

Privacy Policy for Volkswagen Visitor Services

A. Responsible person

With this privacy policy we inform you about the elicitation, processing and usage of your personal data by the Volkswagen AG, Berliner Ring 2, 38440 Wolfsburg, registered in the commercial register of the District Court of Braunschweig under the number HRB 100484 ("Volkswagen AG") when using the service of FactoryTours of the Volkswagen Visitor Service.

B. Elicitation, processing and usage of your personal data

In order to be able to offer you as a visitor a factory tour, personal data are recorded and stored. The legal basis for the data processing offers the contract or the contract negotiation with you (Article 6 paragraph 1 b DSGVO). The following data will be recorded until the end of the contract:

- **Contact**
(Data: first name, last name, mobile phone number, landline number, e-mail, group name)
- **Confirmation letter**
(Data: date, alternative date, time, tour language, number of persons, price, contact person, arrival)
- **Cost agreement**
(Data: first name, last name, street and house number, zip code, city, tax ID, company name)
- **Invoice**
(Data: tax number or sales tax identification number, address with name, first name / corporate name, company name, street / PO box, zip code and city, date of service (calendar month of delivery) - reference to the contract in the invoice as service description)

After termination of the contract, the data is kept for a maximum of 2 years and the contract documents 15 years.

C. Your rights

You can assert your following rights at any time free of charge to Volkswagen AG:

Right to information: You have the right to obtain information about the processing of your personal data from us.

Right of rectification: You have the right to demand the correction of your incorrect or incomplete personal data.

Right to cancellation: You have the right to demand the deletion of your data if the conditions set out in article 17 DSGVO are fulfilled. For example, you may request the deletion of your data if they are no longer necessary for the purposes for which they were collected. You may also request deletion if we process your information based on your consent and you revoke this consent.

Right to restriction of processing: You have the right to demand the restriction of the processing of your data if the conditions of article 18 DSGVO are given. This is the case, for example, if you deny the correctness of your data. For the duration of the verification of the correctness of the data you can demand the restriction of the processing.

Right of data portability: Where data processing is based on consent or contract performance, and this is done using automated processing, you have the right to receive your data in a structured, common and machine-readable format and to transmit it to another data processor.

D. Your contact: Data protection officer

Our data protection officer is available to you as the contact person for all data protection-related concerns as well as for exercising your rights. Please submit your entries:

Data Protection Officer of Volkswagen AG

Berliner Ring 2, 38440 Wolfsburg

datenschutz@volkswagen.de