

DAIMLER TRUCK

Financial Services

Data protection policy for Trucks/Bus Lease and Hire Purchase

The protection of your personal data is very important to us. This section provides you with a detailed overview of the type, scope and purposes of the collection and processing of your personal data by Daimler Truck Financial Services Deutschland GmbH. In addition, you will learn what rights you have in relation to the processing of your personal data.

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1. To whom does this data protection policy apply?

This policy applies to customers and prospective customers in the Truck Trucks/Bus Lease and Hire Purchase unit, as offered by Daimler Truck Financial Services Deutschland GmbH. It also applies to private individuals who have contact with Daimler Truck Financial Services Deutschland GmbH in this context (e.g. authorized representatives and other contact persons of a customer). There may be supplementary data protection notices for specific services.

“Personal data” (hereinafter “Data”) means any data and information relating to an identified or identifiable private individual.

2. Who is responsible for processing my data, and who can I contact on the topic of data protection?

Controller responsible for processing your personal data

Daimler Truck Financial Services Deutschland GmbH
Mühlenstrasse 30
10243 Berlin
Germany
dtfsd-kundenservice@daimlertruck.com

The contact details for the Chief Officer for Corporate Data Protection are as follows:

Corporate Data Protection Officer
Daimler Truck AG
HPC DTF2B
70745 Leinfelden-Echterdingen, Germany
dataprivacy@daimlertruck.com

If possible, please provide the name of the Daimler Truck company for which you want to contact the data protection officer.

3. Where does my data come from and what data is processed?

In accordance with the principle of data economy, we only handle your data to the extent required or legally permitted or if you have consented to this.

In the following, the terms “to process” and “processing” refer, in particular, to the collection, use, disclosure and transfer of data to other persons and enterprises (see Article 4 No. 2 of the EU General Data Protection Regulation (“GDPR”).

3.1 General data from the business relationship

We initially process the data that you provide to us via partners (see Section 5.2) as part of our business relationship. This includes, in particular – depending on the situation and use case – the following data:

- Master data of the customer, in particular name, date of birth, place of birth, marital status;
- Contact information of the customer, in particular the current address, previous addresses, other mailing addresses, telephone numbers and email addresses;
- Contract information such as the start and end of the contract, installment payments, repayment conditions;
- Vehicle data, in particular initial registration, vehicle identification number (VIN), license plate number, mileage, vehicle damage
- Master data of guarantors, especially name, date of birth, nationality, marital status and tax ID;
- Contact information of guarantors, such as the current address, previous addresses, other mailing addresses, telephone numbers and email addresses;
- Income and assets relating to the voluntary disclosure of confidential information, in particular proof of income, information about income, supplemental income, installment obligations, household expenses, savings, securities, life insurance value and the value of real estate holdings;
- Data contained on the personal ID card or other proof of identity submitted;
- Authentication data, especially specimen signatures;
- Bank details, such as the IBAN of your account, BIC, information about your bank;
- Tax-relevant data, in particular tax ID, tax number;
- Information on accident damage;
- Insofar as representatives or contact persons have been appointed: their master data, in particular name, date of birth, place of birth, nationality, marital status and tax number, as well as contact details such as: the current address, previous addresses, other shipping addresses, telephone numbers and email addresses;
- If applicable, location data of the vehicle, insofar as the vehicle has been permanently refused to be handed over after the end of the contract;
- If applicable, other data in relation to the fulfillment of the respective business relationship, such as breakdown data (case number, date, vehicle data, workshop contact data).

We also require other data for the performance of our services, such as:

- Installment payment agreement data;
- Tax information;
- Data from postal, electronic and telephone communications between you and us.

Except in certain cases (see Section 0), you are not obligated to provide us with your data. However, if the conclusion of the contract and/or our services depend in whole or in part on the transfer of your data, we will often be unable to provide our services in full or in part without your data.

3.2 Data for online services

If you want to use our online services, including portals and apps (such as the Mercedes-Benz Uptime customer portal), we also collect and process your data to the extent that it is necessary to fulfill our contractual obligations to you or you have consented to this. In particular, that data includes the following:

- Master data changes carried out by you
- Location data of your vehicle
- Data about functions you have performed online, such as the time and function used, and your settings for the online services you use.

You can find out more about this from the relevant data protection policies, which are made available to you when you register for the corresponding online service. You can also access them on the respective homepage or in the respective app.

3.3 Data from other sources

In addition, we also process data that we have received permissibly from other enterprises within the Daimler Truck Financial Services Group (see Section 4.4), Daimler Truck AG, our contractual partner (e.g. if you are a guarantor or a contact person of our contractual partner) or other persons and enterprises (e.g. creditworthiness data from Schufa, data from other credit agencies, such as Creditreform, Moodys and Bisnode (see sections 4.2 and 0)).

We only process personal data from publicly accessible sources (e.g. the internet) as far as permitted by law, if, for instance, it is necessary for the provision of our services or you have granted your consent.

If you also have a contract with us for the provision of Mercedes-Benz Uptime services, we will – insofar as this is necessary for the performance of the service contract concluded with you – process the mileage (kilometer readings) determined as part of the online services or, in the case of battery-electric vehicles, the number of charging cycles.

4. What is my data used for (purpose of processing) and on what (legal) basis does it take place?

4.1 Processing in the context of fulfilling our contractual obligations (Article 6(1)(b) GDPR)

We process your personal data described in Section 3 in the context of initiating and fulfilling our contractual obligations to you. For example, we process your contact details in the course of contact made to conclude a lease contract, or if you are a guarantor for one of our customers.

4.2 Processing based on legitimate interests (Article 6(1)(f) GDPR)

In addition, we may process your data to the extent necessary to protect our interests or those of another person or enterprise ("Third Party"). This is especially the case in the following instances:

- To check your credit we will transmit your data to SCHUFA Holding PLC. Further information on SCHUFA's activities can be found in the SCHUFA information sheet. This is enclosed with your application or can be viewed online at www.schufa.de/datenschutz (see also Section 5.7).
- In some cases, we also use data from Creditreform Stuttgart Strahler KG, Theodor-Heuss-Str. 2, 70174 Stuttgart, Germany for the purpose of credit checks. Further information on the activities of Creditreform Stuttgart Strahler KG can be found in the document "Information pursuant to the EU General Data Protection Regulation (EU GDPR) for Data Subjects". This is enclosed with your application or can be viewed online at www.creditreform-stuttgart.de/EU-DSGVO/ (see also Section 5.9).
- In addition, we process your data insofar as necessary for the assertion of legal claims and defense in legal disputes.
- Position determination for enforcing a claim to return: Under certain conditions, we are entitled to demand the return of the vehicle from you. In such a case, we will first set a corresponding release deadline. In the event that you do not return the vehicle within this period, we may also contact a service provider (a "repossession agency") and attempt to regain possession of the vehicle. For this purpose, we will transfer to the service provider, among other things, your name, your address and other contract data relevant for ensuring this (e.g. vehicle registration number). Should such measures be unsuccessful, we reserve the right to request the location data of the vehicle from the vehicle manufacturer (e.g. Daimler Truck AG) or from a provider of telematics services installed in the vehicle (jointly hereinafter referred to as "Providers") at certain intervals, either ourselves or by means of an enterprise affiliated with us acting on our behalf. In doing so, we only transfer your vehicle identification number to the Provider. The Provider will then activate a position determination service – deactivated in the default setting – for the vehicle and enable a carefully selected employee of Daimler Truck Financial Services Deutschland GmbH or one of our affiliated enterprises to access the current location data via a specially provided IT system. In this context, we, as well as the providers and any affiliated enterprises involved, will process your personal data in order to protect our property and secure or implement our legal right to return, and thus the functionality of the financing services and systems we offer. Movement profiles are not created. Location data is deleted after completion of the respective measures or expiration of any retention obligations.
- In order to fulfill operational management purposes and to optimize the products provided and to be able to respond to the wishes and needs of our customers (e.g. as part of a telephone or online customer satisfaction survey);
- Processing of your personal data may also be necessary in individual cases to ensure IT security and IT operations at Daimler Truck Financial Services Deutschland GmbH, for business management and to determine risks within the group.
- Vehicle data is processed in connection with product and quality improvement and with product development, in particular for the following purposes:
 - Improvement and development of vehicle components and systems:
 - Analysis of vehicles, systems and components in series production to identify any quality problems that may exist and their causes, and to initiate the necessary measures to eliminate faults and improve quality.
 - Further development or optimization of vehicles, systems and components, e.g. by creating usage statistics (e.g. start-stop function) and test cases (e.g. service life tests of vehicle components).
 - New development of vehicles, systems and components (e.g. development of alternative drives)
 - Improvement and development of the Mercedes-Benz Uptime Service:
 - Quality analysis as well as further development or optimization of existing Mercedes-Benz Uptime rules to increase the effectiveness of warnings, information and recommendations, early fault detection and preventive maintenance/repair as well as fault and problem analysis.

The vehicle data processed for this purpose can be supplemented with data from vehicle repairs and information on vehicle configurations and evaluated together for the purposes described here. Insofar as not required for the use case or for merging certain information, the vehicle data transferred from the vehicle will be separated from the VIN and further processed

anonymously for the purposes described herein without assignment to the vehicle and customer.

For additional developments of our services and products as well as for statistical purposes, we only process your data in an anonymized form.

4.3 Processing based on legal provisions (Article 6(1)(c) GDPR)

As a financial services enterprise, we are subject to extensive legal and regulatory requirements, for example from the Money Laundering Act, the Banking Act or the tax laws. The fulfillment of the resulting legal requirements requires the processing of your data (Article 6(1)(c) GDPR). For example, as a financial services enterprise, we are generally obligated to process certain data. In order to comply in particular with the provisions of the Anti-Money Laundering Act and the Anti-Tax Avoidance Act, we are obligated to identify you using your identity card or passport before establishing a business relationship, and to collect and store a copy of your identity card or passport and the data contained therein (sections 11, 12 Anti-Money Laundering Act). We have the right and the obligation, as part of the identity verification in accordance with the Anti-Money Laundering Act, to copy these documents in full and to record them in a fully digitalized form (Section 8(2) sentence 2 Anti-Money Laundering Act). If you do not provide us with the necessary information and documents, we cannot enter into or continue the business relationship requested by you. In individual cases, we also check your data and authorisations by inquiring from credit agencies such as Moody's and Bisnode.

These inquiries are also used to check whether you are a politically exposed person. If the audit reveals that you are a relevant person in accordance with the statutory provisions, we are obliged to review your activities and any abnormalities within the framework of our business relationship. Such a review is carried out in semi-automated manner (see also Section 7).

We will transfer your data to SCHUFA Holding PLC in order to fulfill control and reporting obligations under tax law, as well as the legal requirements for fraud and money laundering prevention.

As a financial services provider, we are legally obliged to carry out ongoing internal and external audits of our business and its processes (e.g. audits of financial statements, annual audits, inspections, review of security incidents, audits). It is possible that, based on these obligations, we will transfer your data to Daimler Truck AG and other enterprises of the Daimler Truck Group. We also transfer your data to third-party service providers such as auditing firms, which help us to meet our legal obligations.

4.4 Processing based on your consent (Article 6(1)(a) GDPR)

Your personal data will also be processed if you have given your express prior consent.

In addition, your data is processed as part of joint existing customer management with other enterprises of the Daimler Truck Financial Services Group (e.g. Daimler Truck Financial Services GmbH) and Daimler Truck AG if you have consented to this.

5. Will my data be shared or transferred?

We will not pass on your data to other persons or enterprises as recipients, unless you have consented to such data transfer or we are authorized or required to transfer data due to legal regulations and/or official orders (e.g. from tax authorities and supervisory authorities) or court orders.

5.1 Data transfer to processors

For the provision of our services, we use processors (e.g. Daimler Truck Financial Services GmbH, Daimler Truck AG, SofiCo, SysperTec Group, PS Team GmbH, TÜV Rheinland PLC, Schufa Holding PLC, Creditreform Stuttgart Strahler KG, postal service provider for the correction or completion of address data) that process your data for us. The disclosure of your data to these organizations takes place under strict confidentiality obligations and under the criteria of the GDPR and the German Federal Act on Data Protection. The processors commissioned by us, which may only process the data for us and not for their own purposes, are obligated to comply with the strict standards of the Daimler Truck Group.

5.2 Data transfer to intermediaries

We also process certain customer data in IT systems that are used to exchange information with partners (e.g. dealers, dealerships) who provide us with contracts or help us with this. In particular, this involves the data collected by our partners during contract brokerage, such as the master data of the claimant(s)/contract partner(s) (in particular the name and contact data such as addresses), contract conditions and vehicle data. Those of our partners who support us by brokering contracts with customers have access to the above IT systems. Only the partner who provided you with this contract can access your data, e.g. the dealership at which you signed the contract and which recorded your data for this purpose. Partners who were not involved in the conclusion of the contract do not have access to this data. Our partners use your data for advice and customer support within the framework of the contract they have brokered.

5.3 Data transfer to manufacturers

After completion of your lease contract, we will send a notification of the conclusion of the lease contract to the manufacturer of the leased vehicle (e.g. Daimler Truck AG) so that it can begin the preparation of the vehicle. Such confirmation includes, among other things, your name, address, customer number, order number (if available), purchase price of the respective vehicle, vehicle identification number (VIN) and the number of the respective contract.

5.4 Data transfer to suppliers

We will also transfer your data, in particular your first and last name, your address, your customer number, the order number (if available), the purchase price of your vehicle, the vehicle identification number (VIN) and the number of the lease contract, to suppliers commissioned by us as part of the manufacture or conversion and assembly of your leased vehicle, or the delivery of equipment agreed with you. Our suppliers mainly use your data for identifying and assigning the commissioned equipment to your vehicle.

5.5 Data transmission for service components

If you make use of a service component via us, we will also transfer your data, in particular your first and last name, your address, contract number and term of the lease contract, the date of initial registration of the leased vehicle, the vehicle identification number (VIN), vehicle type and brand as well as the license plate number and the current mileage to the respective contract partner of the service component and to our dealers and authorized workshops for the performance of the respective contract for the service component, as they will need them for the execution of your service orders. Depending on the service component, the following data may also be collected:

- Diagnostic data: Technical data to determine the condition of the vehicle (for example maintenance data, status monitoring, wear-and-tear data, consumption figures, mileages, load spectrums, control unit measurements, control unit information and data regarding current defects as well as the fault log). This vehicle data covers the entire vehicle, including trailers.

- Data from driving assistance systems
- Geoposition data of the vehicle

5.6 Data transmission for the enforcement of claims to return

Under certain conditions, we are entitled to the return of the vehicle leased under this contract. Insofar as we receive location data of the vehicle in these cases as outlined in Section 4.2, we will pass this on to enterprises involved in processing within our group of enterprises and – insofar as we are legally obligated to do so – to law enforcement authorities.

In addition, we will pass on your data, in particular your name, address and vehicle data, to service providers who assume responsibility for ensuring and collecting the corresponding vehicle for us as part of their commissioning. For the subsequent use of the corresponding vehicle, we pass on the vehicle identification number (VIN) to experts (e.g. to determine the vehicle value) and also to the relevant vehicle registration office for deregistration of the vehicle.

5.7 Data transmission for bookkeeping and accounting purposes

We send Daimler Truck AG your name, vehicle identification number (VIN) and other data about the lease contract for accounting purposes (particularly asset accounting). It is possible that contract data for the respective lease contract may also be exchanged with other enterprises of the Daimler Truck Group as part of the reconciliation of open invoice items and to monitor the (contractual) inventories.

5.8 Data transfer for risk determination

We also transfer your data to Daimler Truck Financial Services GmbH for risk determination, for internal approval procedures for lease transactions, and related reports. In particular, we will transfer – if applicable – your first and last name, your address, the results of the credit report, bank information, analysis of business management evaluations, the annual financial statements of our respective contractual partner, as well as information on shareholders and managing directors. Some of this data may be transmitted by Daimler Truck Financial Services GmbH to Daimler Truck AG for Group-wide risk identification and approval for lease transactions.

5.9 Data transfer for risk distribution

If the examination of an application in individual cases reveals a credit default risk, Daimler Truck AG can support us with a risk participation. In this manner we spread the risks and can also offer our customers financing in such cases. For this purpose, we transmit your master data, the results of a financial statement and/or banking information and – if applicable – business evaluations, annual financial statements as well as interim financial statements and internal analyses to Daimler Truck AG.

5.10 Data transmission for determining vehicle characteristics

During the evaluation and conclusion of the respective lease contract, in particular to determine the equivalent value of the vehicle, we ask Daimler Truck AG, as the salesperson, about the equipment features of your leased vehicle. For this purpose, we transmit the vehicle identification number (VIN) to the respective company. Daimler Truck AG can use the vehicle identification number (VIN) to determine the specific characteristics of your vehicle and report them back to us.

6. Will my data be sent to a third country or an international organization?

We also transfer or grant access to data to service providers outside the European Economic Area (EEA) for maintenance and support for IT systems. Because countries outside the EEA usually do not have the same level of data privacy as the EU, we ensure by way of contract that the service providers take measures to protect the data to EEA standards. For more details, please contact us using the information above.

Your personal data is intended for the responsible and authorized entities of Daimler Truck Services Deutschland GmbH, which are bound by banking secrecy. Your data may be transferred, for example, for credit check purposes by Daimler Truck Financial Services Deutschland GmbH, to Daimler Truck Financial Services GmbH (as the parent company of Daimler Truck Financial Services Deutschland GmbH) and to its affiliated enterprises, even if they are located outside the European Economic Area, in accordance with the rules laid down in the applicable regulations on the transfer of personal data. The Daimler Group enterprises are also governed by the strict data privacy requirements of the Daimler Group.

7. Does automated decision making take place?

In order to evaluate certain personal aspects, your data is processed and evaluated semi-automatically in a few exceptional cases. This is done, in particular, when checking your creditworthiness and to comply with legal requirements, e.g. within the framework of our obligation to prevent money laundering or terrorist financing or other criminal offenses (Section 25 h of the German Banking Act). In the course of this data evaluations will be carried out (including in payment transactions). These measures are also intended for your protection.

Decision making solely on the basis of automatically generated or evaluated data or a truly fully automated decision only takes place in certain fundamental cases. There is also a regular manual evaluation, e.g. whether further measures are necessary due to legal requirements.

With the exception of the above, data processing by means of a fully automated decision takes place with regard to the decision on your lease application.

The automated decision-making process incorporates numerical values, "scores", which we calculate beforehand.

Specifically, this works as follows:

For the decision-making process, we primarily use the following personal data, which we previously collect from you or from credit agencies and banks within the framework of the legal requirements:

- Customer information: First and last name; income and asset information; information on life situation such as occupation and length of employment
- Information from the purchase contract: Type of vehicle; initial mileage; purchase price; level of installments to be paid; advance payment; etc.
- Information from credit agencies: Further information about your creditworthiness (e.g. in the form of scores generated by credit agencies).

In addition, insofar as available, our own experiences with your payment behavior will be taken into account.

Our internal IT systems evaluate and weigh up the above information with regard to your creditworthiness and form a score using an established mathematical-statistical process. The following risk parameters are derived on the basis of the score and other risk-relevant information, such as historical payment behavior:

- the likelihood that you will not be able to pay the lease installments in the future ("default likelihood") and
- the proportion of the receivable amount that would have been lost in the event of a default on payment ("default loss rate").

On the basis of the above information (the score, other risk-relevant information and risk parameters), our internal IT system then decides, in some cases independently and automatically, on your lease application. The following decisions come into consideration for this:

- Full acceptance of the lease application, or
- Acceptance of the lease application with conditions (e.g. a guarantee or advance payment).

The decisions are not made on the basis of individual pieces of information but rather on all the information available. For the development of the mathematical decision-making process, we have evaluated a large number of accepted financing and lease applications based on historic cases. This ensures that the decision does not differ significantly from the opinion of one of our employees, but can in some cases be even more accurate and reliable due to the automated processes than would be the case with a manual decision. The mathematical-statistical procedure for deriving the decision-making criteria and automated decision making is regularly reviewed and further developed by us.

In the event of a rejection decision, a manual check of the automatically determined result is carried out as standard. However, we reserve the right to use procedures for partially or fully automated decision making on your application in such cases in the future, insofar as a more precise, reliable and therefore safe decision can hereby be made for you as well.

If you do not agree with the acceptance of the lease application with conditions, you have the right to lodge an objection to the automated decision with us, to obtain the intervention of one of our employees and to describe your point of view. If you raise such an objection, we will review the automated decision and inform you of the result of the review in due course. Please send the relevant inquiries by email to dtfsd-kundenservice@daimlertruck.com or in writing to Daimler Truck Financial Services Deutschland GmbH, P.O. Box 407 18, 10064 Berlin.

8. How long is my data stored?

We process and store your personal data only as long as we need it to meet our contractual or legal obligations. If it is no longer necessary to store your data for the legitimate purposes for which we process your data, or if we otherwise no longer have a legitimate interest in storing your data, we will delete the data or, if this is not possible, block the data.

9. What rights do I have with respect to Daimler Truck Financial Services Deutschland GmbH?

You have comprehensive rights in regard to the processing of your data:

- Right to information: You have a right to information regarding the data stored with us, especially for the purpose of the processing and the duration of the data storage (Article 15 GDPR).
- Right to correction of inaccurate data: You have the right to demand from us the immediate correction of data pertaining to you in the event that it is inaccurate (Article 16 GDPR).
- Right to erasure: You have the right to demand that we erase data pertaining to you. This is subject to the requirement that we no longer need your data for the purposes for which it was collected or has otherwise been processed, that we have processed the data unlawfully or you have raised a legitimate objection to the use of the data, that you have revoked your consent or in the event that a statutory obligation to erase it exists (Article 17 GDPR).
- Right to restriction of processing: You have the right to demand restricted processing of your data. This right especially applies for the duration of a review if you have disputed the correctness of your personal data, as well as in the event that you request restricted processing instead of erasure. Furthermore, there will be a restriction of processing in the event that the data is no longer needed for our purposes, but you still need the data in order to assert, exercise or defend legal rights, and if the successful assertion of your objection is disputed between you and us (Article 18 GDPR).
- Right to data portability: You have the right to receive the personal data you have provided us with in a structured, common, machine-readable format from us (Article 20 GDPR), provided said data has not already been deleted.

If you would like to assert one of your rights or receive more information about them, please send an email to dtfsd-kundenservice@daimlertruck.com or write to Daimler Truck Financial Services Deutschland GmbH, P.O. Box 407 18, 10064 Berlin.

10. Can I withdraw my consent to data processing?

You can withdraw consent to the processing of your personal data at any time, with future effect and free of charge. This also applies to declarations of consent given prior to the entry into force of the EU General Data Protection Regulation – that is, before May 25, 2018.

A declaration of consent can be withdrawn by email to dtfsd-kundenservice@daimler.com or in writing to Daimler Truck Financial Services Deutschland GmbH, P.O. Box 407 18, 10064 Berlin.

Please note that the withdrawal of consent is only effective for the future. Any processing done before the revocation is not affected by this. Your revocation may have the consequence that we can no longer provide our services in whole or in part without processing this data.

11. Can I object to the processing of my personal data?

You have the right to object to the processing of personal data pertaining to you which is taking place on the basis of a legitimate interest in accordance with Article 6(1)(f) GDPR for reasons arising from your specific situation at any time (Article 21 GDPR). We will no longer process your personal data unless we can prove compulsory, legitimate reasons for processing that outweigh your interests, rights and freedoms, or if the processing is required to assert, exercise or defend against legal claims.

If you wish to object to the processing of your personal data, send us an email at dtfsd-kundenservice@daimlertruck.com or write to Daimler Truck Financial Services Deutschland GmbH, P.O. Box 40718, 10064 Berlin. In case of an objection, however, it is possible that we will no longer be able to provide the services agreed with you or not within the agreed scope.

12. Right to lodge a complaint with a supervisory authority

If you feel that we are violating the GDPR by processing personal data about you, you have the right to lodge a complaint with a supervisory authority, e.g. the data protection agency responsible for your place of residence, workplace or the location where the alleged data protection violation occurred. Complaints can also be submitted to the data protection authority responsible for Daimler Truck Financial Services Deutschland GmbH, the Berlin Data Protection and Freedom of Information Officer, Alt-Moabit 59-61 10555 Berlin, Tel.: 030 / 13889-0.

Note:

**** Only the German version of the Daimler Truck Financial Services Deutschland GmbH Privacy Statement is legally binding. ****