

DAIMLER TRUCK



DATA SUBJECT ACCESS REQUEST & COMPLAINTS HANDLING

PRIVACY NOTICE

This Privacy Notice explains how we collect and process your personal data when you use our **Data Subject Rights Request Form**.

Who are we?

Daimler Truck Holding AG has several subsidiaries in the United Kingdom. These include Daimler Truck UK Limited, Daimler Buses UK LTD, Daimler Truck Financial Services UK Limited, and eStar Truck and Van Limited who are affiliates under the Daimler Truck Group (“Daimler”, “we”, “us” or “our”).

We are the organisations responsible for deciding how and why your personal data is processed (known as the controller). Depending on which Daimler business your request relates to, the relevant company identified above will act as controller. In certain circumstances Daimler Truck group companies may act as joint controllers for the administration of your request.

Daimler Truck UK Limited	Daimler Buses UK LTD	Daimler Truck Financial Services UK Limited	eStar Truck and Van Limited
Unit 2, G Park, Tongwell Street, Milton Keynes, Buckinghamshire, United Kingdom, MK15 0YS	Ashcroft Way, Cross Point Business Park, Coventry, West Midlands, CV2 2TU	Unit 2 G-Park, Tongwell Street, Milton Keynes, Buckinghamshire, England, MK15 0YS	Unit 3 Alchemy Way, Alchemy Business Park, Knowsley, England, L33 7AQ

What data are we processing about you?

Personal data means any information relating to an identified or identifiable individual.

We may collect and process the following categories of personal data:

- **Identity Data:** first name, last name, title, date of birth, identification documents, home address
- **Contact Data:** email address, telephone number
- **Request Information:** details of your request, correspondence with us and any supporting documents you provide.
- **Verification Information:** information used to verify your identity before responding to your request.

We will only collect data that is necessary for the purposes set out in this notice.

What information do we receive from other sources?

This information may be provided by other Daimler Truck group companies, service providers, business partners or individuals acting on your behalf.

How will your information be used & the legal basis for it:

We process your personal data primarily to comply with our obligations under UK data protection legislation when responding to your request. We may also process limited personal data under our legitimate interests to manage, track, administer and improve our request handling processes.

How we will use your personal information	Our legal basis for processing
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To administer your data subject request and verify your identity.	Legal Obligation: We process your personal data because it is necessary for us to comply with our obligations under UK data protection legislation and to respond to your request. Legitimate Interest: We process your personal data because it is necessary for our legitimate interest in administering and responding to data subject requests while ensuring compliance with data protection requirements.
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Who we share your data with:

Your personal information will be shared only with relevant employees within the Daimler Truck Group as required to deliver the above purposes. If your request relates to information previously shared with a third party which requires their involvement, for example data deletion in a system, then it will be shared only for that limited purpose. We also utilise the One Trust Platform to process these requests. They process information in accordance with their own [privacy notice](#).

International transfers:

We do not routinely transfer your personal data outside the UK or EEA. Where such transfers are necessary, we will ensure appropriate safeguards are implemented in accordance with applicable data protection laws.

Storage period:

We retain records relating to data subject requests for six years after closure to demonstrate compliance with data protection obligations, manage complaints and defend potential legal claims.

Your Identification verification information may be deleted earlier if the matter is resolved.

Your Rights:

You have the following rights under data protection law:

- **Request access to your personal data** ("subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected.
- **Request erasure** of your personal data in certain circumstances.
- **Object to processing** of your personal data which in some cases will not be allowed due to an exception under GDPR.
- **Request the transfer** of your personal data to get a copy of the raw data.
- **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing.
- **Right to withdraw consent**, in circumstances where consent is the lawful basis.

Security Measures:

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, loss, misuse or disclosure.

Automated Decision Making:

We do not use automated decision-making or profiling when administering your data subject request.

CONTACT US:

If you have any questions, suggestions or complaints about the processing of your personal information or wish to contact us to amend/update your marketing preferences, please contact:

**Daimler Truck UK
Legal & Compliance Department**

Unit 2, Tongwell Street, Willen
Milton Keynes
MK15 0YS
Email: dtukdata@daimlertruck.com

Make a complaint:

We encourage you to contact us first so that we can try to resolve your concerns. Should you feel we have not dealt with your request to a standard you expect you also have the right to contact the Information Commissioners Office (ICO). You can find out more on this at <https://ico.org.uk/concerns/>