



SCANIA PRIVACY STATEMENT

A core value for us at Scania is *Respect for the individual*. This is the foundation when we interact with you in your role as our valued customer, a driver of our vehicles, a co-worker in our global organisation, a trusted business partner/supplier or when visiting our websites, premises or events.

The data controller responsible for your personal data is Scania CV AB, unless otherwise stated in a privacy statement specific to a market or a service as accessible through www.scania.com.

We process your personal data when it is needed to:

- deliver our products and services,
- support and assist you when you use our products and services,
- fulfil and follow up contractual obligations, ours as well as yours,
- fulfil legal obligations and legitimate requests from law enforcement and other authorities,
- provide information about our products and services as well as upcoming events,
- improve quality and develop existing, as well as new, products and services as well as our organization.

We strive to always handle and protect your personal data with respect and integrity. Sometimes we utilize trusted business partners to help us deliver our products and services. In those cases when we need to share your data with our business partners, we ensure that they treat your data with the same respect and integrity that we do.

In this privacy statement we would like to inform you what personal data we might process, why we are doing it and how we ensure that your rights and your privacy is respected. If you have any questions or concerns you are always welcome to contact us [here](#) or talk to your Scania contact.



— FAQ

Does Scania share my data with third parties?

To provide the best products and services we utilize our global organization and a global network of trusted partners. This means that we may - from time to time - share your data (all or selected parts) within the Scania Group as well as with trusted business partners that help us. Typical examples include:

- when you buy something in Scania Webshop we share some data with partners that handle your payment or delivers the packages to you.
- we may process your data in IT-systems that are developed, delivered or hosted by our external IT-partners
- we may use third parties to help us organize events that you participate in, to provide you with hotel, transports etc.
- when you call our Emergency Assistance we may share your data with third parties such as for example towing companies

In those cases where we need to share your data with our business partners, we ensure that they treat your data with the same respect and integrity as we do. We may also share your data with public authorities if required by law or a legitimate legal request is received from law enforcement or another authority.

Where does Scania process my data?

Scania is a global company with operations in over 100 countries. This means that we might sometimes choose to process your data (all or selected parts) inside as well as outside of the European Union. When doing so we always comply with existing regulations and ensure that your data is handled in a secure way. If your data is transferred out of the European Union this is done using appropriate safeguards.

In this context 'processing' means any operation or set of operations on personal data such as; collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

How do you protect my data?

We are committed to always protecting your data. We will take all appropriate legal, technical and organizational security measures to adequately protect the personal data that we process against manipulation, loss, destruction or unlawful access.

Our security measures are continuously improved in line with the development of available security products and services.



How long do you keep my data?

We will minimise or delete your data as soon as it is no longer needed to:

- fulfil our contractual obligations towards you
- fulfil the purpose for which the data was collected
- fulfil our legal obligations

See also market and service specific privacy statements accessible through www.scania.com.

What are my rights?

Right of access

You can request a registry extract showing what personal data we process regarding you. Once we have confirmed your identity, the extract will be handed over to you in a secure way.

Right to rectification

You have the right to update your information to ensure that we always have the correct information.

Right to erasure

You may, without undue delay, have your personal data deleted if any of the following conditions apply:

- If the data is no longer needed for the purposes for which it was collected.
- If the processing is based solely on your consent and you revoke your consent.
- If deletion is required to fulfil a legal obligation.

Right to object

You are always entitled to object to processing of your personal data for direct marketing. This is an absolute right, which means that if you object we will stop all further use of your data for direct marketing.

You also have the right to object to any processing that we base on legitimate interest. You must then specify in detail what you object to and why. The processing will then stop unless we demonstrate compelling legitimate grounds for the processing, which override the interests, rights and freedoms of the individual; or show that our processing is for the establishment, exercise or defence of legal claims.

Right to restriction

You are entitled to request a temporary limitation on processing your data. Processing may be limited in the following situations:

- When you believe your data is incorrect and you have therefore requested a correction with us. You may then request that processing of your data be limited while we validate if your data is incorrect.
- When the data processing is unlawful, but you oppose to your data being deleted and instead request that the use of these data be restricted.
- When you need your data to be able to determine, enforce or defend legal claims, even if we no longer need your data for the purpose of our processing.



Right to data portability

You are entitled to obtain the data you have provided to us in order to use them elsewhere. This right only applies in cases where our processing of your data is based on the legal ground that you have given your consent to the data processing or if you have entered into a contract with us.

Notification of violation (complaint)

If you believe your data is being processed in violation of current regulations, please report it to us as soon as possible. You also have the right to file a complaint with the Data Protection Authority.

How do I contact you if I have questions?

You are always welcome to contact our Group Data Protection Officer or talk with your local Scania contact.

Telephone: +46 8 553 810 00

Postal Address: Scania CV AB, ATT: Data Protection Office, ZCD, S-151 87 Södertälje, Sweden.



DATA WE PROCESS

The data we collect depends on your relationship with Scania. In the tabs below, you can access detailed information about the data we collect for different purposes.

What personal data do we process from you as a customer?

When you and/or your employees order a product and/or service we process your contact information to communicate and deliver requested products and services. If you are a sole trader all data that we process about your company becomes personal data.

Why do we process your data?	What categories of personal data do we process?	Legal ground
To provide a quotation	<ul style="list-style-type: none">Organizational data (such as company name, country, company address and phone number)Contact information (such as name, email, phone number, address)If you are a sole trader, we process financial data such as credit ratings	Legitimate interest
To deliver upon a contract	<ul style="list-style-type: none">Organizational data (such as company name, country, company address and phone number)Contact information (such as name, email, phone number, address)If you are a sole trader, we also process financial data such as credit ratings, bank accounts and payments as well as contractual related data such as contract number, order number, invoices	Contractual obligation
To provide services and support	<ul style="list-style-type: none">Contact information (such as name, email, phone number, address)Organizational data (such as company name, country, company address and phone number)	Contractual obligation
To inform you about updates, products and services that we believe may be of interest	<ul style="list-style-type: none">Contact information (such as name, email, phone number, address)Contact preferences	Legitimate interest



<p>To follow up our performance and how satisfied you are with our products and services, including your participation in surveys</p>	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)• Contact preferences• Purchases and transactions• Driving behaviour, such as driving patterns, geo-location and operating hours• Identification data, for example the vehicle identification numbers and driver ID• Performance data from the vehicle, for example information from vehicle components, fuel consumption, brake usage, gear shifting, battery usage, engine data and error codes• IP address, operating system, device type, app name and version, browser name and version and your responses to survey questions.• Location	<p>Legitimate interest</p>
<p>To make corrective actions</p>	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)• Delivery address• Purchases and transactions• Driving behaviour, such as driving patterns, geo-location and operating hours• Identification data, for example the vehicle identification numbers and driver ID• Performance data from the vehicle, for example information from vehicle components, fuel consumption, brake usage, gear shifting, battery usage, engine data and error codes	<p>Legitimate interest</p>
<p>To analyse, improve quality and develop products, services and our organization</p>	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)• Delivery address• Purchases and transactions• Financial data such as credit ratings, bank accounts and payments as well as contractual related data such as contract number, order number, invoices.• Driving behaviour, such as driving patterns, geo-location, operating hours and preference settings• Identification data, for example the vehicle identification numbers, IP number, MAC address, driver ID, IT-system user ID• Performance data from the vehicle, for example information from vehicle components, fuel consumption, brake usage, gear shifting, battery usage, engine data and error codes• System logs from our IT-systems	<p>Legitimate interest</p>



<p>To comply with legal obligations and legitimate requests from law enforcement and other authorities</p>	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)• Delivery address• Purchases and transactions• Financial data such as credit ratings, bank accounts and payments as well as contractual related data such as contract number, order number, invoices.• Driving behaviour, such as driving patterns, geo-location and operating hours• Identification data, for example the vehicle identification numbers, IP number, MAC address, driver ID, IT-system user ID• Performance data from the vehicle, for example information from vehicle components, fuel consumption, brake usage, gear shifting, battery usage, engine data and error codes• System logs from our IT-systems	<p>Legal obligation or legitimate interest</p>
<p>To provide you with requested information and relevant updates.</p>	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)	<p>Legitimate interest</p>



What personal data do we process from you as a driver?

There are three main ways that you interact with Scania as a driver.

You drive a Scania vehicle

We collect various types of operational data from the vehicle such as fuel consumption, driving patterns, geo position of the vehicle, error codes et cetera. This all becomes personal data when we may identify who is driving the vehicle.

We process this data in order to

- deliver the services requested by the customer
- on request deliver in-vehicle entertainment services
- conduct remote diagnostics as well as repair and maintenance planning
- provide support
- fulfil contractual obligations
- analyse, improve quality and develop existing, as well as new, products and services as well as our organization.
- comply with legal obligations and legitimate requests from law enforcement and other authorities.
- inform you of relevant updates

The data we collect is either provided by your employer, collected from the vehicle or created in our IT-systems that you use.

You enter into a driver competition organized by Scania

If you choose to enter a driver competition organized by Scania we need to collect some of your personal data - for example your name and contact information - in order to process your registration and your participation in the competition. This data is provided directly by you.

You have an emergency on the road and you call Scania Assistance

If you have an emergency on the road and you choose to contact us for emergency assistance we need to process your personal data in order to identify you, understand your emergency, provide assistance and contact you to continuously communicate information regarding your assistance case.

Why do we process your data?	What categories of personal data do we process?	Legal ground
To fulfil our contractual obligations such as: <ul style="list-style-type: none"> • deliver services requested by the customer / your employer • on request deliver in-vehicle entertainment services • conducting remote diagnostics as well as repair and maintenance planning • provide support 	<ul style="list-style-type: none"> • Driving behaviour, such as driving patterns, geo-location and operating hours • Identification data, for example the vehicle identification numbers, IP number, MAC address, driver ID, IT-system user ID • Performance data from the vehicle, for example information from vehicle components, fuel consumption, brake usage, gear shifting, battery usage, engine data and error codes • System logs from our IT-systems 	Contractual obligation



<p>To follow up contractual obligations of the customer</p>	<ul style="list-style-type: none"> • Driving behaviour, such as driving patterns, geo-location and operating hours • Identification data, for example the vehicle identification numbers, IP number, MAC address, driver ID, IT-system user ID • Performance data from the vehicle, for example information from vehicle components, fuel consumption, brake usage, gear shifting, battery usage, engine data and error codes • System logs from our IT-systems 	<p>Legitimate interest</p>
<p>To process your participation in our driving competitions</p>	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Your age • Your language preference • The company name for your employer 	<p>Consent</p>
<p>To provide emergency assistance on the road</p>	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Organizational data (such as company name, country, company address and phone number) • Vehicle identification numbers • Registration number • Description of the emergency incl. description of any physical injuries and need 	<p>Legitimate interest</p>
<p>To analyse, improve quality and develop products, services and our organization.</p>	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Organizational data (such as company name, country, company address and phone number) • Driving behaviour, such as driving patterns, geo-location, operating hours and preference settings • Identification data, for example the vehicle identification numbers, IP number, MAC address, driver ID • Performance data from the vehicle, for example information from vehicle components, fuel consumption, brake usage, gear shifting, battery usage, engine data and error codes • Emergency assistance cases 	<p>Legitimate interest</p>



<p>To comply with legal obligations and legitimate requests from law enforcement and other authorities.</p>	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Delivery address • Driving behaviour, such as driving patterns, geo-location and operating hours • Identification data, for example the vehicle identification numbers, IP number, MAC address, driver ID, IT-system user ID • Performance data from the vehicle, for example information from vehicle components, fuel consumption, brake usage, gear shifting, battery usage, engine data and error codes • System logs from our IT-systems 	<p>Legal obligation or legitimate interest</p>
<p>To provide you with requested information and relevant updates.</p>	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) 	<p>Legitimate interest</p>
<p>To follow up our performance and how satisfied you are with our products and services, including your participation in surveys</p>	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Organizational data (such as company name, country, company address and phone number) • Contact preferences • Purchases and transactions • Driving behaviour, such as driving patterns, geo-location and operating hours • Identification data, for example the vehicle identification numbers and driver ID • Performance data from the vehicle, for example information from vehicle components, fuel consumption, brake usage, gear shifting, battery usage, engine data and error codes • IP address, operating system, device type, app name and version, browser name and version and your responses to survey 	<p>Legitimate interest</p>
	<ul style="list-style-type: none"> • 	

What personal data do we process regarding you as an employee?

When you apply for a position at Scania we ask you to provide some personal data in order to process your application, for example contact information and reference information such as previous work history, education, certificates.

During your employment at Scania we process your personal data in order to:

- administer your employment,
- fulfil our legal obligations as an employer
- fulfil our legitimate interest to:

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- steer, plan and evaluate the work
- protect company employees and assets
- contact and inform employees
- being transparent to owners and the general public

After you have left the company we process limited amounts of data required to fulfil our legal obligations, for example data showing your employment period.

Why do we process your data?	What categories of personal data do we process?	Legal ground
Staff administration	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Employment data (such as employment number, User-ID, Photos) • Financial information (such as salary, taxes, expenses, time reports, bank account number etc) 	Contractual obligation
Fulfil legal obligations (e.g. reporting to authorities, documenting rehabilitation, comply with collective agreements etc) and comply with legitimate requests from law enforcement and other authorities.	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Employment data (such as employment number, User-ID, Photos) • Citizenship • Date of birth • License registration • Financial information (such as salary, taxes) • Union membership (to fulfil the collective agreement, the data is collected as needed) • Access logs from IT-systems and entry systems, • IT-logs from applications and network services, 	Legal obligation or Legitimate interest
Planning and following up	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Employment data (such as employment number, User-ID, Photos) • Organizational information (place of work, cost centre, direct manager etc) • Performance evaluations • Development plans 	Legitimate interest
To provide access to our IT-systems and to improve our systems	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Employment data (such as employment number, User-ID, Photos) • User preference settings in systems • Logs of your usage of our systems 	Legitimate interest
Safety in case of emergency	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Employment data (such as employment number, User-ID, Photos) • Next of kin • Citizenship • Date of birth 	Protection of your vital interest



To protect our employees and our company assets	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)• Employment data (such as employment number, User-ID, Photos)• Access logs from IT-systems and entry systems,• IT-logs from applications and network services,• Camera surveillance• Security incident reports	Legitimate interest
Transfer of personal data externally to enable you to perform your work duties	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)• Employment data (such as employment number, User-ID, Photos)• License registration	Legitimate interest
To analyse, improve quality and develop products, services and our organization	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)• Employment data (such as employment number, User-ID, Photos)• Citizenship• Date of birth• License registration• Organizational information (place of work, cost centre, direct manager etc)• Performance evaluations• Access logs from IT-systems and entry systems,• IT-logs from applications and network services	Legitimate interest
To provide you with requested information and relevant updates.	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)	Legitimate interest

What personal data do we process from you as a business partner/sup-plier?

If you work as a representative for a supplier that provides products and services to Scania we process limited amounts of your personal data, e.g. your contact information and identification. This is used to evaluate your offering, manage a contract and provide you with access to relevant IT-systems.



Why do we process your data?	What categories of personal data do we process?	Legal ground
To evaluate a proposal from you or your employer	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Organizational data (such as company name, country, company address and phone number) • If you are a sole trader, we also process financial data such as credit ratings and prices 	Legitimate interest
To perform contracts with you or your employer	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Organizational data (such as company name, country, company address and phone number, business organisation number) • If you are a sole trader, we also process financial data such as credit ratings, bank 	Legitimate interest
To provide access to our IT-systems	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • User-id • Language settings in systems • Logs of your usage of our systems 	Legitimate interest
To communicate with yourself or your employer	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Organizational data (such as company name, country, company address and phone number) 	Legitimate interest
To analyse, improve quality and develop products, services and our organization	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Organizational data (such as company name, country, company address and phone number, business organisation number) • If you are a sole trader, we also process financial data such as credit ratings, bank accounts and payments • Logs of your usage of our systems 	Legitimate interest
To comply with legal obligations and legitimate requests from law enforcement and other authorities.	<ul style="list-style-type: none"> • Contact information (such as name, email, phone number, address) • Organizational data (such as company name, country, company address and phone number, business organisation number) • If you are a sole trader, we also process financial data such as credit ratings, bank accounts and payments • Citizenship • Date of birth • License registration • Access logs from IT-systems and entry systems, • IT-logs from applications and network services 	Legitimate interest



To provide you with requested information and relevant updates.	<ul style="list-style-type: none">Contact information (such as name, email, phone number, address)	Legitimate interest
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What personal data do we process from you when you visit us?

When you visit our premises and our events, we process data about you to be able to fulfil the purpose of your visit and make your visit successful and safe. This may include contact information and driving license number, as well as food preferences and co-traveller information.

When you visit our websites your web browser provides us with some information that helps us understand how you are using our websites, for example if you are using a mobile device or a computer, which region in the world you are surfing from and which browser you are using. This data helps us tailor our website and enhance your browsing experience. We use a limited number of cookies to help us understand how you are using our websites, for more information about our use of cookies see our cookie policy.

Why do we process your data?	What categories of personal data do we process?	Legal ground
To enhance your browsing experience	<ul style="list-style-type: none">IP-addressBrowser type and versionOperating systemDate and time for you visitURL of the referring site	Legitimate interest



Evaluate website usage and enhance our website	<ul style="list-style-type: none">• IP-address• Browser settings• Type of device used to access the site	Legitimate interest
To fulfil the purpose of your visit at Scania	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)• Co-traveller information (such as name, email, phone number, address, age)• Organizational data (such as company name, country, company address and phone number)• Language• Food preferences• Travelling and lodging details• Driver license• Host details	Legitimate interest
To protect our visitors and our company assets	<ul style="list-style-type: none">• Access logs from IT-systems and entry systems,• IT-logs from applications and network services,• Camera surveillance• Security incident reports	Legitimate interest
To analyse, improve quality and develop products, services and our organization	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)• Co-traveller information (such as name, email, phone number, address, age)• Organizational data (such as company name, country, company address and phone number)• Language• Travelling and lodging details• Driver license• Host details	Legitimate interest
To comply with legal obligations and legitimate requests from law enforcement and other authorities.	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)• Co-traveller information (such as name, email, phone number, address, age)• Organizational data (such as company name, country, company address and phone number)• Language• Travelling and lodging details• Driver license• Host details	Legal obligation or Legitimate interest
To provide you with requested information, services and updates, including webcasts, annual reports.	<ul style="list-style-type: none">• Contact information (such as name, email, phone number, address)• Organizational data (such as company name, country, company address and phone number)• Language	Legitimate interest



COOKIE POLICY

Our website uses cookies. Below, you will find further information on these cookies; what they are, what cookies we use, what our purpose is for using them, and how you go about blocking or deleting cookies.

With the exception of cookies that are strictly necessary to enable you to move around the website and use its features, we will only use cookies if you have allowed us to do so by checking the corresponding boxes.

What is a cookie?

Cookies are text files containing small amounts of information, which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device.

One type of cookie will save a file permanently on your computer. It can thereafter be used to customise this website based on your choices and interests. Another common type of cookie is the "session cookie". When you visit a website, session cookies are sent between your computer and the server to collect information. Session cookies are not saved after you close your internet browser. You can find more information about cookies at www.allaboutcookies.org.

What do we use cookies for?

We use cookies to enhance the functionality of our website. For example, cookies help authenticate the user if the user logs in to a secure area of the website, to determine what information is made available on a particular webpage. Also, login information can be stored in a cookie, so the user can enter and leave the website without having to re-enter the same authentication information over and over. Cookies are also used to help you save certain information on the website, such as favourite products etc. They are also used for collecting statistics about user behaviour to enable us to improve the website experience.

Cookies used on our website

We use the following categories of cookies on this website:

- Permanent cookies. Permanent cookies remain on the user's computer/device for a pre-defined period of time. Permanent cookies are used to collect identifying information about the user, such as browsing behaviour or user preferences for a specific website.
- Session cookies. Session cookies are temporarily stored in your internet browser, and are erased when the browser is closed.
- Third party cookies. Third party cookies allow third parties to download cookies to your device. They may be used to track your browsing history, or allow you to send a page from our website to your social media account such as Facebook or Twitter.

For more information regarding what cookies we use please see our detailed cookie-list (below).



How to block and/or delete cookies

You are, when visiting a Scania website, asked to let us know your cookie preferences. You can also, in addition, if you do not wish to accept cookies change your web browser settings to automatically block the storage of cookies or to inform you when a website wants to store cookies on your computer. Previously stored cookies can also be deleted through your web browser. More information can be found through your web browser's support pages. If you use several different devices to access our website (computer, tablet or smartphone), you will have to change the browser settings on all devices.