

Porsche Assistance

Mobility Service for vehicles sold in Andorra, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Turkey, Ukraine and registered in in one of the countries listed under Section 2.4

1. What to do in a monitoring emergency

Please call the Porsche Assistance hotline immediately if you require assistance and, if possible, have your contact number and the following information to hand:

Vehicle data

- Type, model and vehicle identification number (VIN) – this can be found in the vehicle or in the vehicle registration documents
- Your Porsche ID (if available)
- Mileage and registration number
- Name of your Porsche Partner (Porsche Partner who delivered the vehicle or with whom your Porsche Approved Warranty was concluded)
- Date on which you took delivery of your Porsche

Details of damage

- Type of damage and a description of how it occurred
- Current location of the vehicle
- Telephone number at which you can be reached

Please do not take any decisions without prior consultation with Porsche Assistance, as any costs incurred as a result of this cannot be borne.

Please go to Section 6. for emergency numbers

2. General conditions

Porsche Assistance comes into effect whenever you require assistance when on the road with the vehicle – anytime and virtually anywhere in Europe (For more details about the areas of service, please go to Section 2.4.)

If you need help, Porsche Assistance takes care of the organization and cost of the services listed, provided that the following conditions are met. Please note that no cash payments can be made for services not used.

2.1. Material scope

Porsche Assistance applies all standard production Porsche vehicles that have been:

- Registered in one of the countries listed under Section 2.4 and
- Sold in one of the following countries: Andorra, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia,

Finland, France, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Turkey, Ukraine

2.2. Personal scope

In addition to the vehicle owner, the Porsche Assistance applies to all authorised drivers and passengers up to the maximum permissible number of occupants. Hitchhikers are not included.

2.3. Duration of Porsche Assistance

2.3.1. New vehicles

Roadside assistance for new vehicles is provided for the duration of the Porsche New Vehicle Defect Warranty beginning with the Warranty Commencement Date. If the vehicle is sold within the specified period, Porsche Assistance is bound to the vehicle. If the vehicle is sold within the specified period, Porsche Assistance is automatically transferred together with the vehicle to the new vehicle owner.

2.3.2. Vehicles with Porsche Approved Warranty

Porsche Assistance for vehicles with Porsche Approved warranty is valid for the period specified in the warranty certificate. Porsche Assistance is bound to the vehicle. If the vehicle is sold to the end user within the specified period (see Conditions of Porsche Approved warranty), Porsche Assistance is transferred to the new vehicle owner.

2.4. Area of service

Porsche Assistance applies for motoring emergencies that occur in the following countries and regions: Albania, Andorra, Austria, Balearic Islands, Belgium, Bosnia and Herzegovina, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (metropolitan), Germany, Gibraltar, Greece, Guernsey, Hungary, Iceland, Isle of Man, Ireland, Italy (incl. Sardinia and Sicily), Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, North Macedonia, Madeira, Malta, Moldova, Monaco, Montenegro, Netherlands, Northern Cyprus, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, Vatican City. In outermost regions and overseas countries and areas of the EU and Great Britain as well as Svalbard, no service can be provided unless otherwise declared. The warranty does not apply if it would expose Porsche or the

respective service provided to sanctions, prohibitions or restrictions under United Nations resolutions or trade or economic sanctions, law or regulations of the European Union or the United States of America. You can look up the list of currently sanctioned countries where services can not be provided under the following link: <https://www.europ-assistance.de/rechtliches/internationale-sanktionen>.

Please note that mobility services can only be provided subject to local availability and circumstances.

2.5. Motoring emergencies

Porsche Assistance becomes effective in the event of a monitoring emergency or theft.

If you are able to reach your Porsche partner or another Porsche partner yourself after an incident less than 50 km by road from the policy holder's place of residence (without making use of Porsche Assistance), or if the vehicle is already at your or another Porsche partner's premises, Porsche Assistance will help you to organize further services free of charge. The services themselves are, however, subject to a charge which is not covered by Porsche Assistance.

If the incident occurs more than 50 km by road from the beneficiary's place of residence, and you reach a Porsche partner other than your Porsche partner under the vehicles own power, and it is not possible to continue the journey, Porsche Assistance will organise further services (page 10, 'Secondary services') and bear the costs of these.

Porsche Assistance does not become effective in the event of:

- Defects on a trailer
- The general recall of products
- Regular services or other maintenance work
- Inspections
- Installation of accessories
- Fire (not due to vehicle components)
- Defects resulting from excessive or inappropriate use of the vehicle

Porsche Assistance also does not come into effect in the following situations:

- Incidents due to force majeure, war, strikes, confiscation, bans or constraint from government authorities, explosions of objects and nuclear or radioactive impacts
- Damage resulting from participation in motorsport events that involve achieving a maximum speed. This also applies to accompanying practice drives. Exceptions are events organised by Porsche
- Damage due to trailer or payload defects
- Damage due to the vehicle being driven by an unauthorised driver
- Damage resulting from a replacement part or accessory which has been fitted to the vehicle, but which is not approved by Porsche
- Incidents resulting from failure to carry out the required maintenance work

3. Scope of service

Primary Services

3.1. Breakdown and accident assistance

If you are unable to set out on or continue a journey within the areas of service in the vehicle due to a motoring emergency (see 2.5 'Motoring emergencies'), Porsche Assistance will arrange for a service provider to restore the vehicle to working order at the location of the incident and will bear the costs including any minor spare parts required.

We are also happy to help if the problem is your fault – locking the key inside the vehicle, for instance. This service will be provided whenever a repair is possible and is not prejudicial to the warranty (e.g. jump start).

Roadside assistance will only be provided on public highways or at the beneficiary's home address. If necessary, services can also be provided away from the road, as long as access is possible and legally permitted.

3.2. Recovery and towing costs

If you cannot set out on or continue a journey in the vehicle due to a motoring emergency (see 2.5 'Motoring emergencies'), and if the vehicle cannot be restored to working order at the location of the incident, Porsche Assistance will have the vehicle towed to the nearest Porsche Centre or alternatively to the Porsche Centre you have designated and will bear the costs incurred.

If the vehicle needs to be recovered before towing, Porsche Assistance will arrange for this, including any trailer and cargo (excluding commercially transported goods) and will bear the costs incurred.

For Porsche electric vehicles, the following also applies: If the high-voltage battery is discharged, we will tow the vehicle to the nearest suitable charging station and will cover the resulting towing costs. If the charging hardware is faulty and the high-voltage battery is discharged, in addition to towing the vehicle to a suitable functioning charging station, Porsche Assistance will cover the costs of a taxi or public transport to your destination, up to a maximum of € 300 incl. VAT. per case.

Secondary Services

3.3. Replacement vehicle

If the vehicle is no longer roadworthy after a motoring emergency (see 2.5 'Motoring emergencies') and cannot be restored to working order at the incident location or at the Porsche Centre, Porsche Assistance will arrange for a replacement vehicle, for which it will bear the costs for the duration of the required repair for up to a maximum of five working days. You must pay for fuel and any other charges yourself (Exception Porsche electric vehicles: you are

provided with a substitute vehicle with a combustion engine, Porsche Assistance will assume the resulting additional charges and fuel costs up to a maximum of € 200 incl. VAT. Costs will be reimbursed only on submission of original receipts). Please note that the provision of replacement vehicles is subject to local availability. The rental terms of the vehicle rental company shall apply. Please also note that a credit card must usually be presented in order to hire a replacement vehicle. If necessary, taxi costs for collecting and returning the replacement vehicle, or costs for the delivery and collection of the replacement vehicle, will be assumed up to a total of € 300 incl. VAT per case. If accommodation is required for an extra night, Porsche Assistance will also take care of the accommodation costs for all persons included in the personal scope of the warranty for one night in a hotel of 4-star or 5-star category (incl. breakfast).

If, when travelling abroad, it is not possible to return to the beneficiary's place of residence with the substitute vehicle provided, Porsche Assistance will organise the return journey to the hometown for all occupants by rail (1st class) or air (if journey time >6 hours), and will take care of the resulting costs.

Secondary Services (alternatively)

3.4. Onward journey or journey home

If the vehicle cannot be restored to working order on the same day or the following day after a motoring emergency (see 2.5 'Motoring emergencies') more than 50 km by road from the beneficiary's place of residence, Porsche Assistance will take care of the following expenses:

- Onward travel for all vehicle occupants from the incident location to either the destination or the beneficiary's place of residence
- Travel for all passengers from the destination back to the incident location to collect the repaired vehicle
- Return travel for all passengers from the destination to the beneficiary's place of residence in cases where the vehicle is still being repaired

The cost of continuing the journey or the journey home shall be refunded:

- To the amount of first-class train tickets
- For an economy class flight, if the travel time by train exceeds six hours

Costs can only be reimbursed upon presentation of the original receipts. In addition, Porsche Assistance will pay the cost of a taxi to the nearest railway station / airport up to a maximum of € 300 incl. VAT. per case.

3.5. Cost of overnight accommodation

If the vehicle cannot be restored to working order on the same day after a motoring emergency (see 2.5 'Motoring emergencies') more than 50 km by road from the beneficiary's place of residence, Porsche Assistance will bear the cost of overnight

accommodation for the period of the necessary repairs for up to a maximum of three nights in a hotel of the 4-star or 5-star category. Furthermore, Porsche Assistance will cover the cost of a taxi or other means of public transport to the hotel up to a maximum of € 300 incl. VAT. per case.

Additional Services

3.6. Collection / repatriation of the repaired vehicle

If the vehicle could not be restored to working order on the same day after a motoring emergency (see 2.5 'Motoring emergencies'), and if you have already left the incident location before repairs were complete, Porsche Assistance will take care of the cost of:

- Delivery of the repaired vehicle to the destination or hometown, or
- Return journey for one person to the incident location to collect the repaired vehicle.

The return journey to collect the repaired vehicle takes place by taxi or, in the case of longer journey times, costs are reimbursed:

- To the amount of a first-class train ticket
- For an economy class flight, if the travel time by train exceeds six hours

Costs can only be reimbursed upon presentation of the original receipts.

3.7. Repatriation of the unrepaired vehicle

If the vehicle cannot be restored to working order at the incident location or in the surrounding area within three working days after a motoring emergency (see 2.5 'Motoring emergencies') more than 50 km by road from the beneficiary's place of residence, Porsche Assistance will cover the cost of:

- Transporting the vehicle to a Porsche Centre close to your place of residence or
- Transporting the vehicle to the beneficiary's chosen destination (if repairs are possible there and the cost will not exceed the cost of transporting the vehicle to the beneficiary's place of residence).

3.8. Shipment of spare parts abroad

If the spare parts needed to restore the vehicle to working order cannot be purchased at the incident location abroad after a motoring emergency (page 7, 'Motoring emergencies'), Porsche Assistance will arrange for the provision and customs formalities as quickly as possible and will also pay the relevant shipping costs. Customs duties and the actual cost of the spare parts themselves will not be borne.

3.9. Car key services

If the journey can not be started or continued due to the loss of car keys, Porsche Assistance will arrange for the location of replacement keys.

This service covers the cost of dispatching the keys but does not cover the cost of the replacement keys themselves.

4. Privacy Policy

Porsche Assistance

We, the Dr. Ing. h.c.F. Porsche AG (herein- after referred to as 'we' or 'Porsche AG'), appreciate your interest in our products and services. We take the protection of your personal data very seriously. Your personal data is processed exclusively within the framework of the statutory provisions of data protection law, in particular the General Data Protection Regulation (hereinafter 'GDPR'). With this privacy policy, we inform you about the processing of your personal data and about your rights as a data subject within the scope of the pre-contractual, contractual and post-contractual business relationship, in particular the purchase/ vehicle contract and workshop/repair order. For information on the processing of personal data in other areas, please refer to the respective specific privacy policy.

4.1. Controller and data protection officer

Responsible for data processing within the meaning of the data protection laws is:

Dr. Ing. h.c. F. Porsche AG
Porscheplatz 1
70435 Stuttgart
Germany
Phone: +49 (0) 711 911-0
Email: info@porsche.de

If you have any questions or suggestions regarding data protection, please do not hesitate to contact us. You can reach our data protection officer as follows:

Dr. Ing. h.c. F. Porsche AG
Data Protection Officer
Porscheplatz 1
70435 Stuttgart
Germany

Contact: <https://www.porsche.com/privacy-contact/>

With regard to data processing within the framework of Porsche Group's internal administration and joint procedures through centralized systems, we and certain Group Companies of Porsche AG are jointly responsible as joint controllers. The joint processes particularly pertain to the operation and use of jointly used databases, platforms and IT systems. With respect to the joint processes, we and the respective Group Companies jointly determine the purposes and means of processing. In an agreement on joint controllership pursuant to Article 26 GDPR, we and the respective Group Companies have determined how the respective tasks and responsibilities in the processing of personal data are structured and who fulfills which data protection obligations. In particular, it was determined how an appropriate level of security and your rights as a data subject can be ensured, how the information duties under data protection law can be fulfilled jointly and how potential data protection

incidents can be monitored. This also includes ensuring that reporting and notification obligations are fulfilled. Porsche AG is at your disposal as your central contact point. You can also assert your rights with regard to the processing of personal data in joint controllership vis-à-vis any jointly responsible Group Company. In case you contact us, we and the relevant Group Companies will coordinate in accordance with the afore- mentioned agreement pursuant to Article 26 GDPR in order to respond to your inquiry and to guarantee your rights as a data subject.

4.2. Subject of data protection

The subject of data protection is the protection of personal data. This is any information relating to an identified or identifiable natural person (so-called data subject). This includes details such as name, postal address, e-mail address or telephone number, but also other information about your person that arises in the course of your use of the Porsche Assistance Mobility Guarantee such as details regarding the begin, end, and scope of your use.

4.3. Purposes and legal bases of data processing

Below you will find an overview of the purposes and legal basis of data processing.

We process personal data in any case in accordance with the legal requirements, even if in individual cases a different legal basis should be relevant than stated below. The provision of personal data by you may be required by law or contract or may be necessary for the conclusion of a contract. We will inform you separately if you are obliged to provide personal data and what the possible consequences of not doing so would be (e.g. loss of claims or our advice not to provide the requested service without providing certain information).

4.3.1. Fulfilment of contractual and precontractual obligations

We process your personal data if this is necessary for the performance of a contract

to which you are a party or for the performance of pre-contractual measures that take place at your request. The data processing is based on Article 6(1)(b) GDPR. In order to provide you with our mobility services, we process the following data about the vehicle and your mobility guarantee contract:

- Information about the vehicle, such as the vehicle identification number, the vehicle type, the country of delivery and the delivering dealer
- Information about your contract, its scope, period and duration

When you report a claim to Porsche Assistance, we process the aforementioned information for the purpose of processing the claim and providing our mobility service.

For this purpose, Porsche Assistance will also request, process and store the following data from you regarding your report:

- Name and address of the reporting party
- Location of damage
- Reason for reporting the claim (including cause of defect, vehicle condition)
- Mileage of the vehicle
- Number of passengers
- The Porsche Centre that is competent for you
- If the vehicle has to be towed away but the Porsche Centre that is competent for you shall not be targeted: the Porsche Centre to be targeted

If you wish to receive further services, such as a replacement vehicle, we will request the necessary information from you and process it in the same way. Depending on the service requested, this may include, for example, your destination, the existence of certain documents required for the rental of a replacement vehicle, requirements for the replacement vehicle (e.g. automatic transmission, navigation system, trailer coupling, vehicle size, etc.) or, if necessary, further information on your desired further travel itinerary, insofar as this is required for case processing. In doing so, you must provide those personal data that are required for the preparation and implementation of the Porsche Assistance Mobility Guarantee. Without this data, we will not be able to process your request or fulfil the contract. Further details on the purposes of data processing can be found in the respective contract documents for the Porsche Assistance Mobility Guarantee.

4.3.2. Fulfilment of legal obligations

We process your personal data in order to comply with legal obligations to which we are subject. The data processing is based on Article 6(1)(c) GDPR. The obligations may arise, for example, from commercial, tax, money laundering, financial or criminal law. The purposes of the processing result from the respective legal obligation; the processing usually serves the purpose of complying with state control and information obligations.

4.3.3. Safeguarding legitimate interests

We also process your personal data to protect the legitimate interests of us or third parties, unless your interests requiring the protection of your personal data override these interests. The data processing is based on Article 6(1)(f) GDPR. The processing for the protection of legitimate interests is carried out for the following purposes or for the protection of the following interests.

- Further development of products, services and support offerings as well as other measures to control business transactions and processes;
- Improving product quality, eliminating faults and malfunctions by analyzing
- Safeguarding legitimate interests vehicle data and customer feedback, among other things;
- Processing of data in a central prospect and customer care platform as well as upstream and downstream systems for customer loyalty and sales purposes;
- Needs analysis and customer segmentation, e.g. calculation and evaluation of affinities, preferences as well as customer potentials;

- Handling of warranty and goodwill cases, processing of noncontractual enquiries and concerns;
- Risk management and coordination of recall campaigns;
- Support in the use of support services and services of the Porsche Digital Service Infrastructure
- Credit assessment through data exchange with credit agencies (e.g. SCHUFA);
- Ensuring legally compliant actions, prevention of and protection against legal violations (especially criminal offences), assertion of and defense against legal claims, internal and external compliance measures;
- Safeguarding house rights, e.g. by means of video surveillance and other measures for building and facility security within the legally permissible framework;
- Ensuring the availability, operation and security of technical systems as well as technical data management;
- Answering and evaluating contact requests and feedback

4.3.4. Consent

We process your personal data on the basis of corresponding consent. The data processing is based on Article 6(1)(a) GDPR. If you give your consent, it is always for a specific purpose; the purposes of the processing are determined by the content of your declaration of consent. You can revoke your consent at any time without affecting the lawfulness of the processing carried out on the basis of the consent until revocation.

4.3.5. Change of purpose

Where we process your personal data for a purpose other than that for which it was collected, beyond appropriate consent or a compelling legal basis, we will take into account, in accordance with Article 6(4) of the GDPR, the compatibility of the original purpose and the purpose now pursued, the nature of the personal data, the possible consequences for you of further processing and the safeguards for the protection of the personal data.

4.3.6. Profiling

We do not carry out automated decision-making or profiling in accordance with Article 22 GDPR. Profiling is only carried out to protect our legitimate interests as described above or on the basis of your specific consent or another legal basis.

4.4. Sources and categories of data for third-party collection

We also process personal data that we receive from third parties or from publicly accessible sources. Below you will find an overview of the relevant sources and the categories of data obtained from these sources.

- Group companies, Porsche sales companies, dealers and service companies (esp. Porsche

Centres, Porsche Service Centres and Porsche Sales & Marketplace GmbH

- Cooperation partners and service providers: in the case of purchase, repair and financing transactions, we receive creditworthiness data (score) from credit agencies; the data is then collected on the basis of Article 6 (1) (f) of the German Data Protection Act (GDPR) to protect our legitimate interests (see also 3.3); we use data from partners as needed to continuously improve our data quality, for example by checking addresses and the deliverability of emails.

4.5. Recipients of personal data

Within our company, only those persons have access to your personal data who need it for the purposes stated in each case. Your personal data will only be passed on to external recipients if this is permitted by law or we have your consent. Below you will find an overview of the relevant recipients:

- Processors: Group companies or external service providers, for example in the areas of technical infrastructure and maintenance, who are carefully selected and checked. The processors may only use the data in accordance with our instructions.
- Public authorities: Authorities and state institutions, such as tax authorities, public prosecutors or courts, to which we (have to) transfer personal data, e.g. to fulfil legal obligations or to protect legitimate interests.
- Private bodies: Group companies, Porsche sales companies, dealer and service operations, cooperation partners, service providers (not bound by instructions) or commissioned persons such as Porsche Centres and Porsche Service Centres, financing banks, credit agencies or transport service providers.

4.6. Customer and prospect care

In the following, we would like to provide you with further data protection information on the implementation of customer and prospect care at Porsche. The measures serve to ensure customer and interested party-oriented support.

4.6.1. Joint customer and prospect care at Porsche

The measures mentioned under point 3 in the context of customer and prospect support (in particular service and support, implementation of legal requirements, needs analyses, individual support via the desired communication channels) are generally not carried out by the controller alone. Involved in the customer and prospect care are in addition to the Porsche Centre responsible, as part of international support, the respective local importers, Dr. Ing. h.c. F. Porsche AG as manufacturer and its affiliated companies in the areas of financial and mobility services, digital services and lifestyle products.

By using a central platform, we avoid situations where information about your products, contact data and interests would not be available for your respective Porsche contact and where you would therefore have to be referred to another company.

This also applies in the event that the operating entity of your Porsche Center changes. By exchanging and verifying data, we ensure that you receive the best possible service and advice. It goes without saying that only the companies involved that actually need access to your data for operational purposes have such access.

Joint customer and prospect care can lead to joint control in certain cases. For this reason, the companies involved have set out in an agreement pursuant to Article 26 GDPR how the respective tasks and responsibilities for processing personal data are structured and who fulfills which data protection obligations. In particular, it was determined how an appropriate level of security can be achieved and how data subject rights and data protection information obligations can be guaranteed. Your local importer is available to you as a central contact in addition to the other companies involved.

4.6.2. Individual customer and prospect care

Insofar as you have given your voluntary consent to individual customer and prospect care, contact data, support and contract data (e.g. on purchases, leasing or financing), service information as well as data on interests, vehicles and services or products used will be used by the companies involved in joint customer and prospect care to send you personally tailored information and offers on Porsche vehicles, services and other products, invitations to events and surveys on satisfaction and expectations via the desired communication channels.

For the individual design of customer and prospective customer support, we will create a customer profile of you.

The specific data used for this purpose depends on the information collected on the basis of orders and consultations or provided by you (e.g. in the consultation at the Porsche Centre or as part of your activities under your Porsche ID at My Porsche). The data may also originate from orders or purchases that are processed in cooperation with partners (e.g. insurance companies) and from which we then receive the information, if applicable. Insofar as corresponding consents have been granted, other data sources may also be included. This can be data on usage behaviour or vehicle condition in relation to the vehicle data assigned to you (e.g. on your driving behaviour, identification, basic, usage, analysis, environmental and traffic data, as well as location and movement data) or on the use of digital media (e.g. website use). You will receive more information on the merging of the data with the corresponding consent.

In order to offer an inspiring brand and customer care experience with Porsche and to make communication and interaction as personal and relevant as possible, the aforementioned data is used for needs analyses and customer segmentation. On this basis, for example, affinities, preferences and potentials can be determined by the companies involved as part of individual customer and prospect care. Examples of such measures for individualization are classification numbers on your likely product interests and on your satisfaction. The corresponding information and analysis results are stored in your customer profile

and are then available for the individual configuration of customer and prospect care. The personal analysis and individual allocation in a customer profile will only take place if this serves your individual customer and prospect care. Individual customer and prospect care without these measures for optimization and personalization is not offered.

Beyond the individual measures relating to direct communication with you, we will only use the aforementioned data within the framework of general measures of customer and prospect care to carry out general evaluations based on the aggregated data of customers and prospects in order to optimize our offers and systems and align them with overarching interests. Please note that data on usage behaviour or vehicle condition in relation to the vehicles assigned to you or on the use of digital media may also be used for this purpose if you have given the appropriate consent. Please also note that your data may also be evaluated beyond the scope of customer and prospect support; this will then be done on the basis of your specific consent or another legal basis.

When we send emails for individual customer and prospect care, we may use market standard technologies such as tracking pixels or click-through links. This allows us to analyze which or how many emails are delivered, rejected and/or opened. The latter is particularly done by means of tracking pixels. Measuring the opening rate of our emails by means of tracking pixels is not fully possible if you have deactivated the display of images in your email program. In this case, the email will not be displayed to you in full. However, it is still possible for us to track whether an email has been opened if you click on text or graphic links in the email. By using click-through links, we can analyze which links in our emails are clicked on and deduce what interest there is in certain topics. When clicking on the corresponding link, you are guided through our separate analysis server before calling up the target page. Based on the results of the analysis, we can make emails more relevant in the context of individual customer and prospect care, send them in a more targeted manner or prevent them from being sent. The sending of emails and the evaluation of their use will only take place if you have given your voluntary consent to individual customer and prospect care. Individual customer and prospect care without the described evaluation for optimization is not offered.

4.7. Data processing in third countries

If data is transferred to bodies whose registered office or place of data processing is not located in a member state of the European Union, another state party to the Agreement on the European Economic Area or a state for which an adequate level of data protection has been established by a decision of the European Commission, we will ensure prior to the transfer that the transfer of data is either covered by a legal authorisation, guarantees exist for an adequate level of data protection in relation to the transfer of data (e.g. by agreement on contractual guarantees or officially recognised regulations or binding internal data protection regulations at the recipient) or you have given your consent to the transfer of data.

Where the data transfer is based on Article 46, 47 or 49(1), second subparagraph of the GDPR, you may obtain from us a copy of the safeguards for the existence of an adequate level of data protection in relation to the data transfer or an indication of the availability of a copy of the safeguards. Please use the information under point 1 for this purpose.

4.8. Storage period, deletion

We store your personal data, if a legal permission exists for this, only as long as necessary to achieve the purposes pursued or as long as you have not revoked your consent. In the event of an objection to processing, we will delete your personal data unless further processing is still permitted under the statutory provisions. We will also delete your personal data if we are obliged to do so for other legal reasons. Applying these general principles, we usually delete your personal data immediately

- After the legal basis ceases to apply and provided that no other legal basis (e.g. retention periods under commercial and tax law) applies. If the latter applies, we delete the data after the other legal basis ceases to apply;
- If your personal data is no longer required for the purposes pursued by us and no other legal basis (e.g. retention periods under commercial and tax law) applies. If the latter applies, we delete the data after the other legal basis no longer applies;
- If this is no longer necessary for the purpose of preventing unauthorised resale, effectively protecting the selective distribution system and avoiding infringements. This is usually the case after checking for reseller activity.

4.9. Data subjects' rights

Right to access: You have the right to receive information about your personal data stored by us.

Right to rectification and erasure: You can demand that we correct incorrect data and, if the legal requirements are met, delete your data.

Restriction of processing: You can demand that we restrict the processing of your data, provided that the legal requirements are met.

Data portability: If you have provided us with data on the basis of a contract or consent, you may, if the legal requirements are met, demand that the data you have provided us with are handed over in a structured, common and machine-readable format or that we transfer it to another controller.

Objection: You have the right to object at any time to data processing by us based on the safeguarding of legitimate interests for reasons arising from your particular situation. If you make use of your right to object, we will stop processing the data unless we can prove compelling reasons for further processing worthy of protection which outweigh your rights and interests.

Objection to direct marketing: If we process your personal data for the purpose of direct marketing, you have the right to object to our processing of

your data for this purpose at any time. If you exercise your right to object, we will stop processing your data for this purpose.

Revocation of consent: If you have given us your consent to process your personal data, you can revoke it at any time with effect for the future. The legality of the processing of your data until revocation remains unaffected.

Right to lodge a complaint with a supervisory authority: You can also lodge a complaint with the competent supervisory authority if you believe that the processing of your data violates applicable law. You can contact the supervisory authority responsible for your place of residence or your country or the supervisory authority responsible for us.

Your contact with us and the exercise of your rights: Furthermore, you can contact us free of charge if you have questions regarding the processing of your personal data and your rights as a data subject. Please contact us by using the information provided under Section 1. Please make sure that we can definitely identify you. If you revoke your consent, you can alternatively choose the contact method that you used when you gave your consent.

4.10. Third party offers

Services of other providers referred to by us are provided by the respective third parties. We have no influence on the content and function of these third-party services, and we are not responsible for the processing of your personal data by these third-party services.

4.11. Version

The most current version of this privacy policy applies. Version 5 - Status 04.11.2024

5. Contact Information

If you would like to contact us personally, please write to:

Dr. Ing. h.c. F. Porsche AG
Porscheplatz 1
70435 Stuttgart
Germany
E-Mail: contact@porsche.de

Please note:

Porsche Assistance is not liable for damages caused by its contracted service providers. If you need help, please contact the commissioned service provider directly.

Porsche Assistance services are provided by Europ Assistance Services GmbH, Adenauerring 9, 81737 München, the company entrusted by the Porsche Group with operational support, and its affiliated companies or, if required, by subcontractors who provide the relevant services at the local level.

6. Porsche Assistance Emergency Numbers

COUNTRY	EMERGENCY NUMBER FROM HOME COUNTRY	EMERGENCY NUMBER FROM ABROAD
ANDORRA	0805 989 911	+34 910 503 911
BELGIUM	0800 98 911	+32 2 64 95 911
BOSNIA AND HERZEGOVINA	033 211 911	+387 33 211 911
BULGARIA	02 4450 911	+359 2 4450 911
CROATIA	01 78 98 911	+385 1 78 98 911
CYPRUS	77 776 911	+357 77 776 911
CZECH REPUBLIC	800 880 878	+420 227 186 911
DENMARK	802 00 911	+45 70 120 911
ESTONIA	6000 911	+372 6000 911
FINLAND	0981 710 911	+358 981 710 911
FRANCE	0805 989 911	+33 170 489 911
GERMANY	0800 911 00 55	+49 899 27 71059
GREECE	211 10 75 911	+30 211 10 75 911
HUNGARY	068 080 8222	+36 14 584 493
ICELAND	800 0 911	+354 800 0 911
IRELAND	1 800 111 911	+353 91 42 911 0
ITALY	800 129 911	+39 02 5830 6727
LATVIA	67 564 911	+371 67 564 911
LITHUANIA	05 21 997 11	+370 5 21 997 11
LUXEMBOURG	800 40 911	+352 27 302 911
NORTH MACEDONIA	0922 600 911	+38 922 600 911
MALTA	21 222 911	+356 21 222 911
MOLDOVA	0228 24 583	+373 228 24 583
MONACO	0805 989 911	+33 170 489 911
MONTENEGRO	803 00 308	+382 20 438 040
NETHERLANDS	0800 02 05 911	+31 207 546 911
NORWAY	23 503 911	+47 23 503 911
POLAND	00 800 702 911	+48 222 433 911
PORTUGAL	800 210 911	+351 218 389 911
ROMANIA	0 800 672 911	+40 374 543 911
SERBIA	011 27 11 911	+381 11 27 11 911
SLOVAKIA	800 400 911	+421 220 300 911
SLOVENIA	02 3314 911	+386 2 3314 911
SPAIN	900 111 911	+34 910 503 911
SWEDEN	020 1203 911	+46 851 966 911
TURKEY	0533 76 77 243	+90 533 76 77 243
UKRAINE	0 800 600 911	+380 44 5376 911