



PORSCHE

Data Privacy Declaration
Customer satisfaction survey process

Porsche Center Vilnius are delighted with your interest in our company and our products and your participation in our customer satisfaction process, consisting of a customer satisfaction survey and, if applicable, subsequently dealing with your concerns arising from this. Your privacy is extremely important to us. We therefore take the protection of your personal details very seriously and treat them in strictest confidence. Your personal data is processed only within the scope of the legal provisions of the European Union's data protection law, in particular the General Data Protection Regulation (hereafter "GDPR"). In this privacy policy we provide you with information about the processing of your personal data and your rights as a data subject while participating in our customer satisfaction process. For information on other products and services offered by other companies in the Porsche Group, please refer to the respective privacy policy for these services or companies.

1. Responsible for data processing and data protection officer; contact

Responsible for data processing within the meaning of the data protection legislation is:

UAB Prime Auto
Porsche Center Vilnius
Dariaus ir Girėno g. 15, LT 02196 Vilnius
Lithuania
Tel.: (+49) 0711 911-0
Email: info@porsche.de

Please do not hesitate to contact us if you have questions or ideas relating to data protection.

2. Subject matter of data protection

The subject matter of data protection is the protection of personal data. This is all the information that relates to an identified or identifiable natural person (known as the data subject). This covers, for example, information such as name, postal address, email address or telephone number as well as information that necessarily arises from participation in our customer satisfaction process, such as your individual feedback and impressions on satisfaction, information about the start, end and scope of use as well as transmitting your IP address.

3. Type, scope, purposes of and legal basis for automated data processing

It is normally possible to participate in our customer satisfaction process without registering. Even if you participate in our customer satisfaction process without registering, personal data may be processed.

Below you will obtain an overview of the type, scope, purposes and legal principles of data processing within our customer satisfaction process

Providing our customer satisfaction process

We process the following data when you access our customer satisfaction process through your mobile device:

- date and time of access
- duration of your visit
- type of device
- operating system used

- browser used
- IP address

We process this data on the basis of Article 6 (1) (f) GDPR to provide the service, to ensure the technical operation and to identify and rectify faults. In doing so we are interested in facilitating and ensuring long-term participation in our customer satisfaction process and its technical functional capability. When you call up our customer satisfaction process, this data is automatically processed. You cannot use our services unless this data is provided. We do not use this data for the purpose of drawing conclusions about you or your identity.

4. Participating in our customer satisfaction process

The Porsche satisfaction process is used to collect and, if necessary, process customer feedback on product and service quality. If required by the customer, concerns raised in the questionnaire will be picked up by the responsible Porsche dealer or the relevant importer in a subsequent process in order to develop solutions jointly with the customer.

For this customer feedback will be collected digitally or online and managed in a database. In what is called a work list, the feedback will be displayed in anonymized or personalized form, depending on the customer's wishes, for the responsible staff at Porsche AG, the importer and/or the Porsche dealership.

While participating in our customer satisfaction process you can voluntarily give personal data in several places.

When you participate in our customer satisfaction process the following categories of personal data are processed:

- Your specified vehicle models
- Your responsible Porsche Dealership;
- Personal data (name, address, contact details - even demographic data)
- Your individual feedback and impressions within the satisfaction survey.

The aforementioned data is voluntary information. However, if you do not provide this data, in some circumstances we may not be able to meet your wishes fully when you participate in our customer satisfaction process.

We process this data on the basis of Article 6 (1) (b) GDPR, to provide you with the required services in this regard and to perform the associated contractual relationship with you as well as protecting our legitimate interests and those of third parties. These legitimate interests include in particular the further development of products, services, service provision and care offers as well as improving product quality, eliminating errors and faults including analyzing vehicle data and customer feedback.

5. Recipients of personal data

Internal recipients: Within Porsche AG, the only people who have access are those who need it for the purposes referred to in each case.

External recipients: We only forward your personal data to external recipients outside Porsche AG if this is necessary for administering or processing your issue, if another legal authorization exists or if we have your consent to forward the data.

External recipients may be:

a) Processors

Group companies in Porsche AG or external service providers that we use to provide services, for example in the areas of technical infrastructure and maintenance for the Porsche AG offer or the provision of content. We carefully select and regularly inspect these processors to make sure that your privacy is protected. The service providers may use the data only for the purposes we have specified and in accordance with our instructions.

b) Public bodies

Authorities and public institutions, such as public prosecutors, courts or financial authorities to which we must transfer personal data for legal reasons. The data is transferred on the basis of Article 6 (1) (c) GDPR.

c) Private bodies

Dealers, cooperation partners or support staff to whom the data is transferred on the basis of consent, to implement a contract with you or to safeguard legitimate interests, for example Porsche Dealerships, financing banks, providers of other services or transport service providers. The data is transferred on the basis of Article 6 (1) (a), (b) and/or (f) GDPR.

6. Data processing in third countries

If data is transferred to bodies whose headquarters or whose place of data processing is not located in a member state of the European Union or in another country outside of the European Union who is a signatory to the treaty, we ensure before forwarding the data that, outside of legally permitted exceptional cases pertaining to the recipient, either an appropriate level of data protection exists (e.g., through an adequacy decision of the European Commission, through suitable guarantees such as self-certification by the recipient for the EU-US Privacy Shield or the agreement of EU standard contractual clauses between the European Union and the recipient) or you give sufficient consent for the transfer of the data.

We can provide you with an overview of the recipients in third countries and a copy of the specifically agreed regulations to ensure the appropriate level of data protection. To obtain these, please contact the address specified in Section 1.

7. Duration of storage, deletion

If the description of the individual services and offers does not contain any specific information about the storage duration or deletion of data, the following applies:

We store your personal data only for the length of time necessary to fulfil the intended purposes, or – in the case of consent – until you withdraw your consent. If you withdraw your consent to process your personal data, we will delete it unless relevant legal provisions stipulate that it can be processed further. We will also delete your personal data if we are obliged to do so for other legal reasons.

In line with these general principles, we will usually delete your personal data immediately

- after the legal grounds cease to apply and provided that no other legal grounds apply (e.g. commercial law and tax law retention periods). If the latter is the case, we will delete the data once the other legal grounds cease to apply.
- if we no longer need the data for the purposes of preparing and executing a contract or legitimate interests and no other legal grounds apply (e.g. commercial law and tax law retention periods). If the latter is the case, we will delete the data once the other legal grounds cease to apply.
- if the purpose of collecting the data no longer applies and no other legal grounds apply (e.g. commercial law and tax law retention periods). If the latter is the case, we will delete the data once the other legal grounds cease to apply.

8. Rights of data subjects

As the data subject affected by the data processing, you have several rights. Specifically:

Right of access: You have the right to obtain information from us about the data that we have stored about you.

Right of rectification and erasure: You have the right to demand that we rectify incorrect data and – provided the legal requirements are met – that we delete your data.

Restriction of processing: You have the right – provided the legal requirements are met – to demand that we restrict the processing of your data.

Data portability: If you have provided us with data on the basis of a contract or consent, you have the right, in accordance with the legal requirements, to obtain the data you have provided in a structured, standard and machine-readable format or you can demand that we transfer this data to another responsible person.

Objection to the processing of data on the legal grounds of "legitimate interest": You are entitled to object to our processing your data at any time for reasons that arise from your particular situation if this is based on the legal principle of "legitimate interest". If you exercise your right to object, we will cease processing your data unless we can – pursuant to the legal requirements – prove compelling legitimate reasons for further processing, which override your rights.

Withdrawal of consent: If you have given us consent to process your data, you can withdraw this consent at any time with future effect. The lawfulness of the processing of your data remains unaffected up until withdrawal of consent.

Right to lodge a complaint with a supervisory authority: You can also submit a complaint to the competent supervisory authority if you believe that processing your data is in breach of the legislation. To do so, you can apply to the data protection authority that is responsible for your town/city or country or the data protection authority that is responsible for us.

Contacting us: Please do not hesitate to contact us free of charge if you have any questions regarding the processing of your personal data, your rights as a data subject and any consent that you may have given. To exercise all your rights referred to above, please contact Porsche Center Vinius: info@porsche.lt or by post to the address given under Section 1. In doing so, please ensure that it is possible for us to identify you uniquely.

9. Status

The latest version of this privacy policy applies. As at July 2, 2018