

Stichting Volkswagen Car Claim Privacy Policy

Stichting Volkswagen Car Claim respects your right to privacy when you visit one of our Websites, join the Stichting, visit our social media page and/or communicate with us. We have therefore drawn up this Privacy Policy ('Privacy Policy') to inform you about the way Stichting Volkswagen Car Claim ('Stichting', 'we' or 'our') collects, stores, uses and processes personal data which you submit to us.

Read this Privacy Policy carefully before using our services. Don't use our services if you don't agree with this Privacy Policy.

We reserve the right to change this Privacy Policy at all times. We will then inform you by means of an official announcement on our Websites www.stichtingvolkswagencarclaim.com and/or www.derclaim.nl and/or www.volksklagen.com ('Websites' or 'Website') or by means of an email sent to your registered email address. Announced amendments will only take effect after a reasonable period. You can reject the updated Privacy Policy by no longer using our Website. If you have any comments or questions, please contact us at one of the following addresses:

Stichting Volkswagen Car Claim
Röntgenstraat 18
NL-3261 LK Oud-Beijerland
Email: info@stichtingvolkswagencarclaim.com
Chamber of Commerce No.: 64250865

The Stichting Website contains references to third-party websites (e.g. hyperlinks). The Stichting is not responsible for ensuring compliance by these third parties with laws and regulations.

1. What are 'personal data'?

Personal data is understood to mean '*any information relating to an identified or identifiable natural person*' (Article 4(1) of the General Data Protection Regulation (hereafter referred to as 'the GDPR')).

2. Processing personal data

We process personal data. Which of your personal data we process depends on the Websites you visit and whether or not you create an account. An overview of the personal data we process is given below.

If you only visit our Website, we will only process your IP address.

When you create an account on www.derclaim.nl, we will process the following Personal Data:

- name, address, place of residence, country;

- telephone number;
- email address;
- date of birth;
- IP address;
- whether the registrant has a legal expenses insurance policy and, if so, which one; and
- whether the registrant has a lease and, if so, the name of the party with whom the registrant concluded this lease.

The vehicle data that is processed:

- registration number;
- make, model, type, year of manufacture;
- other information that can be obtained from publicly accessible databases;
- the vehicle registration certificate; and
- the vehicle identification number (hereafter referred to as 'VIN').

When you create an account on www.stichtingvolkswagencarclaim.com, we will process the following Personal Data:

- name, address, place of residence, country;
- telephone number;
- email address;
- date of birth;
- IP address;
- legal form;
- term of address;
- whether the registrant has a legal expenses insurance policy and, if so, which one; and
- whether the registrant has a lease and, if so, the name of the party with whom the registrant concluded this lease.

The vehicle data that is processed:

- registration number;
- make, model, type, year of manufacture;
- other information that can be obtained from publicly accessible databases;
- the vehicle registration certificate;
- the name, address, place of residence and country of the seller; and
- the VIN.

When you create an account on www.volksklagen.com, we will process the following Personal Data:

- name, address, place of residence, country;
- telephone number;
- email address;
- date of birth;
- IP address;
- legal form;
- term of address;
- whether the registrant has a lease; and
- if a payment is made with a credit card, only the last four digits will appear on the

financial statement.

The vehicle data that is processed:

- registration number;
- make, model, type, year of manufacture;
- other information that can be obtained from publicly accessible databases;
- the vehicle registration certificate;
- the name, address, place of residence and country of the seller;
- the VIN;
- the purchase amount; and
- the sale amount (if applicable).

The Stichting will only process the Personal Data in accordance with the applicable privacy laws. The Stichting will only use your Personal Data in the manner set out in this Privacy Policy.

3. How do we collect your personal data when you visit our Website?

We make use of cookies to ensure that the Website works properly. Cookies are small text files your browser stores on your computer. We use different types of cookies for different purposes.

- a. functional cookies: cookies that are necessary to make the Website function properly. This includes cookies that are necessary to create an account; and
- b. analytical cookies: cookies that give us insight into the way you use (parts of) the Website, enabling us to improve the Website and to tailor it as much as possible to what you find interesting and important. We use the data obtained via these cookies to study the use of the Website at an aggregate level, not an individual level. We only use third-party cookies to improve the quality and effectiveness of the Website. For instance, we use Google Analytics, which is configured in a privacy-friendly manner. Google Analytics processes the IP addresses on our behalf.

Insofar as required by law, you consent to the use of cookies. Most browsers enable cookies by default. You can set your browser settings in such a way that cookies are disabled or you receive a notification whenever a cookie is sent. However, some functions of the Website or services may not function properly if cookies are disabled.

4. Processing Objectives

The Stichting only collects and processes your personal data for the purposes specified below:

- a. To represent the interests of all affected car owners: your personal data is used to represent the interests of car owners who have suffered damage. Your personal data enables the Stichting to conduct negotiations with Volkswagen c.s. in order to reach an amicable settlement for the car owners who suffered damage as a result of the emissions scandal.
- b. Communication: your personal data is used to communicate with you, to inform you

about things that are important for your account and/or the use of the Website and to handle any complaints. If you create an account on the Website, we will store your Personal Data so that you don't have to re-submit it each time. This processing of personal data is based on consent (Article 6(1)(a) of the GDPR) and/or for the legitimate interests of the Stichting (Article 6(1)(f) of the GDPR).

If the Stichting intends to process the personal data further for a purpose other than the one for which the personal data was collected, we will provide information on this other purpose and any other relevant information before the data is processed further.

5. Grounds for Processing Data

If you decide to create an account, you will authorise us to process your data for specific purposes (Article 6(1)(a) of the GDPR). You can withdraw your consent at all times. Your account will then be removed. Personal data can also be processed on the Website based on a legitimate interest of the Stichting, i.a. to study the use of the Website and to guarantee security (Article 6(1)(f) of the GDPR).

6. Third-party Personal Data Processing

For the purpose of representing the interests of the members of the Stichting and, as far as is required, achieving the objectives which have been set, we can share personal data with our partners (including processors).

The Stichting will not share personal data with third parties until after it has made agreements with these third parties regarding the processing of personal data. If the Stichting engages the services of a processor, it will conclude a processor's agreement with this processor in order to guarantee proper processing.

7. Security

The Stichting takes appropriate organisational and technical security measures to secure your personal data and to prevent its misuse, loss or amendment. We only store your personal data on servers within the EEA. You can obtain a copy of the agreed standard provisions on info@stichtingvolkswagencarclaim.com.

8. Retention Periods

We only store the personal data of the Website visitors for as long as the purposes for which we collect this data makes it necessary. Unless a statutory retention period applies:

- a. IP addresses are stored for no more than one month after the Stichting's objective has been achieved, since IP addresses can be used to identify unique individuals and locations. This is important for identifying the members of the Stichting;
- b. email addresses, user names and passwords are stored for a maximum of six months after the objective has been achieved and the settlement which has been

reached has been fully implemented;

- c. name and address details, date of birth, telephone number and registration number will be stored for a maximum of one month after the objective has been achieved and the settlement which has been reached has been fully implemented.

You can ask the Stichting to delete your personal data at an earlier stage. If the personal data is no longer needed for the purposes for which the Stichting collected or otherwise processed the data, the Stichting will delete the personal data.

Your personal data will be deleted when you deregister with the Stichting. The Stichting is aiming to enable you to remove your own account. You will then be able to remove your account immediately.

9. Your Rights

You can always submit a request to access, amend, rectify, supplement, delete and/or block your personal data if it is factually incorrect or incomplete or if it is processed in breach of a legal regulation.

You can ask us to submit the personal data you have shared with us in a structured and commonly used form so that you can transmit the data to another data controller. You are only entitled to do so if the processing is based on consent as defined by Article 6(1)(a) of the GDPR or Article 9(2)(a) of the GDPR or if the processing is based on the execution of the agreement referred to in Article 6(1)(b) of the GDPR and is carried out by automated means.

You have the right to object to the processing of your personal data at all times. Insofar as your personal data is processed for direct marketing purposes, the Stichting will always comply with your request. As for processing for other purposes, the Stichting will discontinue the processing unless there are compelling and justifiable reasons for the processing that outweigh your interests, rights and freedoms or that are related to the submission, exercise or substantiation of a legal claim.

If you wish to make use of one of the rights referred to in this article, you can contact:

Stichting Volkswagen Car Claim
Röntgenstraat 18
NL-3261 LK Oud-Beijerland
Email addresses: info@stichtingvolkswagencarclaim.com,
info@derclaim.nl, or
info@volksklagen.com

The Stichting will inform you as soon as possible, at least within one month of receiving the request, about the outcome of your request. Depending on the complexity of the request and the number of requests, this period can be extended by a maximum of two months. The Stichting will inform you about such an extension within one month of receiving the request.

If your requests are manifestly unfounded or excessive, largely due to their repetitive nature, the Stichting will charge you a reasonable fee or refuse to comply with your request.

You also have the right to submit a complaint to the Data Protection Authority at all times.

10. Other Provisions

The Stichting is entitled to remove your account without notice at all times. In such an event, the Stichting will not be liable to pay you compensation for the termination of the account.

The Stichting reserves the right to change this Privacy Policy from time to time. It is your responsibility to review the applicable terms and conditions on a regular basis. The most recent revision/review of this Privacy Policy was in May 2018.

If a provision of this Privacy Policy is in conflict with the law, it will be replaced by a provision of a similar scope which reflects the original intention of the provision, this insofar as legally permissible. The other provisions will then remain in full force.