



## Consent to Personal Information Processing and Telematics Data Collection

### Responsible Party and Dealer Network

UD Trucks Corporation (the "OEM") is the responsible party (under applicable data protection laws) for collecting and processing your personal information in connection with your vehicle purchase and the vehicle's telematics system. The independently owned dealership where you purchase your vehicle is part of the OEM's authorized dealer network and will collect and share your information with the OEM to facilitate this process. Both the OEM and its dealer network are committed to protecting your privacy and will use your information only as described in this consent form and in compliance with applicable data protection laws.

The OEM includes its affiliated companies, including Isuzu Motors Limited and its subsidiaries (collectively referred to as the "OEM Group"), who may also receive, store, or process your personal information and telematics data as part of the vehicle services, analytics, support, and development functions described below.

### **Vehicle Telematics System**

Your vehicle is equipped with a telematics unit that automatically collects and transmits data about the vehicle and its usage. This occurs via wireless networks (e.g. cellular data) and through diagnostic tools at service appointments. The telematics system monitors various aspects of your vehicle's operation and driver usage, including driver behavior, vehicle performance, location (GPS), and environmental conditions. This data is sent to the OEM's secure systems so that it can be processed for the purposes explained below.

### Personal Information Collected

#### **1. Information Collected at Point of Sale**

When you purchase the vehicle, we (the OEM and dealer) collect personal information directly from you as part of the sale and vehicle registration process. This includes, for example:

- **Identification and Contact Details:** Your name, address, email, phone number, and government-issued identification details (such as a national ID number or passport).
- **Demographics and Business Information:** Your date of birth or company details (e.g. business name, registration number, and your role/title if buying on behalf of a business).
- **Financial and Transactional Details:** Information required for payment or financing (such as bank or credit details) and purchase details (e.g. model, VIN, transaction date).
- **Driver or Employee Information (if applicable):** If you are buying a vehicle for others (e.g. fleet drivers), you may be asked to provide their names and contact information. You are responsible for notifying those individuals that their data is being shared with us (see Customer Acknowledgements).

#### **2. Information Collected via the Vehicle's Telematics and TechTool**

Once the vehicle is in operation, the OEM (and authorized service providers) will collect data from the vehicle's telematics system. This data may include, but is not limited to:

- **Driver Identification Data:** Driver identifiers such as a driver ID or driver card number, and any user profiles in the vehicle system (which may include the driver's name or an employee ID, and in some cases their contact information if entered).
- **Driving Behavior Data:** Details about how the vehicle is driven, including driving distances and duration, driving patterns, speed and acceleration, braking and gear shifting habits, use of cruise control, and other indicators of driver behavior and performance.
- **Location and Route Data:** GPS location information, routes traveled by the vehicle (sometimes called "snail trail" or historical travel paths), timestamped location logs, and the current location of the vehicle.
- **Vehicle Identification and Status Data:** Vehicle IDs and technical identifiers such as the Vehicle Identification Number (VIN), chassis number, device IP address or SIM card number of the telematics unit, and status information of various vehicle systems.
- **Vehicle Performance and Mechanical Data:** Technical data from the vehicle's components and sensors, including engine performance metrics (e.g. engine speed, power/torque output), fuel consumption levels, battery voltage/usage, odometer readings, tire pressure, and any diagnostic fault codes or error messages generated.
- **Vehicle Usage and Environmental Data:** Information on how the vehicle is being used and the conditions around it, such as tachograph data (record of driving hours and rest periods, if applicable), cargo or load information (if captured by sensors), ambient temperature and road/weather conditions detected by the vehicle, and other environmental or context data (for example, whether traction control or other systems engaged due to road conditions).

**Note:** The above telematics data is collected automatically by your vehicle's systems and transmitted to the OEM. Data may be sent in real-time via cellular networks or uploaded during maintenance sessions (for instance, when the vehicle is connected to diagnostic tools at dealers or workshops). Some of this data (especially driver-related data) may be regarded as personal information under the applicable privacy laws. By signing this form, you consent to the collection of this data. If any of the telematics data is linked to an identifiable individual (such as a specific driver), it will be treated as personal information and protected as such.

### **Purposes for Collecting and Processing Your Personal Information**



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Your personal information (including data collected from the vehicle) will be used by the OEM and its authorized partners only for legitimate business purposes necessary to serve you and to maintain and improve our products. Key purposes include:

- **Providing Services and Support:** To provide you with the services associated with your vehicle purchase and ownership. This includes enabling and supporting any connected vehicle services or telematics features, scheduling maintenance or repairs, providing roadside assistance, and addressing any customer service inquiries or requests.
- **Warranty and Maintenance:** To fulfill our warranty obligations and maintenance programs. For example, we use vehicle performance and usage data to determine warranty coverage, process warranty claims, and notify you of required services or recalls. Telematics data (like fault codes or critical alerts) helps us and our dealers perform proactive maintenance or contact you when your vehicle needs attention.
- **Product Improvement and Development:** To research, develop, and enhance our vehicles and services. The data collected (in aggregated or de-identified form where possible) is analyzed by the OEM to improve vehicle quality, safety, and performance. This can lead to design improvements, software updates, and new features. For instance, driving behavior and performance data help us understand real-world usage, and environmental data helps in designing more durable components.
- **Safety and Compliance:** To promote safety and comply with legal or regulatory requirements. We monitor certain data for safety-related trends (such as accident investigations or to provide advanced safety features). We also use data to ensure compliance with transport regulations (for example, hours-of-service rules captured via tachograph data) and to meet any government reporting obligations. In cases of product recalls or safety notices, your contact information allows us or our dealers to reach you quickly.
- **Contractual and Policy Compliance:** To ensure that you and the vehicle remain in compliance with any applicable service contracts, finance agreements, or usage policies. For instance, if you have a telematics service subscription or fleet management agreement, we may use the data to verify that the service terms are being followed (such as proper use of the software, or no tampering with the telematics unit). This also helps us protect the integrity of our services and prevent fraud.
- **Proactive Maintenance and Notifications:** To perform predictive diagnostics and maintenance. By analyzing engine data, wear-and-tear indicators, and fault codes, we and our authorized workshops can anticipate potential issues before they become serious. This allows us to notify you proactively to bring the vehicle in for service or to take preventive actions, increasing vehicle uptime and reliability for you.
- **Quality Assurance and Accident Investigation:** In the event of a technical issue or an incident (such as a road accident or breakdown), the collected data can be used to investigate what happened (for example, vehicle speed and brake data before an accident) and to improve the quality and safety of our vehicles. This information may be crucial for resolving any technical problems and for product liability or insurance processes.
- **Legal Compliance and Reporting:** To comply with applicable laws, court orders, or requests by authorities. If we are required by law to provide data (for instance, in response to a lawful request during an investigation or to comply with transport safety regulations), we will do so in accordance with the applicable privacy laws and other applicable laws.
- **Marketing and Service Updates (with Consent):** (Optional and only with your consent) – To send you updates about new products, services, or special offers from the OEM or its partners. This will only be done if you separately opt in to direct marketing communications (see the Direct Marketing Consent section below). Your personal contact details (email, phone) would be used for this purpose, and you can opt out at any time.

We will only use your personal information for the purposes listed above or those that are directly related. If we need to use your information for any other purpose, we will seek your permission or ensure that we have another lawful basis under the applicable privacy laws for that new use.

### Sharing of Personal Information and Data Transfers

To provide you with services and carry out the purposes described, the OEM may share your personal information with certain trusted parties. Whenever we share data, we do so only to the extent necessary and with parties who are bound to protect your information. Your data may be shared as follows:

- **Within the OEM Group:** Your information may be accessed by the OEM and its affiliated companies. For example, parent or subsidiary companies and regional offices of the OEM might process the data for centralized analytics, customer support, or data storage. All such entities follow the OEM's data protection policies and applicable laws.
- **Authorized Dealers and Workshops:** The dealer who sold you the vehicle, as well as other authorized dealerships and service workshops in the OEM's network, will have access to relevant personal and vehicle data. This is to perform services such as vehicle maintenance, repairs, warranty work, and roadside assistance. For instance, a workshop may retrieve telematics or diagnostic data when servicing your truck to better understand its condition. These dealers and workshops operate under agreements with the OEM to keep your information confidential and secure.
- **Service Providers and Telematics Partners:** We use carefully selected third-party service providers to help us deliver our services and manage data. This includes telematics platform operators, cloud data storage providers, IT support, data analytics firms, and telecommunications providers that transmit vehicle data. We only share the necessary information with these providers for them to perform their functions on our behalf (for example, the telematics technology vendor will process the raw data to provide it in a usable format on our systems). All such providers are required by contract to protect your information and use it only for the purposes we specify.



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- **Agents and Business Partners:** In certain cases, we may share your information with agents or partners who work with us in providing services to you. For example, if you financed your purchase or bought insurance through a partner program at the dealership, relevant information may be shared with the financing company or insurer. Another example is if we offer a fleet management service in partnership with a third party, we will share necessary data with that partner to run the service. Any partner who receives personal information will be required to handle it in compliance with the applicable privacy laws and only for agreed purposes.
- **Legal and Regulatory Disclosure:** We may disclose your information if required by law or legal process. This means that if a law, regulation, court order, or governmental authority compels us to provide certain data, we will comply after verifying the request is valid. We may also share information if it's necessary to enforce our agreements or to protect the rights, property, or safety of the OEM, our customers, or others (for example, providing fraud information to law enforcement).
- **Business Transfers:** If the OEM (or a substantial portion of its business or assets) is involved in a merger, acquisition, sale, or reorganization, your personal information may be transferred to the successor or acquiring company as part of that transaction. In such cases, the new entity will step into the OEM's role as responsible party and will continue to protect your information according to this consent and applicable laws. We will notify you of any such change if required by law.

**International Transfers:** Some of the parties mentioned above (including the OEM's affiliated companies, data servers, and service providers) may be located in other countries. This means your personal information and telematics data might be transferred and stored across international borders (for example, on cloud servers in South Africa, Europe, Asia, or North America). We will ensure that all cross-border transfers comply with THE applicable privacy laws. In practice, this means that your data will only be sent to countries that have laws providing similar protection for personal information, **or** we will use contracts (such as data protection agreements) imposing stringent privacy obligations on the recipients, **or** we will obtain your consent for the specific transfer if required. Regardless of where your data is processed, we will protect it with appropriate security measures and treat it as described in this form.

### Data Security and Retention

**Data Security:** The OEM and its partners use a range of security safeguards to protect your personal information against loss, theft, misuse, unauthorized access, or unauthorized disclosure. These safeguards include technical measures (such as encryption of data transmissions from the vehicle, secure servers and firewalls, and access control systems to restrict and log who can view data) and organizational measures (such as staff training on data privacy and confidentiality agreements with all third parties handling the data). The dealership and any service providers are also required to adhere to the OEM's security standards. If a data breach occurs that compromises your personal information, we will notify you and the applicable regulatory authority as required by the applicable privacy laws, and we will take necessary steps to mitigate the issue.

**Data Retention:** We will retain your personal information only for as long as necessary to fulfill the purposes outlined in this form, or as required by law or legitimate business requirements. This means, for example:

- Contact and identity details collected at purchase will be kept for the duration of your vehicle ownership (and for a period thereafter if required or allowed by law for legal, regulatory or warranty purposes).
- Telematics data will be retained as long as you use our services and for a reasonable period after (to allow analysis of long-term performance, or as required for warranty and safety record purposes). Over time, some telematics data may be aggregated or anonymized for research (and in that form it will no longer be linked to you).
- If you withdraw consent for certain processing, we will stop using that data going forward, but may need to keep a record that you opted out or retain past data if required for legal claims or internal purposes.  
When the retention period expires, or if we no longer need the data, we will securely destroy or de-identify your personal information in accordance with our data retention policies.

### Your Rights and Choices

As a data subject under the applicable privacy laws, you have certain rights regarding your personal information. We want to ensure you are aware of these rights and that you can exercise them easily:

- **Access and Correction:** You have the right to request a copy of the personal information we hold about you. You also have the right to ask that we correct or update any of your information that is inaccurate, outdated, or incomplete. For example, if your contact information changes or if you find any error in the data, you can inform us and we will rectify it.
- **Withdrawal of Consent:** Providing your personal information and consenting to its processing is voluntary. You are entitled to withdraw your consent at any time. If you choose to withdraw consent for the collection or use of telematics data or other personal information, please notify us (either by informing the dealership or contacting the OEM's data protection officer at [io.za@udtrucks.com](mailto:io.za@udtrucks.com)). Note that withdrawal of consent will not affect the lawfulness of processing that occurred before your withdrawal. However, it may have consequences: for instance, if you withdraw consent for telematics data processing, we might not be able to continue providing certain connected services, proactive maintenance alerts, or other benefits that rely on that data. (Withdrawing consent for direct marketing will simply stop those communications, with no effect on your vehicle's services.) We will inform you if any such consequences arise.
- **Objection to Processing:** In certain cases, you may have the right to object to the processing of your personal information, if you feel our grounds for processing (where we rely on legitimate interests or public interests) infringe on your privacy rights. In the context of this consent form, we are primarily processing based on your consent. However, if you have concerns, you can raise an objection, and we will consider whether there are compelling legitimate grounds to continue processing or if we must stop.



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- **Deletion:** You can request that we delete your personal information when it is no longer needed for the purposes stated, or if you feel we are unlawfully processing it. We will honor such requests to the extent possible, but please note we might need to retain certain information for legal or contractual reasons (for example, we cannot delete all vehicle service history data if it's needed for warranty or safety recalls). We will communicate with you about what can be deleted.
- **Data Portability:** To the extent applicable, you can ask to receive certain portions of the data you provided to us in a machine-readable format, or ask us to transfer it to another party. For example, if you move to a different service provider that needs your telematics records, and it's feasible to transfer, we will assist as required by law.
- **Lodging Complaints:** If you believe your personal information has been handled improperly or your rights have been infringed, you have the right to lodge a complaint with applicable regulatory authority. We encourage you to contact us first so we can address your concerns directly. If you are not satisfied with our response, you may reach out to the relevant regulatory authority.

These rights may be subject to certain legal limitations (for example, the applicable privacy laws may allow refusal of frivolous or vexatious access requests, etc.), but we will inform you if that is ever the case. To exercise any of your rights or make inquiries, you can contact our Information Officer at [io.za@udtrucks.com](mailto:io.za@udtrucks.com) or speak with the dealership, and we will guide you through the process. There is usually no cost to you for exercising these rights, apart from possibly a minimal fee for providing copies as allowed by law.

### Direct Marketing Communications (Opt-In Choice)

The OEM and its dealer network value your privacy and will not send you promotional communications unless you choose to receive them. By default, you will not receive any marketing or promotional emails/SMS/calls unless you give your consent.

If you opt in, you can expect occasional updates such as service reminders, new vehicle or part offers, and news from the OEM or its partners.

**You can opt out at any time** later by using the "unsubscribe" link in emails, replying "STOP" to SMS, informing the caller, or contacting us directly. Opting out of marketing will **not** affect the services we provide for your vehicle; it only stops promotional messages. If you choose not to receive any marketing, we will only contact you for non-marketing purposes (like service reminders, safety recalls, or information about your vehicle and services you've requested).

### Customer Acknowledgements and Consent

You hereby acknowledge and agree to the following:

- **Accuracy of Information:** The information you have provided at the point of sale is accurate and complete to the best of your knowledge. You agree to inform the OEM or dealer if any of your personal information changes so that we can keep our records up to date (for example, if you change phone number or address).
- **Consent for Data Processing:** You have read and understood the explanations above regarding what personal information will be collected, how it will be used, and with whom it will be shared. You agree and give your consent for the OEM and its authorized third parties (dealers, service providers, etc.) to collect, process, store, share, and transfer your personal information — including the data gathered from the vehicle's telematics system — as described in this form. This consent includes permission to transfer your data outside of South Africa as outlined in the Sharing of Personal Information section.
- **Third-Party Personal Information:** If you have provided or will later provide the OEM or dealer with any personal information about other individuals (for example, if you designate employees or other people as drivers of the vehicle, or if you provide an emergency contact), you acknowledge that you are responsible for obtaining those individuals' consent to the processing of their personal information. In other words, you confirm that any person whose data is collected via the vehicle (such as a driver using the truck) or whose personal details you have given us has been informed about the contents of this consent form and has agreed to the collection and use of their data as described. You also agree to give them any future updates about the data processing, if we provide such updates to you to pass along.
- **Voluntary Consent and Right to Withdraw:** You understand that your agreement to this data processing is voluntary. You also understand that you have the right to withdraw this consent at any time, as explained in the Your Rights section above. You acknowledge that if you withdraw consent, the OEM might not be able to continue providing certain services (for example, connected telematics features or proactive maintenance notices), and you accept any impact this may have on those services. However, you also understand that withdrawing consent will not affect your ability to own or use the vehicle itself, and it will not have retroactive effect on data processing already performed.
- **Direct Marketing Choice:** You have indicated your preference regarding direct marketing in the section above. (If you opted in to any channels, you consent to receive marketing communications as selected. If you opted out, you will not receive marketing contacts.) You know that you can change your preference at any time.

Finally, you confirm that you have authority to provide this consent (for yourself as an individual or on behalf of the company you represent, if applicable). You also confirm that you have read and understood all the terms in this consent form and agree to them.