

Data notice - Digital Services Information

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

Data management agreement:

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

Data in scope:

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

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

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

Service provider / data holder:

Volvo Construction Equipment AB, Munktellvägen 1. SE-631 85 Eskilstuna, Sweden.

Contact: customercenter.eskilstuna@volvo.com

Data access and sharing requests

Requests for data access, can be initiated by visiting <https://volvoce.com/global/en/data-act> for information and additional details.

Purpose for data collection:

Volvo collects, uses and shares product data and related services data in order to provide the digital services ("Service Purposes") and also for compliance with applicable law as well as for its own internal and other reasonable business purposes ("Volvo Purposes")¹ as defined in the Data Management Agreement. For Service Purposes Volvo stores the data as long as needed for the provisioning of the services and for Volvo Purposes Volvo may store the data for the entire expected life of the Vehicle/Product type, which could be up to 25 years (e.g. for research and development projects or to solve quality issues).

Service duration:

The service duration and arrangements for terminating the contract are set out in the: <https://volvoce.com/global/en/terms-and-conditions>

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

Right to lodge a complaint

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

DIGITAL SERVICES

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

Service: Caretrack	
Whether you're using diesel or electric machines, our advanced telematics solution CareTrack can seamlessly integrate with your fleet. Gain insights into machine location, fuel levels and total machine hours that will help improve the efficiency of your business.	
<i>For more details, please see the Developer Portal.</i>	
Product data	Examples of product data obtained as part of provisioning the digital service: <ul style="list-style-type: none">• Hydraulic hybrid system usage• Engine speed distribution• ECU Temperature

Service: Active Care	
Telematics data can be a powerful way to improve the uptime of your fleet, but data overload can stand in the way of getting to the information that really matters. That's where ActiveCare comes in. Combining 24/7 machine monitoring and fleet utilization reports, this comprehensive service is designed to keep your machines in top operating condition, reduce unplanned downtime and minimize repair costs.	
<i>For more details, please see the Developer Portal.</i>	
Product data	Examples of product data obtained as part of provisioning the digital service: <ul style="list-style-type: none">• Engine speed distribution• vehicleMode• Motor start and stop occurrences

Service: AEMP 2.0	
With AEMP 2.0 API, mixed fleet telematics information can be accessed in the same format, giving you the ability to easily incorporate the data into your existing systems. Consolidated information about your fleet will help you identify the actions needed to enhance the productivity and efficiency of your entire operation.	
<i>For more details, please see the Developer Portal.</i>	
Product data	Examples of product data obtained as part of provisioning the digital service: <ul style="list-style-type: none">• Latitude• Battery Level• Horizontal Speed

Service: Insight Reports	
Insight Reports enables customers to improve uptime, fuel efficiency, productivity and helps to improve machine utilization. By collecting data and presenting it in an easy-to-understand format, customers spend less	

time sifting through complex machine information and more time focused on their operations.

For more details, please see the Developer Portal.

Product data	Examples of product data obtained as part of provisioning the digital service: <ul style="list-style-type: none">• Motor start and stop occurrences• Ignition key switched occurrences• Engine, shutdown numbers and Idle time before engine shutdown
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RELATED SERVICES

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

Not applicable.