



Technical Journal

TITLE:

**Document to be used when sensitive information is required from
Volvo Car Corp.**

REF NO: TJ 28941.4.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2019-02-07	STATUS DATE: 2019-02-12
FUNC GROUP: 9000	FUNC DESC: Miscellaneous, special functions	Page 1 of 5	

“Right first time in Time”

Attachment

File Name	File Size
Customer Agreement_EN.docx	0.0674 MB
REQUEST FOR ISSUANCE OF INFORMATION FROM VOLVO CAR CORPORATION 1.doc	0.0297 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
1XX							0-9999		0000000-0999999	192701-999952
2XX							0-9999		0000000-9999999	192701-999952
3XX							0-9999		0000000-9999999	192701-999952
4XX							0-9999		0000000-9999999	192701-999952
5XX							0-9999		0000000-9999999	192701-999952
6XX							0-9999		0000000-9999999	192701-999952
7XX							0-9999		0000000-9999999	192701-999952
8XX							0-9999		0000000-9999999	192701-999952
9XX							0-9999		0000000-9999999	192701-999952

CSC Customer Symptom Codes

Code	Description
3L	Technician information/Repair information/Not for warranty use



VST Operation Number

DTC Diagnostic Trouble Codes

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

Text

DESCRIPTION:

When sensitive information, like vehicle speed, brake usage, etc. (customer behaviour information) of a vehicle is required from Volvo Car Corporation from customers / external sources, either of these two documents should be filled in and attached to the affected Vehicle Report.

(External sources: Authority, Insurance companies, Rental companies, Customers, etc)

REQUEST FOR ISSUANCE OF INFORMATION FROM VOLVO CAR CORPORATION

To be used when a request from an authority is made, together with an attached copy of the court order, translated into English.

***Customer Agreement**

To be used when a request from a non authority is made, like customer, insurance company, rental company, etc.

We then need a customer agreement, to be allowed to give out customer related information.

This document is also to be used if Volvo Car Corporation is accused, by a customer, of having an alleged defect vehicle and personal data has to be read out of the vehicle.

*Updated Customer Agreement, with all VIDA languages.

SERVICE:

n/a

VEHICLE REPORT:

n/a

To view TJ attachment continue to next page. This TJ has two attachments.



Information notice - Incident handling

Controller

Volvo Car Corporation a Swedish legal entity with company registration number 556074-3089 with address Assar Gabrielssons Väg, SE-405 31, Gothenburg, Sweden hereinafter referred to as "VCC", "we", "our" and "us", will as controller process your personal data as described below.

Purpose and legal basis for processing

In order to fully investigate the reported issue with your vehicle we need to extract and use the following data from your vehicle together with some basic customer data such as name and contact details:

- data recorded by the Event Data Recorder(s) and other systems relating to vehicle safety system (speed, GPS positions, steering angle, break power, deployment and use of safety systems etc.);
- pictures captured from on-board cameras as part of an incident;
- data regarding the surroundings (temperature, slippery road) captured by other car sensors;
- diagnostic data from the vehicle's Electronic Control Units and associated signals; and
- vehicle status (mileage, fuel consumption, odometer and other data shown in the dashboard).

Certain of the above data will relate to a specific vehicle and will therefore constitute personal data.

The data will be used to identify potential problems with the vehicle, managing a potential warranty case and potential product safety issues. If the data cannot be collected, VCC will not be able to investigate your claim.

VCC will not use the data to profile you (or any driver of the vehicle), not make any automated decisions based on the data from you or your vehicle.

The legal basis for the processing of your personal data as described above is your consent which you provide by requesting us to conduct a full investigation.

Disclosure, Recipients and Transfer of your personal data

The data collected from the vehicle will be transferred and processed by suppliers to VCC as well as the local Volvo Car company in your country of residence. Such suppliers and companies may be located outside of the European Economic Area and the transfer will then be made with the basis of Standard Contractual Clauses adopted by the European Commission - safeguarding your personal data.

VCC will not share your personal data with third parties unless it has your permission (this document signed) or if it is legally obligated to do so.

Retention

The personal data will be kept for 10 years from collection date.



Your rights and contact information

You have the right to request a copy of the personal data that we store about you. We want to make sure that your personal information is accurate and up to date. Please do not hesitate to ask us to correct or remove information you think is inaccurate. You also have the right to have your personal data deleted and to have our processing of your personal data restricted in certain circumstances. In addition, you have the right to object to our processing of your personal data as well as to receive your personal data, which you have provided to us, in a structured, commonly used and machine-readable format and to have these transmitted to another controller. If you are of the opinion that we are processing your personal data in violation of privacy laws and regulations, please note that you have a right to lodge a complaint with the supervisory authority. The supervisory authority in Sweden is Datainspektionen:

Datainspektionen
Box 8114
SE 104 20 Stockholm
Sweden.

For requests in relation to above, please submit your request using the web form found at <https://www.volvocars.com/intl/footer/contact-us/subject-request>

For contact details to VCC and VCC's Data Protection Officer as well as more information on your rights in relation to the processing of your personal data please visit VCC's Customer Privacy Policy found at, <http://support.volvocars.com/privacy>

I have read and understood how my personal data will be processed as described in this Information Notice.

Signature

Date



REQUEST FOR ISSUANCE OF INFORMATION FROM VOLVO CAR CORPORATION.

Please attach this document, translated to English, to the Vehicle Report

Date of request:

Authority:

Contact person:

Phone.no:

Information on request:

(incl. closer identification)

Basis for conducting
the information (support of law)

Concerned car (model):

Concerned VIN-number: