



Mercedes pay



Privacy Statement

This Privacy Statement ("Statement") explains our collection practices when you use Mercedes pay to process payments on our platform through a website or mobile application.

Collection and Use of Personal Information

We collect directly from you the name of the credit card owner, expiration date of the credit card, and that credit card number in compliance with PCI DSS during the checkout process on the Webshop. We use an identification number provided by the Webshop to identify you. We collect this information in order to process payments made via the Webshop or Mercedes Me Portal.

If you choose to participate in "One-Click-Checkout-Service," the data we collect will be saved so that you do not have to enter your payment data again when making payments on other Webshops connected to this service. The data is saved and handled at your request by/at Mercedes pay USA LLC for processing future payments. The collection of this data is necessary in order to provide you with One-Click-Checkout-Service. You can decide not to participate in this feature,, continue to make your payment and finish the checkout manually on the Webshop without using the One-Click-Checkout-Service. You can disable this service at any time under "My Account" on the Mercedes Me Portal of Mercedes-Benz USA LLC and manage the saved data there.

Sharing of personal information

We share information we collect with our Payment Service Providers (PSPs) chosen by the Webshop, in compliance with PCI DSS for enabling the actual payment.. We pass on the payment information you provide to the relevant PSPs and do not retain or store that information locally. Relevant PSPs and their service providers may be located outside of the U.S., and are required to utilize industry standard security practices. As part of a global company, we may share your information amongst our Mercedes-Benz affiliated companies and businesses or service providers which may be located outside your home country in order to provide you with the highest quality of products and services.

Retention of Personal Information

The information you provide will be retained during the term of the agreement for the One-Click-Checkout-Service. Personal data will be stored until the One-Click-Checkout-Service is deactivated. You can deactivate the service on the Mercedes Me portal of Mercedes-Benz USA LLC. Information that is processed through Mercedes other than through the One-Click-Checkout-Service will not be stored or retained.

Security of Information

We use industry standard means to protect our websites and safeguard your information. These safeguards are designed to provide a level of security appropriate for the risk associated with the type of information to be safeguarded. Please be aware that no database, website, or digital application is guaranteed to be completely secure. Additionally, the security of your information also depends on the security of the devices and the internet service provider network used to access our online tools and services. We encourage you to use caution in transmitting personally identifiable information and when using the internet.

The data controller for the data processing described in this Statement is Mercedes pay USA LLC.

For questions about this Statement you may contact us C/O Mercedes-Benz Financial Services at:
Mercedes pay USA LLC

C/O OGC
35555 W. 12 Mile Rd. Suite 100
Farmington Hills
Michigan 48331
USA

California Residents

As a California resident, you have certain rights when it comes to your personal information. This includes the right to request that a business disclose the personal information it collects, uses, shares, and sells. We do not sell your personal information. We collect the following categories of consumer information:

Identification and Payment Information

This information is collected when you provide it to us or use our Webshop. This information is collected for the business purposes of identifying you, and to provide you with a product or service relative to our transaction with you. This information may be shared with affiliates and service providers to fulfill our legal requirements and our contractual obligations with you.

Internet or other Similar Network Activity

This information is collected when you visit our WebShop to view items or make purchases. This information is collected for the business purposes of identifying you and to provide you with a product or service relative to our business transaction with you. This information may be shared with affiliates and service providers in order to fulfill our legal requirements and our contractual obligations with you.

Agent/Telephone voice recordings

This information is collected when you contact our customer care center, for the purposes of identifying and servicing your transaction and to provide you with a product or service in relation to our business transaction with you. This information may be shared with affiliates and service providers in order to fulfill our legal requirements and contractual obligations with you.

Retention

Transaction information for one time payments will be saved until the transaction is approved or declined, up to a maximum of 72 hours after each attempted transaction. "One-Click-Checkout-Service" transaction data will be saved until deleted by you or retained no later than 13 months after the expiration of the card data entered.

We do not sell the information of our consumers and only share it for the business purposes outlined above. Your rights include the ability to submit to us a verified consumer request for:

- The categories of personal information we collect about you
- The categories of sources from which your personal information is collected

- The business purpose for the collection of your personal information
- The categories of third parties with whom we share your personal information
- The specific pieces of personal information that we collect about you (collectively, the above constitutes your "Right to Know"), or
- Deletion of your personal information, subject to certain exemptions.

Our practices with regard to your information are disclosed to you in this Statement, as well as any other point your personal information is collected and can be referred to on our website.

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

Mercedes pay USA LLC

C/O OGC

35555 W. 12 Mile Rd., Suite 100

Farmington Hills

Michigan 48331

USA

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

In order to process your request, we require that you submit certain information verifying your identity. This verified consumer request includes providing us with your name, address, e-mail, telephone number, and identifying your consumer relationship with us. Upon submitting a request, we will verify your identity information amongst our business records and send you a response. We will process your request within 45 days. If we need additional time to process your request, we will provide you notice of this within the original 45-day period, and respond within 90 days of receipt of your request. If we are unable to verify you amongst our records, we will contact you. You have the right to make these requests and not receive discriminatory treatment for the exercise of the privacy rights conferred to you by the California Consumer Privacy Act. Authorized agents acting as an attorney, pursuant to power of attorney, or with authorization pursuant to the California Probate Code may submit proof of their authorization with their request.

Changes to this Privacy Statement

Our business and the laws that regulate us change from time to time, and we therefore reserve the right to change this Statement. If we make a change to this Statement, we will post the revised version with the effective date. Any information that we collect will be used consistently with the privacy statement in effect at the time of use.

This Statement is effective as of OCTOBER, 17 2023