Data notice - Digital Services Information

This document describes what product data is generated and collected for Volvo's (Volvo Buses Corporation) provisioning of digital services (including related services) and how you as a user can access the product data and related services data. Each digital service is subject to the user entering into a service agreement for the respective digital service. The latest pre-contractual information and the Data Management Agreement ("DMA") is located and will be updated at https://www.volvobuses.com/dma. Where information changes during the agreement period for the digital service, including any changes to the purpose for which the data are to be used from the originally specified purpose, this information will also be published at the previously mentioned location(s).

Data management agreement:
If Volvo and a service recipient have not previously entered into a Data Management Agreement (i.e. the agreement that governs the collection and use of the data generated by the Connected Product and digital services), the earlier of (i) the use of the digital service and (ii) conclusion of a service agreement for the digital service shall conclude the Data Management Agreement (DMA), located at https://www.volvobuses.com/dma. The DMA regulates Volvo's use and sharing of readily available data. If the relevant connected product for the digital services is sold to a third party, the seller is obliged to notify Volvo, enabling Volvo to terminate data collection and discontinue the provision of the digital services for that particular connected product.

Data in scope:
In scope for the sharing obligations under the EU Data Act is data that is product data and related services data that is "raw" or "pre-processed" (raw data is unprocessed, automatically generated data points, while pre-processed data is modified to be understandable and usable for further analysis). The provider of the digital services might also have opted to voluntarily share "inferred or derived data" (refined data due to being the outcome of processing beyond pre-processing). Such voluntary sharing does not waive the service provider's classification of the data as inferred or derived, and the sharing status is at the discretion of the manufacturer and data holder, respectively. Data classified as trade secrets or security-related data might be subject to additional non-disclosure and safeguard measures required to be fulfilled.

"**Product data**" (EU Data Act article 2(15)): "*'product data' means data generated by the use of a connected product that the manufacturer designed to be retrievable, via an electronic communications service, physical connection or on-device access, by a user, data holder or a third party, including, where relevant, the manufacturer;*"

"**Related services data**" (EU Data Act article 2 (16)): "*'related service data' means data representing the digitisation of user actions or of events related to the connected product, recorded intentionally by the user or generated as a by-product of the user's action during the provision of a related service by the provider;*"

Service provider / data holder:
Volvo Bus Corporation - Volvo Bussar Aktiebolag, Gropegårdsgatan 11. SE-405 08 Göteborg Sweden.
Contact: data.act.vbc@volvo.com / https://www.volvobuses.com

Data access and sharing requests
You as a user can access data using the Volvo Connect API Manager. https://volvoconnect.com/ → Administration → API Manager. For getting access to Volvo Connect, contact your local Volvo sales representative or dealer. Requests for third party access to the data over API can be requested by visiting https://dart.volvogroup.com/.

Purpose for data collection:
Volvo collects, uses and shares product data and related services data in order to provide the digital services ("Service Purposes") and also for compliance with applicable law as well as for its own internal and other reasonable business purposes ("Volvo Purposes")[1] as defined in the Data Management Agreement. For Service Purposes Volvo stores the data as long as needed for the provisioning of the services and for Volvo Purposes Volvo may store the data for the entire expected life of the Vehicle/Product type, which could be up to 25 years (e.g. for research and development projects or to solve quality issues).

Service duration:
The service duration and arrangements for terminating the contract are set out in the Volvo Connect Terms https://volvoconnect.com/support/termsofuse and the specific service terms.

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[1](i) conducting Product and Services research and development to enhance, maintain, and develop new Products and Services, (ii) solving quality issues, (iii) performing accident research investigations, (iv) managing warranty, contract, or regulatory compliance surveillance (such as product liability), (v) marketing Products and/or Services, (vi) performing proactive maintenance, (vii) enabling battery monitoring and diagnostics, (viii) updating the Information Systems with accompanying software (including providing over-the-air updates), (ix) the development, training, and monitoring of artificial intelligence systems and machine learning models for the Volvo Purposes, including, without limitation, large language models, predictive analytics, autonomous driving algorithms, and (x) any additional purposes further described in the applicable Privacy Notices and/or relevant Service Descriptions (as applicable).

Right to lodge a complaint

As a user under the EU Data Act you have the right to lodge a compliant to the designated competent supervisory authority if you believe that any provision of Chapter II of the act have been infringed, however please feel free to raise any concerns with us in the first instance.

DIGITAL SERVICES

"**Digital services**" means data-driven services made available by Volvo to you as a user. Digital services are further described in this section.

Service: Position

With Position service you get frequent updates of a vehicle's location. With this information you can see where your entire fleet is and where it has been historically (snail trail). Get ease of mind knowing that your vehicles are where they should be.

Product data	Example of product data obtained as part of provisioning the digital service: • Vehicle position data • Vehicle speed

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Service: Events

Events are what happens onboard the vehicle. By filtering and analysing, you can identify anomalies and see patterns. In combination with the position and driving profile services it is a powerful tool for productivity enhancement.

Product data	Example of product data obtained as part of provisioning the digital service: • Vehicle ID • Vehicle position data • Door status • Odometer • Fuel used

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Service: Reports

Volvo Connect not only offers comprehensive and concise standard reports but also functions for sharing, export and customization. Fuel and energy consumption, environmental parameters and safety-related data are followed up and presented in clear standard reports. For the entire fleet, drivers, for individual vehicles or groups of vehicles. You can also share the reports with colleagues, even externally, or download as a spreadsheet for further analysis.

Product data	Example of product data obtained as part of provisioning the digital service: • Vehicle ID • Fuel consumption • Energy usage • Brake use

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Service: Vehicle Status

With the Vehicle Status service you are instantly notified in Volvo Connect when a warning lights up on the driver's dashboard. This ensures no time is wasted, you can promptly assist your driver and make informed decisions about returning to the depot or continuing the shift, boosting uptime significantly.

Vehicle Status provides all necessary details in one convenient view: time, position, description, and basic vehicle data for each fault code. This complements fault code analysis effectively. Additionally, you receive a map pinpointing where the fault occurred, along with comprehensive vehicle information and assigned services.

Product data	Example of product data obtained as part of provisioning the digital service: - Vehicle ID - Vehicle position data

Service: Driving Profile

Driving Profile service, provides extensive data on how your connected vehicles are driven. It is like a digital black box. It provides a solid base for finding patterns and anomalies in driving performance. But also, to analyse the course of events that have led up to an incident or a technical fault. With Driving Profile, you have a powerful tool to find energy-consuming and hazardous behaviour. It will also help identify parts of your routes where the driver needs to be extra careful. Experience shows that follow-up on driving performance improves comfort and safety, in addition to reducing fuel and energy consumption.

Product data	Example of product data obtained as part of provisioning the digital service: - Vehicle ID - Rpm - Vehicle speed

Service: I-coaching

Volvo I-Coaching instantly provides drivers with feedback on their driving performance, displaying real-time information on revving, idling, braking, accelerating, speeding, and cornering through a display unit mounted on the dashboard. This not only helps improve driving behaviour but also encourages safer driving practices.

Product data	Example of product data obtained as part of provisioning the digital service: - Vehicle ID - Vehicle position data - Number of harsh braking's - Number of harsh accelerations - Number of harsh curving's

Service: Driver Times

With the Driver Times service, it is easy to stay compliant with the EU legislation on driving time and rest periods and the road transport Working Time Directive. After remote download of tachograph data directly to your office, the driving time as well as the remaining time until required break or rest are presented in Volvo Connect.

Product data	Example of product data obtained as part of provisioning the digital service: - Location data from Tachograph - Tachograph Driver Card Number, Date of Birth, Nationality - Driver/Operating behaviour - Speed - Vehicles used - Odometer values - Tachometer worktime - Driver activities

Service: Safety Zones

The Safety Zones service allows users to create low speed zones to increase the safety around sensitive areas such as schools and city centres. Drivers are notified when they enter the zone and the bus automatically adjusts to that set speed (active safety feature).

Product data	Example of product data obtained as part of provisioning the digital service: • Vehicle ID • Vehicle position data • Odometer • Vehicle speed • Speed violation information • Top speed in zone

Service: Coaching Zones

Coaching Zones is a refinement of I-Coaching, Volvo's game-changing service for instant feedback on driving style. For a defined area you can set specific threshold values for the alerts. By monitoring parameters like speed, cornering and braking in a sensitive area, the driver will be encouraged to drive more gently.

Product data	Example of product data obtained as part of provisioning the digital service:
	
	• Vehicle ID
	• Vehicle position data
	• Odometer
	• Vehicle speed
	• Coaching trigger threshold violation information
	    o Speed
	    o Harsh acceleration
	    o Harsh braking
	    o Harsh curving
	    o Idling

Service: Environmental Zones

The Environmental zones contain three different types of zones; Zero Emission Zones, Charge Monitoring Zones and Battery Saving Zones.

The Zero Emission Zones is a special service for full hybrid buses, the S-Charge range. Environmental zones can be specified for buses to run in full electric mode, switching off the diesel engine. After a route analysis, zero emission zoning can help operators contribute to urban planning goals for clean and green cities.

The Charge Monitoring Zones is a special service for full hybrid and full electric buses. You can specify the parameters for sending notifications when the battery level on the bus goes below certain level.

The Battery Saving Zones main purpose is to optimize the use of hybrid vehicles by running on the combustion engine. These zones are ideal for areas with fewer pedestrians or during long uphill drives. The strategy is to conserve electric battery power for later use. This allows for the electric mode to be used in areas where it's most beneficial, such as densely populated or environmentally sensitive regions.

Product data	Example of product data obtained as part of provisioning the digital service: • Vehicle ID • Vehicle position data • Odometer • Vehicle speed • State of charge threshold violation information • Driveline violation information diesel/electric (Hybrids)

Service: Workshop History

With Workshop History you can access all historical service events, and the service line items per visit. Understand the spending on service events based on a timeline through the invoice.

Product data	Example of product data is obtained as part of provisioning the digital service: • Odometer

Service: Workshop Services

Workshop Services gives you instant access to detailed and updated vehicle information and will make the workshop visit shorter. And finding spare parts online makes planning and stock-keeping a lot easier.
Maximize your uptime by avoiding breakdowns with real time monitoring

Product data	Example of product data is obtained as part of provisioning the digital service: • Vehicle parameters such as mileage and engine hours

Service: Sygic Navigation

Sygic Navigation is an integrated navigation solution consumed in the Secondary Information Display (SID) in the driver environment. With this you can navigate safely and efficiently by taking into account the measurements and weight of your vehicle, ensuring safe roads for your specific vehicle. With GPS by satellite, you'll never lose navigation due to internet connection. Save time with over-the-air updates of maps, no need for manual loading. Focus on driving and providing the best service to the passengers with a streamlined driver environment. No need for any nomadic devices for the internet or mobile hotspot. Plan and avoid delays with live traffic and weather updates for the route.

Product data	Example of product data is obtained as part of provisioning the digital service: • Connection Timestamp • Location • Crash timestamp and location

Service: Connect APIs

The Connect API services is part of the Volvo Buses Data Access offer where vehicle data is made available for integration in customer- and 3rd party data platforms/systems. Volvo Buses retrieves vehicle data and transmits it to the cloud for customer access. Data is made available through APIs (Application Programming Interface) based on industry standards for seamless integration. By providing cloud access to vehicle data, the need for customer investment in onboard hardware and maintenance is eliminated. The Connect API services provides access to several important operational data parameters. Having a standardized solution, rather than a customized integration, removes complexity and provides benefits in a multi-brand fleet scenario.

• Connect API – Electric
• Connect API – Diesel
• Connect API – ESS Power

Product data	Example of product data and categories obtained as part of provisioning the digital service: Vehicle status • Door status • Total Distance • Total Engine hours • Axle weight Driving data • Speed

	• Ambient temperature
	Positioning
	• Geolocation • Altitude
	Driver
	• Driver ID
	Fuel/Energy
	• Fuel Consumption • Energy Consumtiion • State of Charge (SOC)
	Charging
	• Charging status • Charging time
	For more details on vehicle data, please see the Developer Portal.

RELATED SERVICES

"**Related service(s)**" have a specific meaning under the EU Data act and means digital services that can be linked to the operation of a connected product and that affects the functionality of the Connected Product, for instance by transmitting data or commands to it (e.g. an app to set the heater time for a truck). For related services there is specific information that will be provided for the services, such as details on collection frequency of product data and related services data generation relating to user interactions. Related services are further described in this section.

Service: N/A	
N/A	
Product data	Product data is obtained as part of provisioning the related service: • N/A
Related Services Data	Related services data is generated as part of provisioning the related service: • N/A