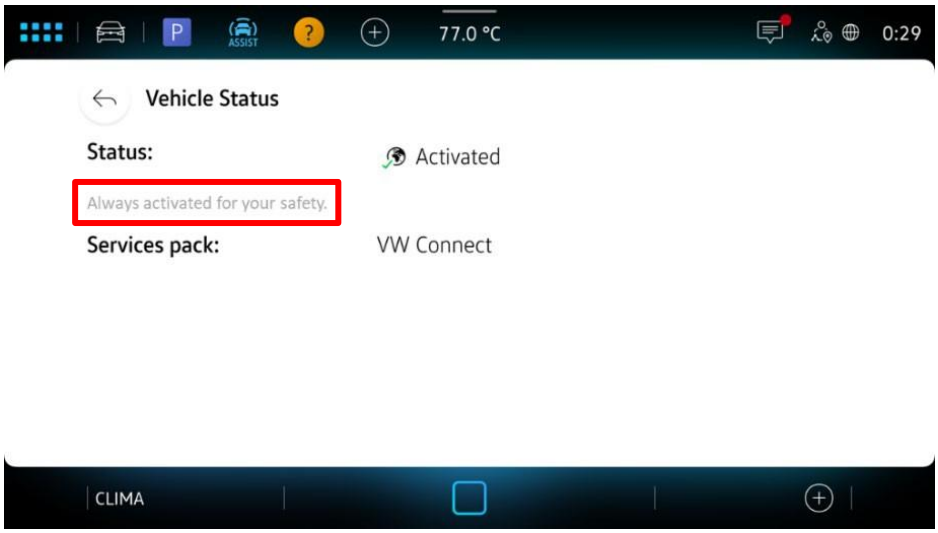




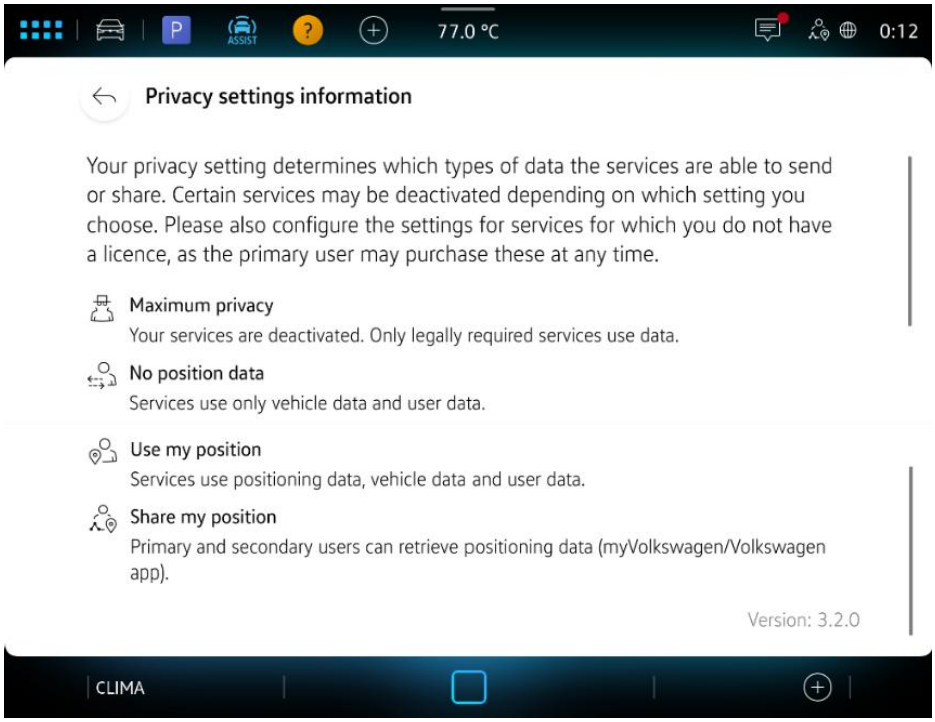


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➔ Differences to updatable vehicles: **Service details stating "Always activated for your safety"** instead of "Always activated by your fleet operator".



➔ **Privacy settings information not showing that the vehicle is part of a fleet and data are extracted on behalf of the fleet operator**:



➔ **Please make sure that you inform the company user 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 purposes.**

➔ 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 company users about this as well.

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4) **You can specify in the side letter whether primary user enrollment is permitted**

- ➔ Mobile online services can be used if vehicle is added to the primary group
- ➔ Please inform company users that vehicles produced after calendar week 26/2025 separate B2B and non-B2B data. DPM applies only to B2B-related data, while the selected privacy settings apply to non-B2B services.
- ➔ If you allow **"primary user enrollment"** for vehicles produced before calendar week 26/2025 **using DPM is not possible.** Company user can completely switch off the services needed for data delivery in the vehicle. Please make sure that your company users are informed about this topic.

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.

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2. Škoda

Customer Obligations:

In order to use the product Fleet Interface Data with **DPM,** it is necessary for you as a customer, to fulfill 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***
   *Bolero, Columbus, Amundsen, Infotainment 10", Infotainment 13"

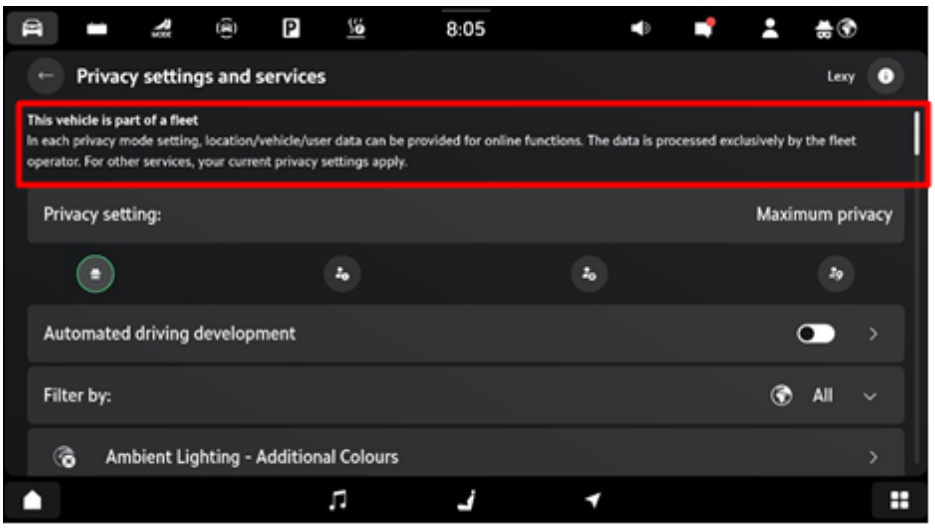
   - ➔ The latest version of the infotainment software now includes fleet-specific information concerning privacy settings and services that are needed for DPM.

   - ➔ For Škoda vehicles with affected infotainment systems, the application updates, which bring mentioned changes, will occur automatically and the company user/fleet operator do not need to take any action.

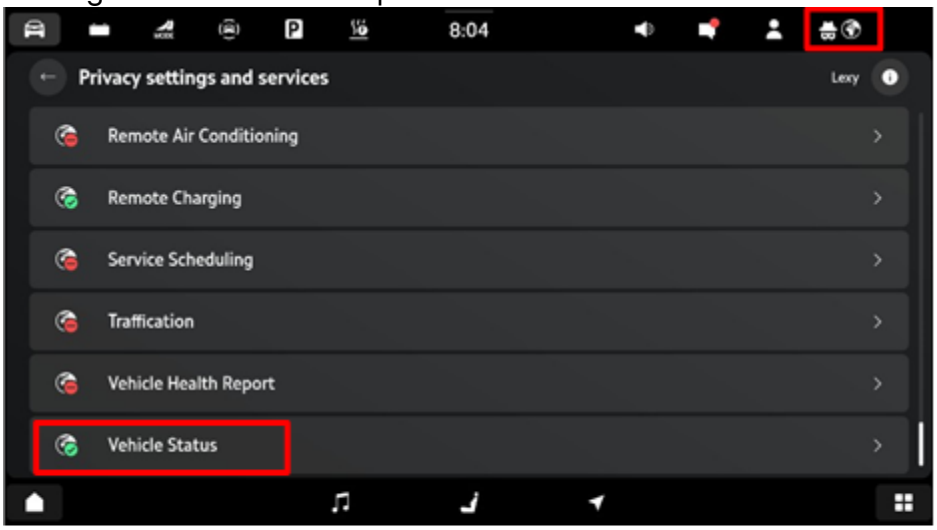
   - ➔ Please take into consideration that **all vehicles with a Radio Swing are not updatable and hence do not include fleet specific information**

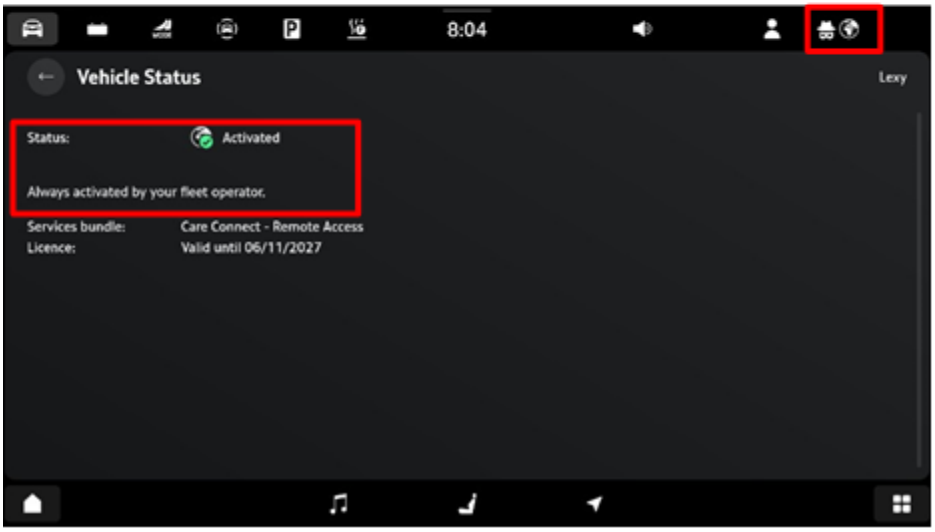
3) **Inform company users or customers about the meaning of the HMI screens in terms of data delivery (reliably without being interrupted by "maximum privacy")**
   a. **Vehicles with the new privacy software update (Škoda infotainment systems:** Bolero, Columbus, Amundsen, Infotainment 10", Infotainment 13")

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With the latest software update of your vehicles, a message is displayed stating that the vehicle is part of the fleet:





Still, all privacy settings can be chosen in the vehicle, but they no longer affect all services:

➔ In case e.g. "maximum privacy" has been chosen by the company user (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

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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 activate 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*:



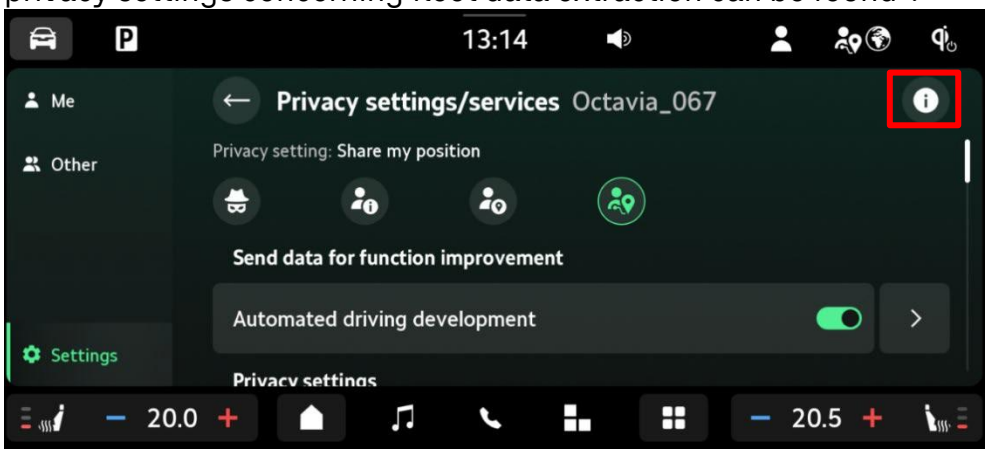
➔ Parking position within share my position*:

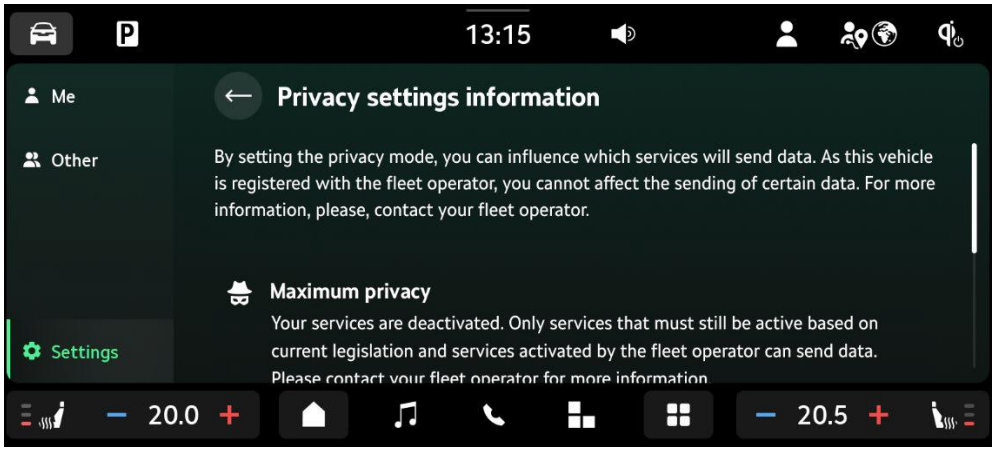


*VW – Screens: Applies similarly to Skoda

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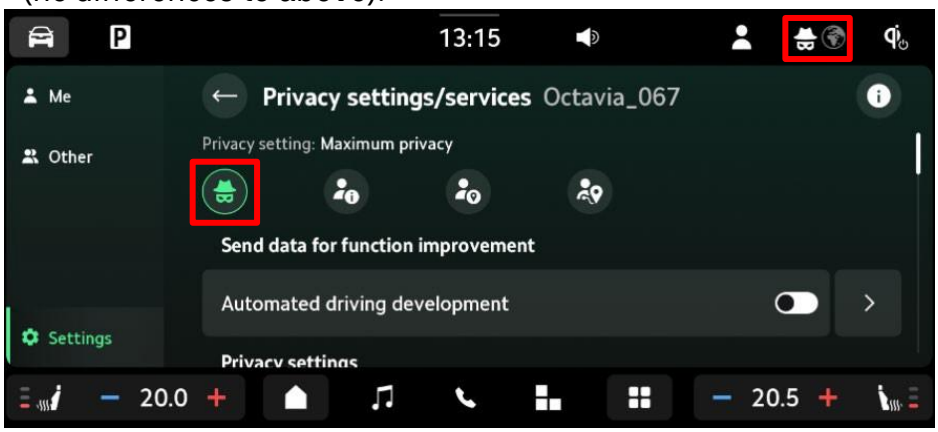
➔ When clicking on the „i" button, further updated information on the privacy settings concerning fleet data extraction can be found*:



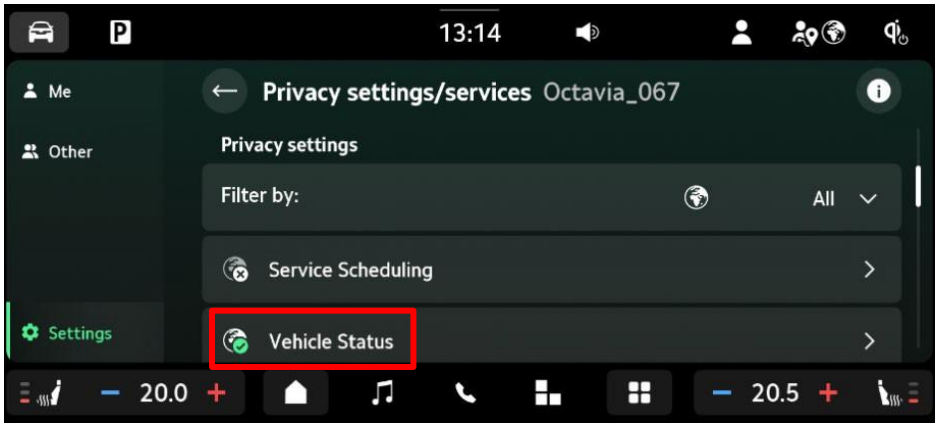


b. Vehicles without the new privacy software update (Infotainment Systems: Radio Swing

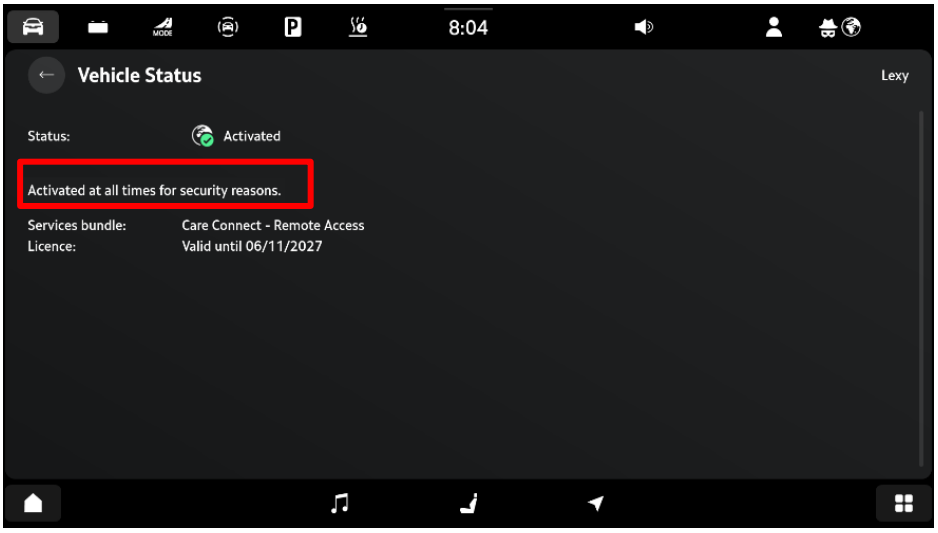
➔ As for the infotainment system Radio Swing, all privacy settings can be chosen in the vehicle, but they no longer affect all services (no differences to above):



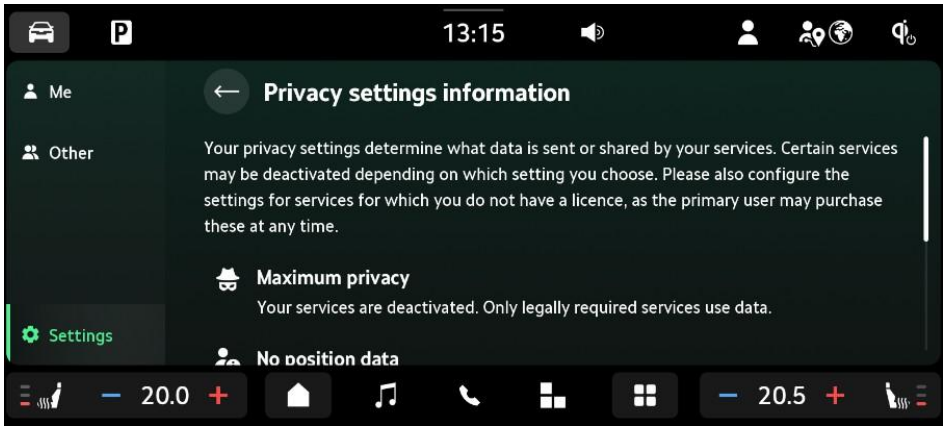
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➔ Differences to updatable vehicles: Service details stating "Activated at all times for security reasons." instead of "Always activated by your fleet operator":



➔ Privacy settings information not showing that vehicle is part of a fleet and data are extracted on behalf of the fleet operator:



➔ Privacy settings screens differ between models and production years. More information on privacy settings of concrete model can be found in the vehicle manual.

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➔ **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 your behalf for fleet management purposes.**

➔ 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.

Škoda – Privacy vehicle settings MOD3

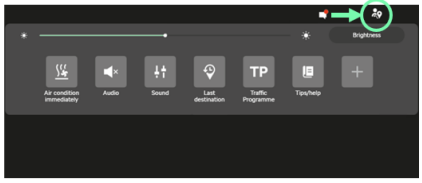
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A: via Control Center

Step 1: Open the Infotainment control centre by holding down the bar at the top of the screen and pulling it down.



Step 2: Tap on the symbol and the privacy settings menu will pop-up



Step 3: Set the level of protection of personal data to *Share my position.*

B: via User Management

Step 1: Tap > > > Privacy settings and services in the Infotainment system

Step 2: Set the level of protection of personal data to *Share my position.*

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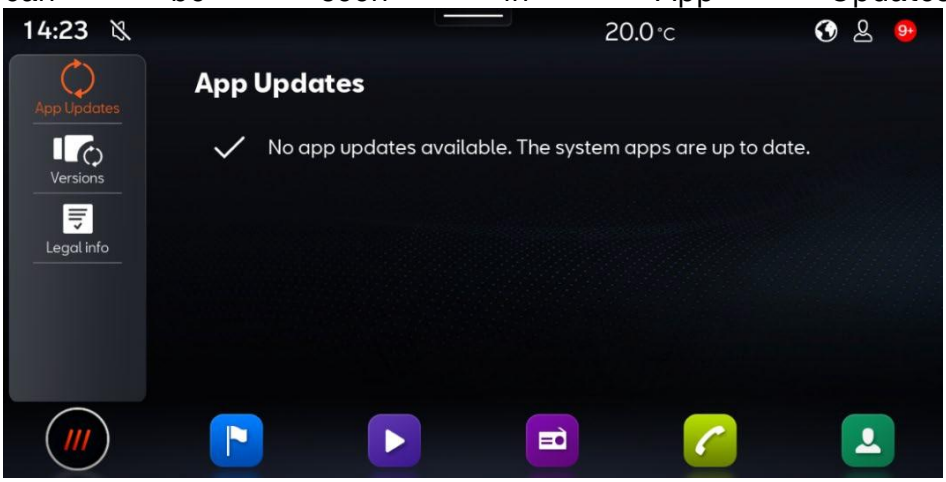
3. SEAT & CUPRA

Customer Obligations:

In order to use the product Fleet Interface Data with **DPM,** it is necessary for you as a customer, to fulfill 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:

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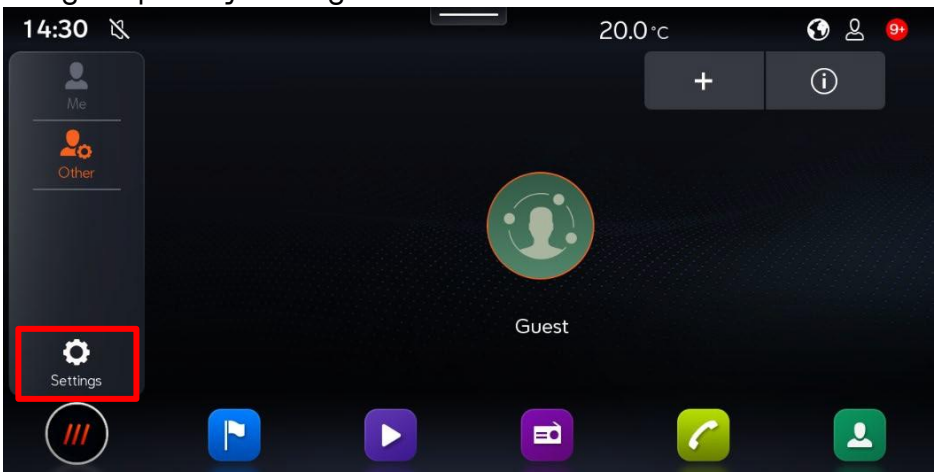
➔ Please note, that the need for performing the latest software update must be communicated to drivers/customers in a suitable form

➔ Please take into consideration that **all vehicles equipped with Media System cannot be updated and hence do not include fleet specific information**

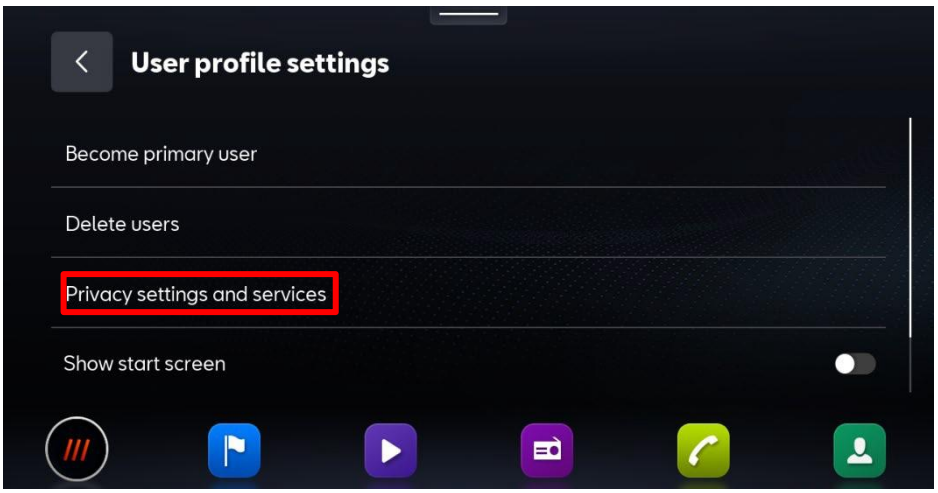
3) Inform company users about the meaning of the HMI screens in terms of data delivery (reliably without being interrupted by privacy settings)

a. **Vehicles with the new privacy software update** (Infotainment Navigation Systems)

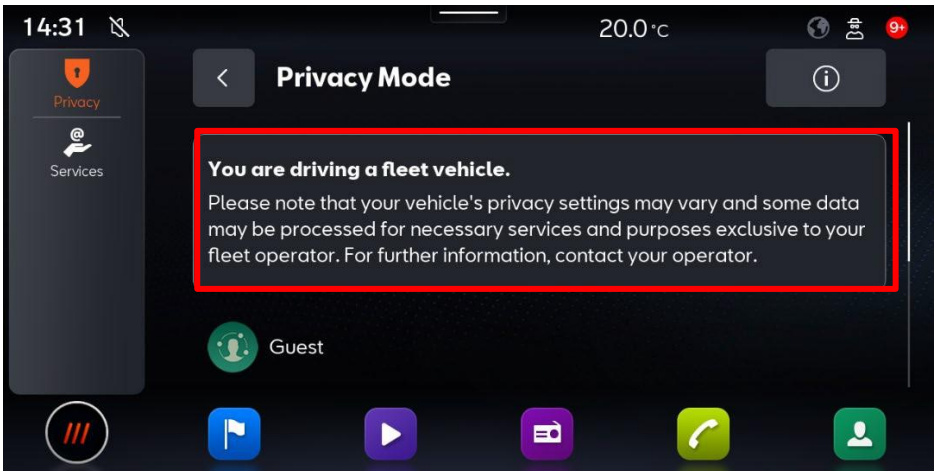
➔ Opening the privacy settings and services:



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➔ 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:



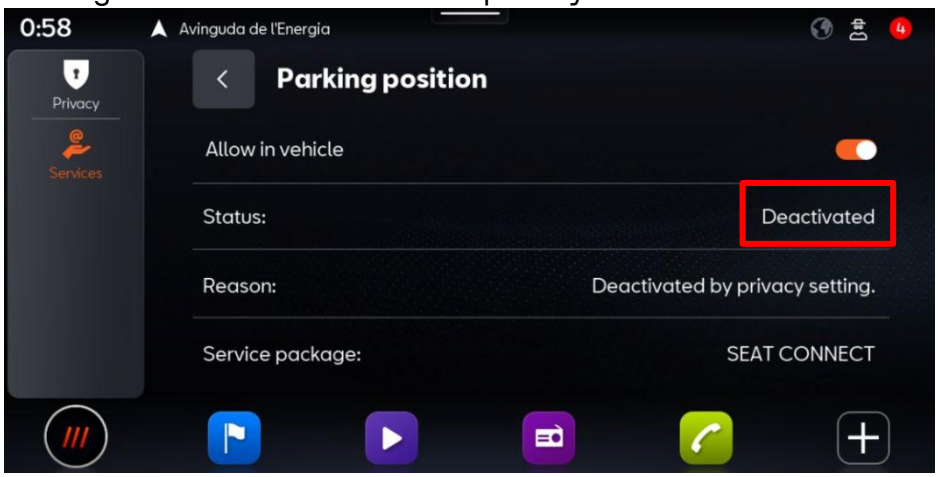
➔ In case e.g. "maximum privacy" has been chosen by the driver (indicated by the privacy icon on the top right), the necessary services for data delivery remain active. This can be seen by scrolling down and clicking on an activated service. Here, it is stated that the service status is "activated" with the explanation "Always activated by your

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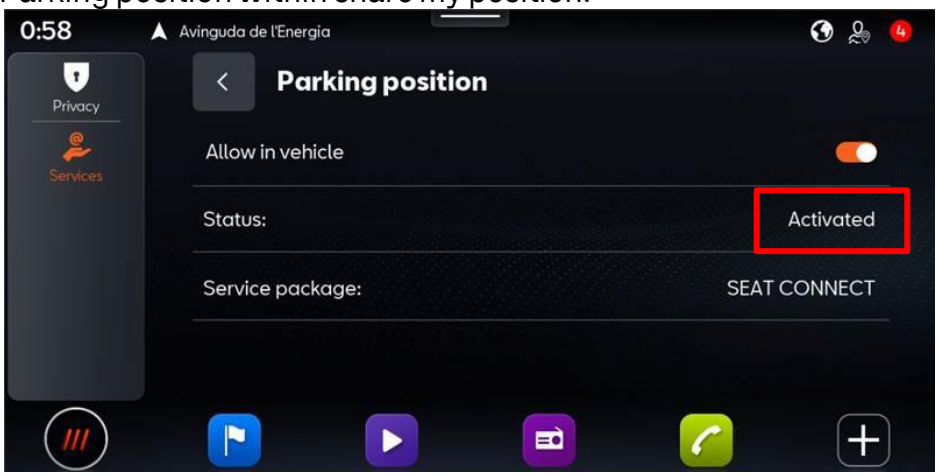
fleet operator". Depending on the chosen data packages within the order form, the following services always remain activated: Vehicle Status, Parking Position, or GPS Tracking & Route Information.

➔ If you chose to activate 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:

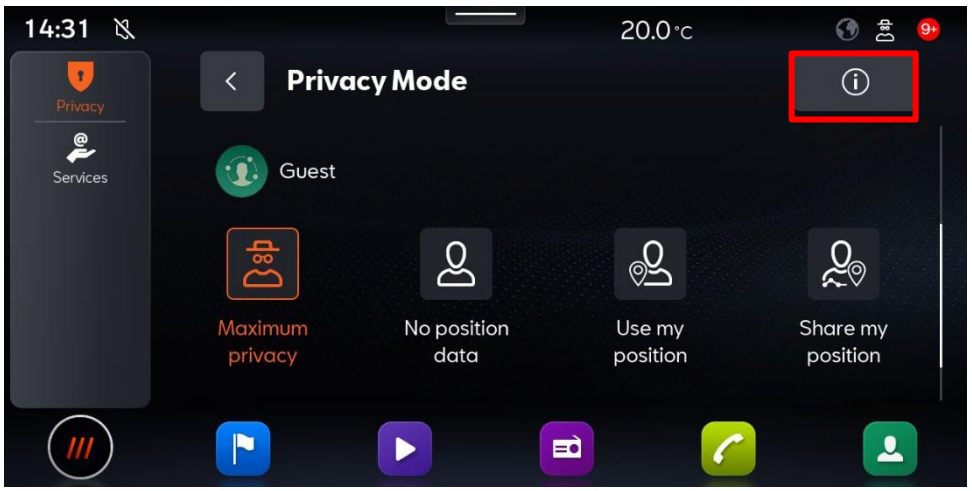


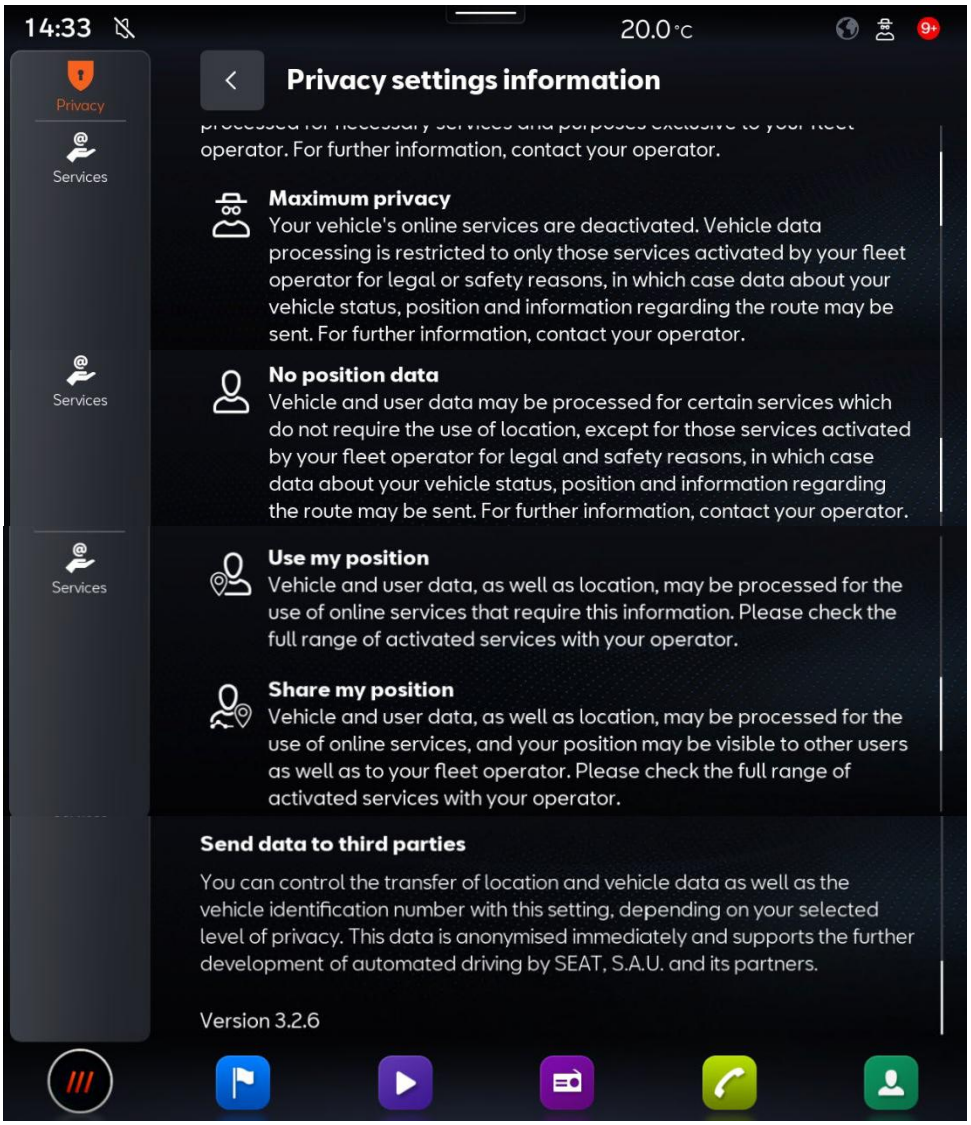
➔ Parking position within share my position:



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

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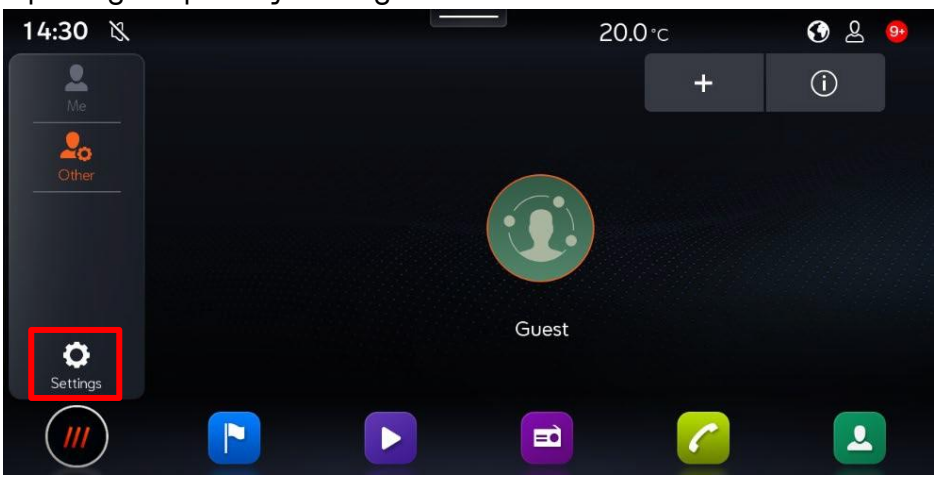


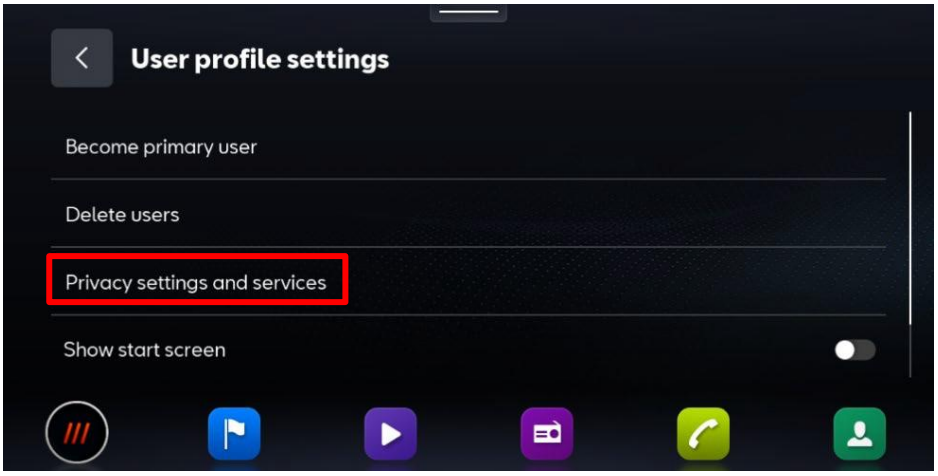
➔ **Please note, that this information need to be communicated to company users in a suitable form.**

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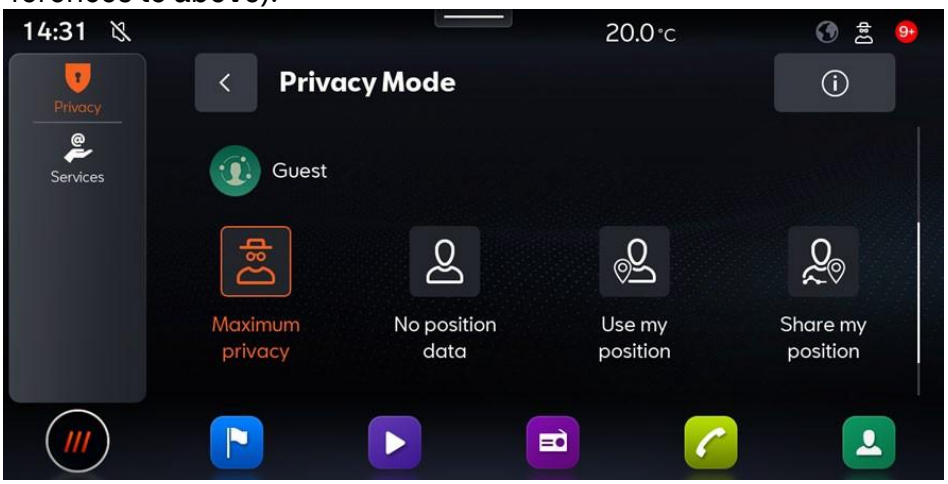
b. **Vehicles without the new privacy software update.(Infotainment Media System).**

➔ Opening the privacy settings and services:



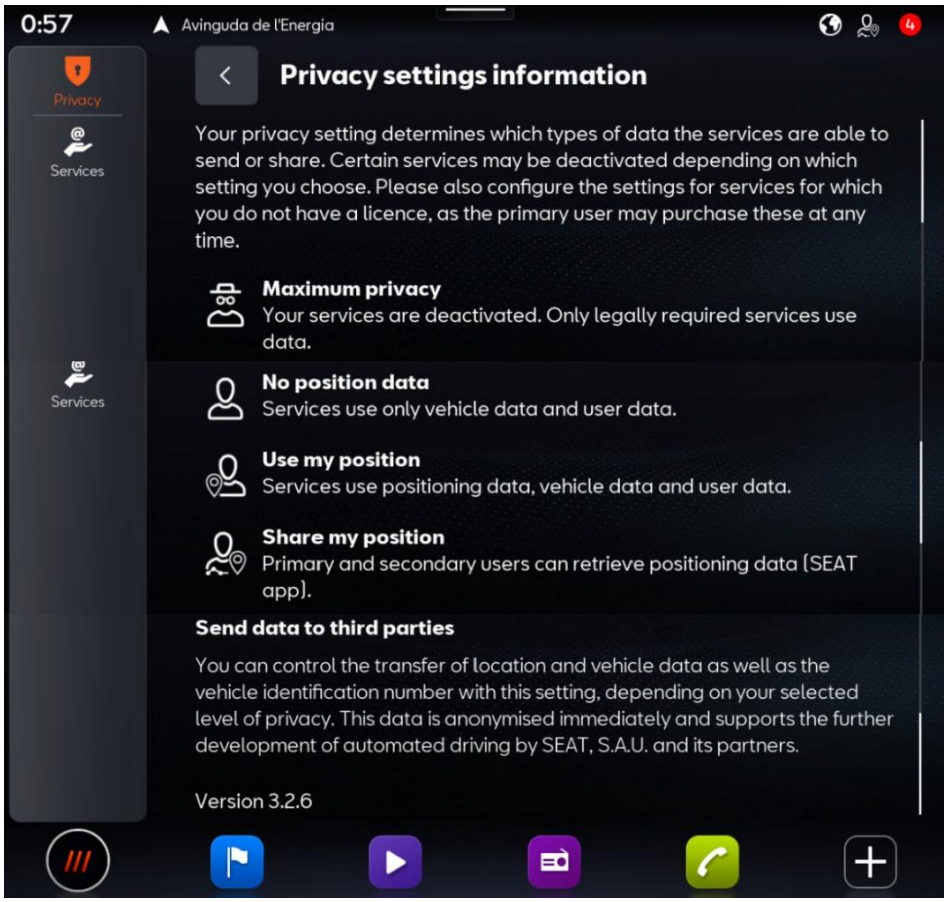


➔ As for the infotainment Media System, all privacy settings can be chosen in the vehicle, but they no longer affect all services (no differences to above):



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➔ Differences compared with updatable vehicles: Privacy settings information not showing that vehicle is part of a fleet and data are extracted on behalf of the fleet operator:



➔ 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 purposes.

➔ 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) You can specify in the side letter whether primary user enrollment is permitted.

➔ Mobile online services can be used if vehicle is added to the primary group
➔ Please inform drivers that vehicles produced after calendar week 26/2025 separate B2B and non-B2B data. DPM applies only to

B2B-related data, while the selected privacy settings apply to non-B2B services.

➔ If you allow "primary user enrollment" for vehicles produced before calendar week 26/2025 **using DPM is not possible.** Driver can completely switch off the services needed for data delivery in the vehicle. Please make sure that your drivers are informed about this topic.

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.

4. 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.

Primary user enrollment is allowed.

Customer Information on Disable Privacy Mode (DPM) for Fleet Interface Data for MOD5 vehicles

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"**. The HMI displays all services with DPM, which cannot be switched off, in the privacy settings in the HMI of the vehicle. The privacy mode for non-B2B services can be handled by the company user (used for example with primary user enrollment).

MOD5 is available in all Battery Electric Vehicles of all brands starting from model year 2027. For Audi also combustion vehicles starting with model year 2026 will be supported. Please find all relevant Vehicles here: Fleet Interface (fleet-interface.de)

Customer Obligations:

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

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

Your Advantages:

With DPM, drivers can no longer completely deactivate the services required for data transmission. This ensures that you, as a customer, **always receive the data you need directly from your vehicles**, without interruptions caused by company user taking the vehicle offline by switching on e.g. "maximum privacy".

Specifics and order options of DPM and Primary User Enrollment:

The following options are available:

1 Primary Group - Primary User enrollment allowed

By keeping vehicles in the primary group, you allow the enrollment of a primary user in these vehicles. This enables access to B2C Services such as infotainment, remote access, and charging functionalities while the vehicle is infleeted within Fleet Interface. Vehicles with a set primary user can only be infleeted into Fleet Interface when the enrollment of a Primary User is allowed.

For MOD5* vehicles assigned to the group “Primary User allowed” you can decide how a vehicle shall behave concerning the Online-Mode of "vehicle- and usage data" as well as "location sending" by choosing one of the following options:

*For verification of Infotainment system/platform please refer to the Model overview on Fleet Interface - Documentation. (BEV vehicles with Start of Production with model year 2027 except Audi)

Primary User enrollment allowed	**Vehicle Sliders (online = blue; offline = grey)** [1]		**Primary User can overwrite data transmission**	**Possible Target Group**
	Vehicle-/ usage data[2]	**Sending Location data**[3]		
MOD5	Always online		No	Pool Car
MOD5	Always online	Always offline	No	User Chooser

2 Secondary Group: Primary User enrollment not allowed

For BEV MOD5 vehicles assigned to the group “Primary User not allowed” you can decide how a BEV shall behave ,concerning the Online-Mode of “vehicle- and usage data” as well as “location sending” by choosing one of the following options in the order form:

Primary User enrollment allowed	**Vehicle Sliders (online = blue; offline = grey)** [1]		**Primary User can overwrite data transmission**	**Possible Target Group**
	Vehicle-/ usage data[2]	**Sending Location data**[3]		
MOD5	Always online		No	Car Sharing Operators

MOD5	Always online	Always offline	No	Rental Car Operators

[1] Online= data can be transmitted to you; offline = no data can be transmitted to you
[2] Data packages: Odometer, Trip Data (excl. Position), Maintenance Data, Cruising Range Data, Energy Levels Data, Warning Lights Data
[3] Data packages: Position Data (Live GPS), Position (from Context "Trip Data (incl. Position)")