

TELEMATICS

DATA HANDLING STATEMENT



IVECO

Your partner for sustainable transport

IVECO ANZ TELEMATICS DATA HANDLING STATEMENT

IVECO TELEMATICS

Equipped with the latest on-board technology, 4G connectivity and supported by world class infrastructure and back-end services, IVECO Telematics is designed to provide best-in-class coverage, peace of mind and safety.

IVECO Telematics provides you with access to a myriad of IVECO proactive services, such as “Service & Maintenance Reminders” as well as the opportunity to subscribe to, and utilize, comprehensive fleet management services, made available to you directly through our IVECO Telematics web portal (IVECOtelematics.com.au; IVECOtelematics.co.nz) as well as mobile devices with native Android and Apple IVECO Telematics applications.

So, rest assured knowing that your vehicle is equipped with IVECO Telematics and is providing you, our valued customer, with a seamless, data-rich, “end-to-end” service that will support your business today, tomorrow and long into the future.

YOU HAVE TOTAL CONTROL OVER YOUR DATA

We respect that you control your data. When you provide your data to us, we will honor the permissions you set for sharing it with others, and we will only use your data for the purposes described in this IVECO ANZ Telematics Data Handling Statement.

We created this Data Handling Statement to describe how we manage your data and to provide you the information you need to make informed decisions about your use of IVECO services.

If you do not or cannot agree to the data uses described below or in our CNH Industrial Privacy Policy (<https://www.iveco.com.au/privacy-policy> or <https://www.iveco.co.nz/privacy-policy>) then you should not subscribe to or enable IVECO ANZ Telematics or other IVECO services which require access to IVECO ANZ Telematics.

I. TYPES OF DATA WE COLLECT

Machine Data

- Vehicle data and vehicle status information (e.g. speed, position, movement, engine speed, acceleration, diagnostic data and vehicle sub-systems data)
- ECU status and informational alerts
- Dashboard and “tell-tale” information (e.g. engine light, break failure)
- Gross Combination Mass (GCM)

Environmental Data

- Ambient conditions (e.g. temperature)
- Local weather
- Traffic and road information

Utilization Data

- Vehicle operation
- Driver style evaluation (DSE)
- Fuel usage and carbon emissions (CO₂)

Personal Information is information that is of a personal nature and that pertains to you or your account.

Examples of Personal Information include:

- Name
- Email address
- Account information, including account settings

While some of the above data is derived from Telematics directly, weather, traffic and other valuable information is obtained from other sources and used to enhance the service further.

If you subscribe to the ANZ Telematics Services, you benefit from our services as an “Active User” and we collect Machine Data, Environmental Data, Utilization Data and Personal Information to provide you with the relevant services as outlined in the table below.

If you do not subscribe to the IVECO ANZ Telematics, you can still enable the IVECO ANZ Telematics and benefit from some of our services as a “Passive User” as outlined in the table below. While you may not wish to access these types of data yourself, this passive use allows us to access the Machine Data, Environmental Data, Utilization Data and Personal Information.

We only use Personal Information as necessary to identify you in the provision to you of the IVECO ANZ Telematic Services or other IVECO services, for internal purposes (such as product improvement and trend analysis) and as otherwise described in our CNH Industrial Privacy Policy. Please review our Australian CNH Industrial Privacy Policy at <https://www.iveco.com.au/privacy-policy> and our New Zealand CNH Industrial Privacy Policy at <https://www.iveco.co.nz/privacy-policy>

2. DATA SECURITY & DATA TRANSFER

We have implemented a data security program that is designed to reasonably safeguard your data as required by law.

3. ACCESS TO AFFILIATES

All references to “We” in this statement include CNH Industrial N.V. and its subsidiaries.

4. HOW YOU CONTROL YOUR DATA AND HOW WE USE AND SHARE YOUR DATA

Type of access to IVECO Telematics	Subscribe – Active User	Enable – Passive User	Do not subscribe Do not enable
Definition of your access to IVECO Telematic	<p>As an Active User you enjoy the benefits of accessing your data via the IVECO Telematics web portal, the mobile application or the Applicable Program Interface (API).</p> <p>You can enjoy all benefits of being an Active User at no extra cost to you during your complimentary customer subscription period (e.g. 12 month). The complimentary period commences at time of activation of your vehicle by your IVECO dealer.</p> <p>You remain or can resume being an Active User of IVECO Telematics beyond your complimentary subscription period by extending your end user subscription either on your IVECO Telematics web portal or at your local dealer.</p>	<p>As a Passive User you can enjoy a variety of benefits and services provided by IVECO by enabling us to collect your data.</p> <p>As a Passive User you are not able to access your data via the IVECO telematics web portal the mobile application or the Applicable Program Interface (API).</p> <p>You can switch from being a Passive User to being an Active User at any time by accessing the IVECO Telematics web portal, the mobile application or the Applicable Program Interface (API). This option will be available to you at no extra cost during your complimentary customer subscription period (e.g. 12 month)</p>	Service disabled
Access Period	<p>Access by you:</p> <ul style="list-style-type: none"> • 12 months complimentary subscription • Optional extension in increments of 12 months <p>Access by IVECO:</p> <ul style="list-style-type: none"> • 36 months (Standard vehicle warranty +12 months) 	<p>Access by IVECO:</p> <ul style="list-style-type: none"> • 36 months (Standard vehicle warranty +12 months) 	
Our Active User and Passive User benefits to you	<p>By enabling us to collect your data IVECO can provide you with a variety of benefits and tailored services that will further enhance the uptime of your vehicle.</p> <p>Services relating to Your Vehicle:</p> <ul style="list-style-type: none"> • Monitor your machine’s health and performance <p>Vehicle Uptime Support:</p> <ul style="list-style-type: none"> • Proactively schedule maintenance work • Minimise vehicle downtime <p>Dealer Support:</p> <ul style="list-style-type: none"> • Proactive dealer support <p>Product and Service Improvement:</p> <ul style="list-style-type: none"> • Improve our product support services in including road side assist and other critical support services <p>Marketing:</p> <ul style="list-style-type: none"> • Offer suitable products, services and promotions 	<p>By enabling us to collect your data IVECO can provide you with a variety of benefits and tailored services that will further enhance the uptime of your vehicle.</p> <p>Services relating to Your Vehicle:</p> <ul style="list-style-type: none"> • Monitor your machine’s health and performance <p>Vehicle Uptime Support:</p> <ul style="list-style-type: none"> • Proactively schedule maintenance work • Minimise vehicle downtime <p>Dealer Support:</p> <ul style="list-style-type: none"> • Proactive dealer support <p>Product and Service Improvement:</p> <ul style="list-style-type: none"> • Improve our product support services in including road side assist and other critical support services <p>Marketing:</p> <ul style="list-style-type: none"> • Offer suitable products, services and promotions 	N/A

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<p>Our exclusive Active User benefits to you</p>	<p>Using the secure IVECO Telematics web portal, mobile application or Applicable Program Interface (API) you have access to real-time information and reporting 24 hours a day, 7 days a week, covering vehicle performance, driving characteristics, route planning and more, assisting to reduce fleet running costs while increasing safety. This includes, but is not limited to services that support you in actively managing and monitoring your vehicles and fleet in regard to:</p> <p>Tracking and Routing</p> <p>Know exactly where the trucks are during the course of their route; update clients on delivery of goods or service timings as required with:</p> <ul style="list-style-type: none"> • Live GPS tracking • Geo-fencing of operating areas and/or restricted areas • Vehicle trip information reports <p>Theft Avoidance</p> <p>Reduce downtime and disruption by mitigating the risk of vehicle theft 24 hours a day, 7 days a week.</p> <ul style="list-style-type: none"> • The vehicle is tracked at all times • IVECO Telematics provides alerts when the vehicle leaves a designated area or geo-fence • IVECO Telematics advises if the vehicle moves without the ignition being actuated <p>Safety</p> <p>The perfect complement to IVECO's extensive list of on-board active and passive safety equipment, the telematics program can also deliver:</p> <ul style="list-style-type: none"> • Vehicle roll over alert • Impact alert <p>Vehicle Maintenance</p> <p>To assist in minimising vehicle downtime and to better schedule maintenance work, IVECO Telematics provides data including the below, which is accessible via customisable and scheduled reports:</p> <ul style="list-style-type: none"> • Vehicle odometer and engine hours readings • Scheduled maintenance reporting • 'Tell-tale' activity reporting • Battery voltage level • Engine coolant, engine oil and transmission fluid alerts <p>Vehicle Performance</p> <p>Gain a better understanding of how the truck is being used in its application by receiving up to 70 data channels and Tell-Tale messages via IVECO FMS in customisable reports covering a variety of engine, vehicle and driver parameters.</p> <p>Driver Monitoring</p> <p>Driving performance plays a major role in the fuel consumption and maintenance costs of a vehicle. IVECO Telematics will identify driving style issues and allow these to be corrected through additional training. The system can provide:</p> <ul style="list-style-type: none"> • A variety of alerts, such as for harsh braking, harsh acceleration, speeding, over revving and over idling. • A number of productivity reports and vehicle and driver score cards. <p>Applicable Program Interface (API)</p> <p>For transport companies and fleet operators using their own telemetry programs, IVECO Telematics can be integrated via the Applicable Program Interface (API), allowing easy integration into their current portal.</p>	<p>N/A</p>	<p>N/A</p>

Type of access to IVECO Telematics	Subscribe – Active User	Enable – Passive User	Do not subscribe Do not enable
<p>How we share and use your data</p>	<p>Services relating to your Vehicle: We may access and use your data to check or maintain the IVECO Telematics Services and to monitor your vehicle's health and performance. This allows us to maximize your vehicle's up time and ensure optimal performance. This includes service and maintenance scheduling, battery monitoring and reporting.</p> <p>We may provide you with Service-Due reminders, stolen asset localisation, IVECO Uptime Program (downtime monitoring while your vehicle is at an IVECO Dealer)</p> <p>Vehicle Uptime Support: We may access and use your data to check or maintain the IVECO Telematics Services and to monitor your vehicle's health and performance. This allows us to maximize your vehicle's up time and ensure optimal performance.</p> <p>Dealer Support: We may share Machine Data with our dealers so that they can support you and service your vehicles, unless you explicitly restrict access to such dealers. Additionally, you are able, at any time, to nominate or change your chosen IVECO Dealer through the telematics portal or by request to the MyIVECO Contact Centre.</p> <p>Product and Service Improvement: We may access and use your data to develop, maintain and improve our products and services, including the IVECO Telematics Services and our vehicles, and for the development of new products, technologies and services. For example, we may use your data to inform our product support or warranty services activities.</p> <p>We may aggregate, compile or derive data collected in connection with the IVECO Telematics Services such that a specific user or vehicle is no longer identifiable (Derived Data). Derived Data is proprietary to IVECO. We are free to use and disclose the Derived Data, and we may promote information and services related to such Derived Data.</p> <p>Marketing: We may use your data to provide you with communications and offers for products and services from us or our dealers, suppliers and partners, including offers based on your interests, personal and business characteristics, and location if you provide any applicable consent. We may share your data with our dealers so that they can market products and services to you.</p> <p>Comply with Law: We may use and share your data to comply with laws, regulations, court orders and subpoenas or similar requests for information by authorities, or as otherwise required by law. Please review our CNH Industrial Privacy Policy for additional details.</p>	<p>Services relating to your Vehicle: We may access and use your data to check or maintain the IVECO Telematics Services and to monitor your vehicle's health and performance. This allows us to maximize your vehicle's up time and ensure optimal performance. This includes service and maintenance scheduling, battery monitoring and reporting.</p> <p>We may provide you with Service-Due reminders, stolen asset localisation, IVECO Uptime Program (downtime monitoring while your vehicle is at an IVECO Dealer)</p> <p>Vehicle Uptime Support: We may access and use your data to check or maintain the IVECO Telematics Services and to monitor your vehicle's health and performance. This allows us to maximize your vehicle's up time and ensure optimal performance.</p> <p>Dealer Support: We may share Machine Data with our dealers so that they can support you and service your vehicles, unless you explicitly restrict access to such dealers. Additionally, you are able, at any time, to nominate or change your chosen IVECO Dealer by request to the MyIVECO Contact Centre.</p> <p>Product and Service Improvement: We may access and use your data to develop, maintain and improve our products and services, including the IVECO ANZ Telematics Services and our vehicles, and for the development of new products, technologies and services. For example, we may use your data to inform our product support or warranty services activities.</p> <p>We may aggregate, compile or derive data collected in connection with the IVECO Telematics Services such that a specific user or vehicle is no longer identifiable (Derived Data). Derived Data is proprietary to IVECO. We are free to use and disclose the Derived Data, and we may promote information and services related to such Derived Data.</p> <p>Marketing: We may use your data to provide you with communications and offers for products and services from us or our dealers, suppliers and partners, including offers based on your interests, personal and business characteristics, and location. We may share your data with our dealers so that they can market products and services to you if you provide any applicable consent.</p> <p>Comply with Law: We may use and share your data to comply with laws, regulations, court orders and subpoenas or similar requests for information by authorities, or as otherwise required by law. Please review our CNH Industrial Privacy Policy for additional details.</p>	<p>N/A</p>

Type of access to IVECO Telematics	Subscribe – Active User	Enable – Passive User	Do not subscribe Do not enable
How you control your data	<p>Sharing: You control who has access to your data. You can control the access third parties have to your data with the IVECO rFMS API.</p> <p>We will only share your Utilization Data with third parties to provide you the services which IVECO offers and you choose to take. You can restrict our access to your Utilization Data and to your Machine Data by cancelling the IVECO ANZ Telematics Service.</p> <p>Given that you control your data and who has access to it, we will not sell your data to third parties. We do not do anything else with your data without notifying you first and giving you the opportunity to opt out.</p> <p>Exporting: You may download or export your Utilization Data and some Machine Data from the IVECO Telematics web portal while you have an active IVECO</p> <p>Deleting and Updating: You may request us to delete or update your data and personal information available in your account, or request us to cancel your IVECO ANZ Telematics Service.</p> <p>Additionally, you have the opportunity to update your personal information via the IVECO Telematics web portal.</p> <p>MyIVECO Contact Centre: For any questions regarding your data or if you require support in controlling your data, please don't hesitate to contact the MyIVECO Contact Centre.</p> <p>For our Australian customers IVECOtelematics.com.au iveco.com.au Ph: 1800 448 326</p> <p>For our New Zealand customers IVECOtelematics.co.nz iveco.co.nz Ph: 0800 367 483</p>	<p>Sharing: You control who has access to your data. You can control the access third parties have to your data.</p> <p>We will only share your Utilization Data with third parties to provide you the services which IVECO offers and you choose to take. You can restrict our access to your Utilization Data and to your Machine Data by contacting the MyIVECO Contact Centre, details below.</p> <p>Given that you control your data and who has access to it, we will not sell your data to third parties. We do not do anything else with your data without notifying you first and giving you the opportunity to opt out.</p> <p>Exporting: N/A</p> <p>Deleting and Updating: You may request us to delete or update your data and personal information available in your account, or request us to cease you being a Passive User of the IVECO ANZ Telematics Service.</p> <p>MyIVECO Contact Centre: For any questions regarding your data or if you require support in controlling your data, please don't hesitate to contact the MyIVECO Contact Centre.</p> <p>For our Australian customers IVECOtelematics.com.au iveco.com.au Ph: 1800 448 326</p> <p>For our New Zealand customers IVECOtelematics.co.nz iveco.co.nz Ph: 0800 367 483</p>	N/A



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