

VOLKSWAGEN

AKTIENGESELLSCHAFT

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Customer Privacy

In connection with the entry into force of the EU-wide General Data Protection Regulation (GDPR), Volkswagen AG has permanently implemented extensive measures to ensure compliance with data protection requirements.

Thus, it is the responsibility of Group Legal Affairs and the Group Data Protection Officer to ensure compliance with the high data protection requirements in close coordination with specialists from Group IT and the data protection management organizations as well as within the specialist departments. In addition to establishing a sustainable data protection organization, a stringent data protection management system was developed and implemented with the aim of ensuring the necessary process security. The principle of "checks and balances" established in the Group, with the allocation of different roles and rights in the processing of data protection-relevant processes, also represents an indispensable prerequisite for reflective and responsible implementation of tasks at a high level.

Particularly, the process for reporting breaches of personal data protection (reporting process) is one component of this data protection management system. This reporting process is also linked to the Volkswagen AG whistleblower system and IT Security within Volkswagen AG. In the course of the implementation of the reporting process, no reportable data breaches subject to notification pursuant to Article 33 GDPR occurred in the processing of personal customer data in the 2020 financial year. Outside the processing of personal customer data, on the other hand, there were notifiable data breaches which were reported to the competent supervisory authority on time.