

VOLKSWAGEN

GROUP OF AMERICA

Volkswagen Group of America Your State Privacy Rights

Depending on where you live, you may have certain rights, subject to legal limitations, regarding the collection, use, and sharing of your personal information. This page describes the rights you may have.

You can submit requests to exercise these rights by visiting privacy.vwgoa.com and following the instructions in the portal, or by calling one of the toll-free numbers below based on how you interact with Volkswagen:

If you are an individual consumer:

- **833-909-1767** for Volkswagen Group of America, Audi of America, Volkswagen Financial Services, Ducati Financial Services and Audi Financial Services
- **833-950-1851** for Volkswagen Drive Easy, Audi Pure Protection, and Ducati Ever Red
- **800-777-6923** for Bentley Motors, Inc.

If you are a California resident and a business representative:

- **833-909-1767** for Volkswagen Group of America, Audi of America, Volkswagen Drive Easy, Audi Pure Protection, and Ducati Ever Red
- **844-987-2272** for Volkswagen Financial Services, Ducati Financial Services, and Audi Financial Services

If you are a California resident and current/prospective/former personnel:

- **844-987-2272** for all current/prospective/former personnel.

Please note that certain rights may be limited where your personal information is subject to certain state or federal laws, such as the Fair Credit Reporting Act (“FCRA”), the federal Gramm-Leach-Bliley Act (“GLBA”), or state law equivalents.

1. Right to Delete

You may have the right to request that we delete personal information about you. We will ask you to provide your personal information in order to verify your identity, match you to our records, and reduce fraud. We may also use third party verification companies to help us verify your identity. If we are unable to find you in our records or match the data you provide with what we have in our records, we will notify you.

If you want to submit a Request to Delete to third parties you have expressly authorized, such as connected car content providers or insurance companies for usage-based insurance, please submit a request directly to the third party. Contact information for connect car content providers is available on the website privacy statements of the brands with which you interact.

2. Right to Correct

You may have the right to request that we correct inaccurate personal information that we maintain about you. We will ask you to provide your personal information in order to verify your identity, match you to our records, and reduce fraud. We may also use third party verification companies to help us verify your identity. If we are unable to find you in our records or match the data you provide with what we have in our records, we will notify you.

Please note that Requests to Correct submitted through the portal will not result in changes to personal information connected to your MyVW, MyAudi, or Volkswagen Financial Services Accounts (where applicable). If you would like to correct personal information related to those accounts, you can do so by logging into your account and following these instructions:

- For myVW, (MY20 or later vehicle), you can log in to the myVW app (or navigate to vw.com and select Login in the upper right-hand corner), log in to your account, navigate to your Profile page, update your personal information, and save the changes.
- For myAudi, you can log in to the myAudi app (or navigate to audiusa.com and select “MyAudi Login” in the banner on the far-right side), log in to your account, navigate to your Profile page, update your personal information, and save the changes.
- For a Volkswagen Financial Services Account, you can log in into your account at vwcredit.com, call (833) 909-1767, or mail us the completed paper request form that is available through the portal.

If you want to submit a Request to Correct to third parties you have expressly authorized, such as connected car content providers or insurance companies for usage-based insurance, please submit a request directly to the third party. Contact information for connect car content providers is available on the website privacy statements of the brands with which you interact.

3. **Right to Know**

You may have the right to request that we disclose personal information that we have about you. You can request either or both of the following types of reports:

- **Categories Report** that provides you with the categories of personal information we have about you and details about how we use and disclose it.
- **Specific Pieces Report** that provides you with the specific pieces of personal information that we have about you.

We will ask you for your personal information in order to verify your identity, match you to our records, and reduce fraud. We may also use third party verification companies to help us verify your identity. For a Request to Know seeking a Specific Pieces Report, we may also ask you to provide a signed declaration, under penalty of perjury, that you are the person whose personal information is the subject of the request. If we are unable to find you in our records or match the data you provide with what we have in our records, we will notify you.

You can submit a Request to Know twice in a 12-month period and the report will be provided free of charge.

4. **Right to Opt-Out of Sale/Sharing/Targeted Advertising**

We do not “sell” or “share” for targeted advertising the personal information of personnel or business contacts. Individual consumers may have the right to opt-out of the personal information “selling” or “sharing” for targeted advertising purposes. We will ask you for your personal information in order to execute the request.

In order to fully exercise the Right to Opt-Out of Sale/Sharing/Targeted Advertising, individual consumers must undertake **both** of the following steps:

- Submitting an Opt-Out of Sale/Sharing/Targeted Advertising request through the privacy.vwgoa.com portal or by calling the appropriate toll-free number above; AND
- If you interact with our website(s) that use cookies or other tracking technologies, disabling sale/sharing/targeted advertising in the applicable website Preference Center (which you can reach by clicking the “Do Not Sell/Share My Personal Information” link at the bottom of such websites).

5. Use of Authorized Agent

If you are making any of the requests above as an authorized agent, we will require written authorization from the consumer. Additionally, we will seek to verify the consumer’s identify in the manners stated above (depending on the request type). To make a request as an authorized agent please call 844-987-2272.

6. Additional Information

We will maintain records of requests that are made which include the date of request, the nature of request, the manner in which the request was made, the date of our response, the nature of our response, and the basis for any denial of the request if it is denied in whole or part.

You are not required to create an online account with us in order to exercise your rights. However, for your convenience, we may offer you the option to create an account, so you may more easily exercise your rights in the future.

If we deny your rights request, you may have the right to appeal. To submit an appeal, you may contact us at 844-987-2272.

7. Non-Discrimination

In accordance with applicable law, we will not discriminate against you for exercising your privacy rights.