



Mercedes pay

Privacy Statement

We at Mercedes pay GmbH (“We”) take the protection of your personal data seriously. Protecting your privacy is important to us and is something we take into account in our business processes. We process your personal data on the basis of local applicable data protection law, and as we are based within the European Union, the General Data Protection Regulation ("GDPR"). In this Privacy Statement we would like to inform you about how we process your personal data and your rights in respect to this. In particular this Privacy Statement will inform you about:

- Who is responsible for processing your personal data and how you can reach our data protection officer
- Which categories of your personal data we process
- For which purposes we process your personal data and what legal permission we have for this
- How can we contact you
- Your obligation to provide your personal data and what happens if you do not provide it
- To which recipients and/or categories of recipients and recipients we transfer your data
- If we transfer personal data to authorities
- How long do we store your personal data for
- What rights concerning your personal data you have under data protection law
- How this Privacy Statement can be changed

The terms used in the following such as e.g. “controller” have the meaning as defined in GDPR, Art. 4.

Who is responsible for processing your personal data and how can you reach our data protection officer?

The data controller for the data processing is:

Mercedes pay GmbH

Siemensstrasse 7

70469 Stuttgart

Germany

E-mail address: data_mercedespay@mercedes-benz.com

You can contact our Data Protection Officer at:
Group Data Protection Officer Mercedes-Benz Group AG
HPC W079
70546 Stuttgart
Germany
E-mail address: data.protection@mercedes-benz.com (Subject: Mercedes pay GmbH)

Which categories of your personal data do we process?

We use a customer identification number ("CIAM-ID") provided by the relevant Mercedes-Benz webshop or service provider.

We also process, depending on the payment method, information relating to the payment card namely, the name of the payment card owner, the expiry date of the payment card and the payment card number all of which entered by you during the checkout process. This information is processed and stored in compliance with the *Payment Card Industry Data Security Standards* (PCI DSS).

If you choose a bank-based payment, we will process your bank account number and bank identification number for payment purposes, which entered by you during the checkout process.

For which purposes do we process your personal data and which legal permission do we have for this?

We process the personal data indicated above in order to provide you with the "One-Click Checkout-Service". If you choose to use this service, you will not have to enter your payment data again when making payments on webshops and services connected to this service.

If you store your personal data as part of recurring payment obligations, thus the legal basis is the performance of a contract with you as the data subject, Art. 6 (1) (b) GDPR.

If you do not store the personal data as part of a recurrent payment obligation, we need your consent to store the personal data permanently and make it available when needed. The legal basis is your consent in accordance with Art. 6 (1) (a) GDPR.

If you choose to activate the payment data stored for "One-Click Checkout-Service" in your vehicle (Mercedes pay for in-car payment), we will use your customer identification number (CIAM ID) and vehicle identification number (VIN) to generate a new identification number for the multimedia system in your vehicle to enable the authentication of transactions in the vehicle. We process your CIAM-ID and VIN exclusively for the creation of a new identification number and do not pass this data on to third parties. At no stage do we store or process your biometric data. Without the processing of the data, we will not be able to provide you with the one-click checkout service for in-car payment.

If you decide to use this service in your car and open the Mercedes pay+ app to save your credit card, we will check with your card-issuing bank in advance whether it supports Mercedes pay+. For this purpose, it is necessary that we transmit the card holder name, the card number and the expiry date to the respective credit card scheme. You will then be informed via the Mercedes pay+ app whether the use is supported by your card-issuing bank. This request to the issuer bank is a pre-contractual measure and is necessary in order to be able to offer you the in-car payment service. The transfer of your personal data is justified in accordance with Art. 6 (1) (b) GDPR.

How can we contact you?

In order to be able to use the one-click check-out service, we do not process your e-mail address and/or your mobile phone number (hereinafter referred to as "contact details"). These contact details will only be processed by Mercedes-Benz AG as part of the creation of your Mercedes-me-ID user account. However, circumstances may arise that require us to contact you. With the help of your CIAM ID stored with us, we will write to you via the contact details stored with Mercedes-Benz AG. Circumstances that require us to contact us may include, for example, updating our privacy statement or notification obligations in the event of an unexpected data breach incident.

The contact details will only be processed for the purpose of sending our communication and will not be stored permanently by us. Your contact data will only be processed if this safeguards our legitimate interest and does not outweigh your interests or fundamental rights and freedoms (Art. 6 (1) (f) GDPR) or we have to contact you due to legal obligations (Art. 6 (1) (c) GDPR).

Are you obligated to provide your personal data and what happens if you do not provide it?

The provision of the above-mentioned personal data by you is necessary for us to provide you with the One-Click Checkout-Service and other related services ("Services"). If you decide not to provide these data, you will be unable to use the Service. You can, of course, continue to make the payment and finish the checkout process without using the Service.

To which recipients and/or categories of recipients do we transfer your personal data?

In order to enable the actual payment, we transmit your data, in compliance with the Payment Card Industry Data Security Standards (PCI DSS), to the Payment Service Provider (PSP) chosen by the merchant. All relevant PSPs are located in the European Union and are bound to us by data processing agreements pursuant to Art. 28 GDPR.

We also use IT service providers who can access personal data. They act as processor and are subject to the requirements of Art. 28 GDPR.

For the purpose of ensuring legal requirements, we may be audited by the internal audit department of Mercedes-Benz Group AG or accredited certification bodies. Access to your personal data is prohibited within the framework of Art. 6 (1) (f) GDPR.

In some countries, we are required by law to appoint a local representative. In the event that you contact our local representative, they will process your personal data. In order to process your request, it may be necessary for us to provide personal data to the local representative. This processing is regulated by Art. 6 (1) (c) GDPR.

Some of the relevant PSPs and service providers may use sub-processors outside the European Union.

Within the circumstances in which it is necessary in this context, if your personal data is transferred outside of the Europe Union, an adequate level of data protection is ensured by the agreement of the Standard Contractual Clauses for processor and sub-processors (according to the Commission Decision 2021/914/EU). You can obtain a copy of the Standard Contractual Clauses here: https://eur-lex.europa.eu/eli/dec_impl/2021/914/oj?locale=en

As a data subject outside of the European Union, your personal data may be transmitted to the European Union or another country for processing and storage. Where your personal data is transferred cross-border, such transfers shall be undertaken in compliance with local applicable law with an adequate level of protection ensured at all times.

If you would like further information about the third parties processing your personal data on our behalf, please contact us using the details under the “Contact Us” section.

What personal data do we transmit to authorities?

As a matter of principle, personal data is not transmitted to authorities.

In accordance with Art. 6 (1) (c) GDPR, however, is legally obliged to provide certain authorities with information on request about which of your data we process. These authorities can be, for example, law enforcement authorities, authorities that are subject to administrative fines or a tax authority. As part of our legal obligations, we also provide personal data to other Mercedes-Benz entities if this is legally justified.

How long do we store your personal data?

We will store your personal data during the term agreement on the One-Click Checkout-Service. That means, your personal data is stored until the One-Click Checkout-Service is deactivated. You can deactivate the service by removing it from your Mercedes-Benz customer profile at any time.

Which rights concerning your personal do you have under data protection law?

You have the following rights in connection with the processing of your personal data which, however, might be limited or vary under the applicable national data protection law:

1. General Rights

- You have the **right to information** about the personal data stored by us. This means that you have the right to obtain from us confirmation as to whether or not personal data concerning you is processed, and, where that is the case, to request access to that personal data. The access includes – inter alia – the purposes of the processing, the categories of personal data concerned, and the recipients or categories of recipients to whom the personal data have been or will be disclosed. However, this is not an absolute right and the interests of other individuals may restrict your right of access.
- You have the right to obtain a copy of the personal data stored and processed by us. For copies requested by you, we may charge a reasonable fee based on administrative costs.
- You have the right to have incorrect personal data **corrected**. This means that you have the right to obtain from us the rectification of inaccurate personal data concerning you.
- You have the right to have your personal data **erased**. This means that under certain circumstances, you may have the right to obtain from us the erasure of personal data concerning you and we may be obliged to erase such personal data.
- You have the right to request a **restriction on the processing** of your personal data.
- Under certain circumstances, you may have the right to receive the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format (**data portability**).
- You also have the right to lodge a **complaint** with the competent data protection supervisory authority in the country of your habitual residence, of an alleged infringement of the applicable data protection law/regulation.

2. Right to object

Based on local applicable law, you have the right to object, on grounds relating to your particular situation, at any time to the processing of your personal data, if that processing is based on a legitimate interest of ours, which includes profiling.

If personal data are processed for direct marketing purposes, you have the right to object at any time to processing of your personal data for such marketing purposes, which includes profiling to the extent that it is related to such direct marketing.

Contact Us

To exercise the above-mentioned rights, please contact us at:

Mercedes pay GmbH

Siemensstrasse 7

70469 Stuttgart

Germany

E-mail address: data_mercedespay@mercedes-benz.com

Can this Privacy Statement be changed?

This Privacy Statement may be updated from time to time to reflect the implementation of new technologies or the introduction of new services. We reserve the right to change or supplement this Privacy Statement at any time. We will publish the changes in your Mercedes-Benz customer profile.

Version 2.0. - 04/2025

