

Data Protection - VWFS

ABOUT US AND PRIVACY

Volkswagen Financial Services (UK) Limited ("VWFS") will collect personal data about you ("your information") when you request a quote, from your application, if you contact us (including any email address, Internet Protocol (IP) address or telephone number supplied by your electronic service provider) and if you use our product and services. Personal information we may ask you to provide includes but is not limited to, your name, address, date of birth, payment information and employment, contact and address details.

The privacy and security of your personal information is very important to us so we want to assure you that your information will be properly managed and protected when it's in our hands. Please read this notice carefully as it explains how we and/or selected third parties we work with, collect and use your personal information. You should only give personal information about someone else with their permission as it will form part of your information and may be used in the ways described in this statement.

HOW WE USE YOUR INFORMATION

The data that we collect about you ("your information") will be used by us to:

- verify your information
- comply with legal requirements, including preventing crime
- provide you with our product and notify you about important changes or developments to the features and operation of those products and services
- manage your account, including responding to your enquiries and complaints
- trace and recover debt
- provide you with information about products and services which are similar to those we previously provided to you
- carry out risk management and customer modelling, statistical and trend analysis, with the aim of developing and improving products and services
- carry out corporate finance transactions

We will use your information to perform credit and identify checks on you with one or more credit reference agencies (CRAs) to process your application. When CRAs receive a search from us they will place a search footprint on your credit file that may be seen by other lenders. If you take our product, we may also make periodic searches at CRAs to manage your account and will exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time. To do this, we will supply personal information to CRAs and they will give us details about you. This will include information from your credit application and about your financial situation and financial history (also your information). CRAs will provide us with both public (including the electoral register) and shared credit, financial situation and financial history information and fraud prevention information. CRAs will share your information with other organisations. Your data will also be linked to the data of your financial associates.

HOW WE SHARE YOUR INFORMATION

We may share your information with other Volkswagen AG Group companies for audit, statistical analysis, risk management and product and service development purposes and to comply with legal requirements. We will not disclose your information to anyone else except:

- where the law says we may or must do so
- to credit reference and fraud prevention agencies
- to companies that provide services to us so we can perform activities relating to your contract and/or to enforce any contract we have with you and/or to protect our rights and/or property
- to our franchised retailers to provide you with information about your application and our products and services
- to our advisors, and to investors and their advisors, for corporate finance purposes

If your personal information is stored outside of the UK, we will require your personal information to be protected to UK standards.

MORE INFORMATION

Further information on how your information is used, how we maintain the security of your information, your right to access information we hold on you and details of relevant third party and Volkswagen Group companies for data sharing purposes is in our Privacy Policy which is available:

at our website: www.vwfs.co.uk

by contacting us at DPO@vwfs.co.uk

from the retailer submitting your application for our product if you would like more information before proceeding

You can find more detail about the CRAs and the ways in which they use and share personal information located at: www.experian.co.uk/crain, www.callcredit.co.uk/crain and www.equifax.co.uk/crain.

MARKETING

VWFS would like to send you information about its products and services. If you agree, please tick to say how you would like to be contacted:

E-Mail Telephone call SMS Post

You can change your preferences at any time by updating them online or writing to or calling us. If you do opt out, you may still see some generic, non-personalised advertising when you are using digital channels.

Dealer - Please confirm that the Customer has read the Privacy Statement

Yes No