

Privacy Statement

Sandown Motor Holdings (Pty) Ltd

Registration Number: 1982/002346/07
Highway Business Park, 1 Park Avenue, Rooihuiskraal, Centurion, 0154

The controller as per the EU General Data Protection Regulations ("GDPR") and PROTECTION OF PERSONAL INFORMATION ACT 4 of 2013 ("POPIA").

Privacy Officer
Daimler Truck AG
Chief Data Privacy Officer HPC DTF2B
70745 Leinfelden-Echterdingen
Germany
E-Mail: dataprivacy@daimlertruck.com

Local Contacts:

If you are not happy with the way we have handled your personal information you can also contact us and we will try our best to resolve the matter with you. For security reasons, we request that complaints, requests for access to or correction of personal information or any enquiries or questions concerning privacy matters be put in writing and e-mailed to:

Information Officer:

Mark Croxon

Deputy Information Officers:

Aruna Singh

Eugene Chambers

Pravinda Naidu

Ismail Abduragmaan

E-mail: smhdataprotection@daimlertruck.com

If your concern is not resolved to your satisfaction, you can contact the Information Regulator of South Africa is based at:
JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001 P.O Box 31533, Braamfontein, Johannesburg, 2017

General Enquiries

enquiries@infoeregulator.org.za

PAIAComplaints@infoeregulator.org.za

- Should your PAIA request be denied or there is no response from a public or private bodies for access to records, you may use this email address to lodge a complaint.

POPIAComplaints@infoeregulator.org.za

- Should you feel that your personal information has been violated, you may use this e-mail address to lodge a complaint.

1. Data Privacy

We appreciate you visiting our website and thank you for your interest in our company. The advancing technologization of our everyday lives opens unimagined possibilities for us today. This brings with it a high level of responsibility on the part of the companies to which we make our personal data available. Daimler Truck AG is fully aware of this responsibility and the protection of your privacy when using our websites is of particular concern to us. In our privacy statement, we inform you how we collect and process your personal data, for what purpose, on what legal basis this is done and how long we store the data. We also inform you about your rights and claims and how you can assert them.

2. Purpose

a. Provision of website

We collect and process the personal data of our website visitors only insofar as this is necessary to provide a functional website and our content. In addition, we use the data to optimize the website and to protect our IT-systems.

b. Contacting us

If you provide us with further personal data, e.g. in the context of a chat, a contact form or by telephone communication, we use this data for the purposes of customer communication and administration to the extent necessary in each case.

c. Contract initiation or fulfilment

If you provide us with further personal data (e.g. for the execution of a contract and/or contract initiation), we use your data for the purposes of handling and billing any business transactions.

d. Further possible uses

If you give us your consent by way of a customer satisfaction survey, a raffle or registration on our website, we will use your personal data for this purpose.

We and possibly selected third parties use your data to display personalized content or advertising based on your usage behaviour, provided that you give your consent (approval) via our Consent Management System. Further information and decision-making options are available on our website.

3. Collecting and processing your personal data

a. There is no obligation to provide your personal data when you visit our website. However, it is possible that certain contents of our website depend on the provision of personal data. If you do not wish to provide personal data in these cases, this may result in content not being displayed or only being displayed to a limited extent.

b. Provision website

Temporary storage of the IP address by the system is necessary to enable delivery of the website to the visitor's computer. For this purpose, the anonymized IP address of the visitor must remain stored for the duration of the session. It is stored in log files to ensure the functionality of the website. Each time you visit our website, our system automatically collects and stores information that your browser transmits to us in log files. The following data is collected:

- the browser and operating system used and their settings,
- the date and time of the visit,

- the access status (e.g. whether you were able to access a website or received an error message),
- the use of website functions,
- the search terms you may have entered,
- the frequency with which you visit individual websites,
- the name of the retrieved files,
- the amount of data transferred,
- the website from which you accessed our websites and the website you visit from our websites, whether by clicking on links on our websites or entering a domain directly in the input field of the same tab (or window) of your browser in which you accessed our websites,
- for security reasons, in particular, to prevent and detect attacks on our websites or attempts at fraud, we store your IP address and the name of your Internet service provider for seven days.

c. Contacting us

Personal data is collected when you contact us. The data collected in the case of a contact form or chat can be found in the respective form. This data is stored and used exclusively for the purpose of responding to your request or for communication and the associated technical administration.

In addition, we also process additional data as part of our business relationship with you. This includes, in particular:

- Data from postal and telephone communication.

d. Contract initiation or fulfilment

We first collect, process and use the data that you provide to us as part of our business relationship (in particular for the execution of orders within our online shop, etc.). This includes in particular the following data:

- Master data of the contractual partner and/or its contact person, in particular name,
- Contact details of the contractual partner or its contact person, in particular current address, telephone numbers and e-mail addresses,
- Contract data such as delivery, order and confirmation date, order and customer account number,
- for export transactions, the data from the commercial register extract and the VAT identification number,
- possibly bank details, such as IBAN and BIC.

e. Further possible uses

Further personal data may be processed in particular in the following cases:

- Customer-satisfaction surveys,
- Raffles Competitions,
- Register on our Website.

The data collected in the case of a contact form or chat can be seen from the respective form.

This data will only be processed in the event of consent or in accordance with applicable legal provisions (see section 6).

4. Transfer of personal data to third parties; social plug-ins; use of service providers

When you visit our websites, the social plug-ins are deactivated by default, i.e. no personal data of any kind is transferred to the operators of these (social) networks. If you would like to use one of the networks, click on the respective social plug-in to activate it and thereby confirm your consent to communication with these networks. The buttons then become active and establish the connection. If you have a user account with the network and are logged in there at the time the social plug-in is activated, the network can assign your visit to our websites to your user account. If you would like to avoid this, please log out of the network before activating the social plug-in. A social network cannot assign a visit to other Daimler Truck websites until you have activated a social plug-in there as well. If you activate a social plug-in, the network transfers the content that becomes available directly to your browser, which integrates it into our websites. In this situation, data transfers can also take place that are initiated and controlled by the respective social network. Your connection to a social network, the data transfers that take place between the network and your system, and your interactions on this platform are governed exclusively by the data privacy? protection provisions of the respective network.

The social plug-in remains active until you deactivate it or delete your cookies (see section 5.d).

If you click on the link to an offer or activate a social plug-in, personal data may reach providers in countries outside the European Economic Area that, from the point of view of the European Union ("EU"), do not guarantee an "adequate level of protection" for the processing of personal data according to EU standards. Please keep this in mind before you click on a link or activate a social plug-in and thereby may trigger a transfer of your data.

5. Cookies

- a. Cookies may be used when you visit our websites. Cookies are text files that are stored in the visitor's browser. When a visitor accesses a website, a cookie can be stored on the visitor's operating system. This cookie contains a characteristic character string that enables the browser to be uniquely identified when the website is called up again. Technically, these are so-called HTML cookies and similar software tools such as web/DOM storage or local shared objects (so-called "flash cookies"), which we collectively refer to as cookies.
- b. Cookies are small files that are stored on your desktop, notebook or mobile device when you visit a website. This can be used to: recognise whether there has already been a connection between the device and the websites, take into account your preferred language or other settings, provide you with certain functionalities (e.g. online shop, vehicle configurator) or recognise your interests based on usage. Cookies may also contain personal data.
- c. Whether and which cookies are used when you visit our websites depends on which areas and functions of our websites you use and whether you consent to the use of cookies that are not technically necessary in our consent management system. Technically necessary cookies are small text files that are stored by a website in your browser when you surf the Internet. They

ensure that a website works and that users see it the same way the next time they visit it. These cookies are necessary for the website to function and do not require the user's consent. Further information and decision-making options can be found on our website.

- d. Please note that you can set your browser so that you are informed about the setting of cookies and can decide individually whether to accept them or to exclude the acceptance of cookies in certain cases or generally. Each browser is different in the way it manages cookie settings. This is described in the help menu of each browser, which explains how to change your cookie settings. You can find these settings for the respective browsers under the following links:
 - [Internet Explorer](#)
 - [Firefox](#)
 - [Chrome](#)
 - [Safari](#)
- e. If you decide against the use of cookies or delete them, it is possible that not all functions of our websites will be available or individual functions will only be available to you to a limited extent.

6. Legal basis for processing

- a. Provision website

The legal basis for the temporary storage of data in the log files is Art. 6 Para. 1 sentence 1 letter b GDPR and Section 4 of POPIA. In this respect, we fulfil the existing contract with the user – also in the case of free offers – for the use of the website.

We also process the data to pursue our legitimate interests in accordance with Art. 6 Para. 1 sentence 1 letter f GDPR and Section 4 of POPIA, in order to be able to provide you with the website technically. Our legitimate interest is to be able to provide you with an attractive, technically functioning, user-friendly and secure website.

- b. Contacting us

The legal basis for the processing of the data is our legitimate interest in responding to your request pursuant to Art. 6 Para. 1 sentence 1 letter f GDPR and Section 4 of POPIA. If your contact is aimed at concluding a contract, the additional legal basis for the processing is Art. 6 Para. 1 sentence 1 letter b GDPR.

- c. Contract initiation or fulfilment

For the processing of personal data for the purposes of initiating or fulfilling a contract with you, Art. 6 Para. 1 sentence 1 letter b GDPR and Section 4 of POPIA are the legal basis.

Insofar as the processing of your personal data is necessary for the fulfilment of our legal obligations (e.g. for the retention of data), we are authorised to do so in accordance with Art. 6 Para. 1 sentence 1 letter c GDPR and Section 4 of POPIA.

- d. Newsletter registration (see section 9)

For the processing of personal data for subscribing to our newsletter, by activating the confirmation link you give your consent to the use of your personal data in accordance with Art. 6 Para. 1 sentence 1 letter a GDPR and Section 4 of POPIA.

e. Further possible uses

We process personal data for the purposes of pursuing our legitimate interests as well as the legitimate interests of third parties in accordance with Art. 6 Para. 1 sentence 1 letter f GDPR and Section 4 of POPIA for the following processing operations in particular:

- maintaining the functionality of our IT systems,
- the (direct) marketing of our own and third-party products and services (insofar as this does not take place with your consent),
- the legally required documentation of business contacts.

We also process your personal data in order to be able to provide you with our website technically. Our legitimate interest is to be able to provide you with an attractive, technically functional, user-friendly and secure website/product.

Within the scope of the respectively required balancing of interests, we take into account in particular the type of personal data, the purpose of processing, the processing circumstances and your interest in the confidentiality of your personal data.

7. Deletion of your personal data

Your personal data will be deleted as soon as it is no longer necessary to achieve the purpose for which it was collected.

a. Provision website

In the case of collection of your data for the provision of our website, data is deleted when the respective session has ended. If the data is saved in log files, after seven days at the latest.

b. Contacting us

Your data is deleted after your request has been processed. This is the case if it can be seen from the circumstances that the matter in question has been finally clarified and if no statutory retention obligations continue to apply.

c. Contract initiation or fulfilment

We process and store your personal data only for as long as we need it to fulfil contractual or legal obligations, generally between 6 and 10 years.

d. Declaration of consent

You can revoke your consent to the processing of personal data at any time, free of charge and with future effect. Please note that the revocation will only take effect for the future. Processing that took place before the revocation is not affected. Withdrawal of your consent may result in us no longer being able to provide our services in whole or in part without processing this data and therefore having to terminate the existing contract.

e. Further possible uses

Processing takes place via the previously mentioned storage, data is only stored to the extent required by the laws, regulations or other legal provisions to which we are subject in the EU or by legal provisions in third countries, if there is an appropriate

level of data protection. If deletion is not possible in individual cases, the corresponding personal data will be marked with the aim of restricting further processing.

8. Data subject rights

- a. As a data subject, you have the right to access (Art. 15 GDPR), rectification (Art. 16 GDPR), erasure (Art. 17 GDPR), restriction of processing (Art. 18 GDPR) and data portability (Art. 20 GDPR) and Section 5 of POPIA.
- b. If you have consented to the processing of your personal data by us, you have the right to withdraw your consent at any time without giving reasons. The lawfulness of the processing of your personal data up to the point of revocation remains unaffected by the revocation. Further processing of this data on the basis of a different legal basis and for the purposes based thereon also remains unaffected.

c. Right to object

You have the right, for reasons arising from your particular situation, to object at any time to the processing of personal data concerning you that is processed on the basis of Art. 6 Para. 1 sentence 1 letter f GDPR (data processing on the basis of legitimate interests). If you file an objection, we will only continue to process your personal - Section 11 of POPIA data if we can prove compelling legitimate reasons that outweigh your interests, rights and freedoms, or if the processing serves the assertion, exercise or defence of legal claims. Insofar as we process your personal data for the purposes of direct marketing in order to pursue legitimate interests on the basis of a balance of interests, you have the right to object to this at any time without giving reasons.

- d. You can exercise your rights at the following contact address as per the privacy statement contact details: data.protection@daimler.com.
- e. If you are of the opinion that the processing of your personal data infringes data protection law, you have the right to lodge a complaint with The Information Regulator as per our privacy statement contact details.

9. Newsletter

If you subscribe to our e-mail newsletter, we will send you regular e-mail information about our offers. Only your e-mail address is required for sending the newsletter. The provision of further data is voluntary and will be used to be able to contact you personally. We use the so-called double opt-in process to send the newsletter. This means that we will only send you an e-mail newsletter if you have expressly confirmed that you consent to receiving newsletters. You will then receive a confirmation e-mail asking you to confirm by clicking on the link that you wish to receive our newsletter by e-mail in the future.

The data collected by us when registering for the newsletter will be used exclusively for the purposes of advertising by means of the email newsletter.

You can unsubscribe from the newsletter at any time and without stating reasons using the unsubscribe link provided within the newsletter.

Once you have unsubscribed, your e-mail address will be deleted from our newsletter mailing list immediately, unless you have expressly consented to the further use of your data or we reserve the right to use your data beyond this, which is permitted by law and about which we inform you in this privacy statement.

10. Transfer to third countries

For the maintenance and support of IT systems, we also transfer data to service providers outside the European Economic Area (EEA) or grant them access. Since countries outside the EEA generally do not have an EU level of data protection, we contractually ensure that measures are taken by the service providers to ensure a level of data protection corresponding to the level of data protection in the EU/EEA. For more information on this please use the contact details provided. The companies of the Daimler Truck Group are also bound by the strict data protection regulations of the Daimler Truck AG.

In the following countries ([link to list](#)), from the point of view of the EU, there is an adequate level of protection for the processing of personal data corresponding to EU standards (so-called adequacy decision). With recipients in other countries, we agree on the application of EU standard contractual clauses, binding corporate regulations or the Swiss-U.S. Privacy Shield in order to create an “appropriate level of protection” in accordance with the legal requirements.

Within South Africa, this will be regulated in line with POPIA.