

Data protection policy for customers and interested parties of Daimler Truck Financial Services Deutschland GmbH

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 regarding the products and services of Daimler Truck Financial Services Deutschland GmbH. It also applies to natural persons (individuals) who have contact with Daimler Truck Financial Services Deutschland GmbH in this context (e.g. authorized representatives, other contact persons of a customer, or drivers of the relevant vehicles). There may be supplementary data protection policies 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 5.4) 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, and data from vehicle repairs;
- 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;
- where applicable, vehicle position data (see sections 4.2 and 5.7);
- 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.

You are generally not obliged 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 from other sources

We also process data that we have lawfully received from our affiliated companies (as part of joint existing customer management, see Section 4.4), from our contractual partner (e.g. if you act as a guarantor or are a contact person of our contractual partner) or from other persons and enterprises (e.g. creditworthiness data from Schufa, as well as data from other credit agencies such as Creditreform, Moody's and Bisnode 4.2).

We also process data from publicly accessible sources (in particular credit-relevant data from the internet, such as annual financial statements), insofar as this is legally permissible in the individual case.

If you also have a contract for the provision of digital services (e.g. Mercedes-Benz Truck Uptime or TruckLive), we will – insofar as this is necessary for performing the service contract concluded with you – process the mileage determined via the online services, or, in the event 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 context of entering into a contract, or if you act as a guarantor for one of our customers.

If you as the data subject are not yourself a contracting party, the legal basis for this processing is Article 6(1)(f) of the General Data Protection Regulation (GDPR). Our legitimate interest lies in initiating and fulfilling our contractual obligations towards 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:

- Determining the creditworthiness of contracting parties and applicants, including through the exchange of data with credit agencies (see also Sections 5.2 and 5.3).
- Assertion of legal claims and defense of lawsuits
- Business and sales management, lead generation. We may process your data (also in connection with the evaluation of key performance indicators such as penetration rate and contract value) in order to optimize sales potential and to derive measures in the customer and sales process to improve customer satisfaction, e.g. as part of customer satisfaction and after-sales surveys. In addition, during the term of the contract we may process the current mileage of your vehicle in order to provide you with a proposal for contract optimization.
- To ensure IT security and IT operations.
- Risk identification and management as well as the further development of risk instruments. The objective of developing risk instruments is to derive risk models based on the processed data in order to determine the creditworthiness of customers and other risk-relevant factors and thus to make the appropriate credit decision and minimize economic risk.
- Business management and risk management in the Daimler Truck Group.
- Providing a customer portal.
- Mediation of insurance products.
- Mediation of greenhouse gas reduction quotas (GHG quotas).
- Developing our existing services and products, developing new services and products (including any necessary market analyses).
- Sanctions list checks, insofar as this processing is not already covered by Article 6(1)(c) of the GDPR.
- Direct marketing, unless you have objected to the use of your data for advertising purposes.
- For accounting purposes: For the purpose of risk management and the preparation of the balance sheet, certain master data from contracts concluded with you are processed, in particular your name, your address, the contract term, the contract number and certain vehicle data. To prepare the aforementioned balance sheets, certain voucher data, in particular payment and posting information, is also processed by Daimler AG exclusively for these purposes.
- In the event of suspicion of criminal offenses and to enforce a claim for restitution, data can be used for position determination under certain conditions. In this context, Daimler Truck Financial Services Deutschland GmbH, as well as affiliated companies commissioned by us, the vehicle manufacturer (e.g. Daimler Truck AG) or providers of telematics services installed in the vehicle, process your personal data to protect our property and safeguard or realize our legal claim to issue and thereby ensure 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.

Insofar as reference to a specific or identifiable person is not required for the respective purpose or the merging of information, we may process your data in anonymized form for the purposes described. In this case, we are no longer able to identify individuals from such data. The anonymization referred to here also takes place on the basis of our legitimate interests mentioned above.

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 Moodys 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).

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.

For example, your data is processed within the framework of joint existing customer management with our affiliated companies, if you have consented to this.

You can find more information about the processing of your data and your rights in the respective consent form.

5. Will my data be shared or transferred?

In the following cases, we share your data with other persons or companies as recipients.

5.1 Data transfer to processors

For the data processing described above, we use the services of other contractors to whom personal data may be disclosed for these purposes. These include, in particular, IT service providers, postal service providers for the correction or completion of address data as well as service providers in the areas of e-signature and video identification. Contractors may also be our affiliated companies, in particular Daimler Truck Financial Services GmbH and Daimler Truck AG.

Daimler shall only pass on personal data to these contractors if this is necessary for the purposes mentioned above. Daimler shall ensure that contractors are subject to the same contractual obligations with regard to confidentiality, data protection, and data security as Daimler has agreed with the customer.

5.2 Data transfer to SCHUFA Holding AG

We transmit personal data collected within the scope of this contractual relationship regarding the application, implementation and termination of this business relationship as well as data on non-contractual or fraudulent behavior to SCHUFA Holding AG, Kormoranweg 5, 65201 Wiesbaden. These transfers serve to check your creditworthiness and are based on Article 6(1)(b) and Article 6(1)(f) of the General Data Protection Regulation.

SCHUFA processes the data received and also uses it for the purpose of profiling (scoring) in order to provide its contractual partners with information, among other things, for assessing the creditworthiness of natural persons. Further information on data processing by SCHUFA can be found in the data protection policy at www.SCHUFA.de/datenschutz.

5.3 Data transfer to Creditreform Stuttgart Strahler KG

In addition, in certain cases we transmit personal data (company name, address, date of incorporation) to the financial information agency Creditreform Stuttgart Strahler KG, Theodor-Heuss-Str. 2, 70174 Stuttgart for the purpose of checking creditworthiness and fulfilling obligations under the Anti-Money Laundering Act. These transfers are based on Article 6(1)(b) and Article 6(1)(c) of the General Data Protection Regulation.

Further information on data processing by Creditreform Stuttgart Strahler KG can be found in the data protection policy at <https://www.creditreform.de/stuttgart/datenschutz>.

5.4 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.

5.5 Data transfer to manufacturers

After conclusion 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 preparing 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.

5.6 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 modification 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.

5.7 Data transmission for service components

If you make use of a service component with 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 contractual 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

5.8 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.

5.9 Data transfer for insurance brokerage

If you are interested in one of the insurance products we broker, we will transmit the necessary data to insurers and insurance intermediaries. This includes the following data in particular:

- Master data and contact details: Name, address, email address
- Vehicle data: Vehicle model, license plate number, vehicle identification number (VIN), initial registration.
- Contract data: Contract duration, financing number, purchase price, advance payment and installment amount

5.10 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.

5.11 Data transfer for riskdetermination

We also transfer your data to Daimler Truck Financial Services GmbH for risk assessment, 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.

5.12 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.

5.13 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 seller, 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.

5.14 Data transmission for determining GHG quotas

If you have expressed your interest in brokering the GHG quota for an electric vehicle, we will transmit your name and address data to service providers specialized in brokering GHG quotas in order to enable contact to be made to conclude a contract for the GHG premium.

5.15 Joint controllership

In order to be able to monitor and report on existing risks within the Daimler Truck Group within the framework of risk management, we process data under joint responsibility with Daimler Truck Financial Services GmbH. Furthermore, we process master data, contact data and vehicle data of interested parties under joint responsibility with the individual members of our dealer network in order to support the brokerage of our products. For each of these joint responsibilities, an agreement specifies which controller has which obligations to fulfill. We will be happy to provide you with the main contents of these agreements upon request. Regardless of the details of these agreements, you may assert your rights with and against any individual data controller.

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

For the purposes described above, Daimler shall also send personal data to an IT service provider based outside the European Economic Area (EEA) or grant this service provider access to data stored within the EEA. Since countries outside the EEA generally do not have a data protection level comparable to that of the EU, we ensure that an adequate level of data protection is maintained by means of suitable contractual, technical, and/or organizational measures (in particular through agreement on standard EU data protection clauses as well as additional measures and ongoing reviews), so that an appropriate level of data protection is guaranteed and your data is treated confidentially.

The standard EU data protection provisions can be viewed at https://ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/standard-contractual-clauses-scc/standard-contractual-clauses-international-transfers_en. More information can be found under the contact details provided in Section 2 of this Data Protection Policy.

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 probability").
- 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 information above (score, other risk-relevant information and risk parameters), our internal IT system then reaches a decision 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 40718, 10064 Berlin.

8. How long is my data stored?

Vehicle data processed for the purposes described above will only be stored in personal form for as long as this is necessary for the aforementioned purposes in accordance with a deletion concept, at which point this vehicle data will be deleted or anonymized. In particular, we store vehicle data for as long as this is necessary for the performance of the TruckLive Contract or for the establishment, exercise, or defense of legal claims or as prescribed by law. Where applicable, personal data may be stored for periods of up to 10 years or longer on the basis of statutory requirements (e.g. retention periods), depending on the type and scope of the respective processing

Insofar as we process your data in anonymized form, the data loses its personal reference with anonymization.

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

In connection with the processing of personal data, data protection law grants extensive rights to data subjects.

- 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 a right to demand from us the immediate correction of your personal data, should it be inaccurate (Article 16 GDPR).
- Right to erasure: You have the right to demand that we erase your personal data, under certain conditions. You can demand the erasure of your personal data if, for example, we no longer need this personal data for the purposes for which it was collected or otherwise processed, if we unlawfully process this data, or if you have rightfully objected to the use of your data, revoked your consent to the same, or there is a legal obligation to delete it (Art. 17 GDPR).
- Right to restriction of processing: You have the right to demand restricted processing of your personal data, under certain conditions. This right exists in particular for the duration of the test, if you have disputed the correctness of the data concerning you, as well as in the case that you have an existing right of deletion but choose restricted processing rather than deletion. Furthermore, there will be restricted processing if the data is no longer required for our purposes, but you still need the data in order to assert, exercise or defend legal rights, as well as if the successful assertion of an objection is in dispute between you and us (Article 18 GDPR).
- Right to data portability: You have the right to receive the personal data that you have provided to us in a structured, standardized, machine-readable format (Art. 20 GDPR).

- **Right to object:** You have the right to object to the processing of your personal data at any time, in particular for reasons arising from your particular situation, if this processing is carried out on the legal basis of Article 6(1)(f) 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 this processing is required to assert, exercise, or defend against legal claims (Art. 21 GDPR).

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 40718, 10064 Berlin.

10. Right to lodge a complaint with a supervisory authority

If you believe that we are in violation of the GDPR by processing your personal data, you have the right to lodge a complaint with a supervisory authority.

Note:

**** Only the German version of the data protection policy for customers and interested parties of Daimler Truck Financial Services Deutschland GmbH is legally binding. ****