



WEB EDITION
VOLVO ON CALL



DEAR VOLVO OWNER

Thank you for choosing Volvo On Call.

This document describes the functionality of the system, Volvo On Call. An active subscription is required to operate the system.

The specifications, design features and illustrations contained in this supplement are not bind-

ing. We reserve the right to make modifications without prior notice.

Best regards

Volvo Car Corporation





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VOLVO ON CALL (VOC)





Volvo On Call*

Volvo On Call (VOC) is a supplementary service that you subscribe to as a customer. The subscription consists of safety, security and comfort services.*

The Volvo On Call system (hereinafter called VOC) is linked to the car's SRS and alarm systems. The car has a built-in GSM module for communication between the car and VOC's services. Map (p. 16) shows the countries where the system is available. Contact your Volvo dealer for current information, since the map may change. The subscription's services/offer are dependent on the market. Contact your Volvo dealer for information on which services are applicable in your country.

Availability

Once the remote control key has been removed from the car, the VOC system's functions are available continuously for 5 days and then once per hour during the next 22 days. After 22 days the system will be deactivated until the car is started.

The VOC system uses GPS (Global Positioning System) to locate the car and the car's built-in GSM module to contact the VOC Service Centre.

WARNING

The system only works in areas where VOC's partners have GSM coverage and in the markets where the Volvo On Call service is available.

Just as with mobile phones, atmospheric disturbances or sparse transmitter coverage may lead to connection being impossible, e.g. in sparsely populated areas.

Subscription

A subscription is initiated in connection with the purchase of the car when the VOC system is activated. The subscription has a time limit but can be extended, and validity is market dependent.

Comfort services

- Volvo On Call mobile app (p. 8).
- Remote heater start via SMS (p. 10).

Safety services

- Automatic alarm (p. 11).
- Manual alarm (p. 11).
- Roadside Assistance (p. 12).

Security services

- Theft Notification (p. 13).
- Stolen Vehicle Tracking (p. 13).
- Remote Door Unlock (p. 13).

- Remote Vehicle Immobiliser (p. 13)¹.
- Unauthorised Movement Detection (UMD)* (p. 13)^{2, 3}.

NOTE

All calls with the VOC Service Centre will be recorded.

Information on the Internet

For more information about Volvo On Call, visit www.volvocars.com > Select country > Sales & services > Volvo On Call. There you can find, amongst other things, frequently asked questions and answers.

Using a personal Volvo ID it is possible to log in to the mobile app (p. 8). See the Sensus Infotainment supplement, section Volvo ID, to read about its advantages and how to create a Volvo ID.

Related information

- Overview of Volvo On Call* (p. 6)
- Using Volvo On Call* (p. 6)
- Available Volvo On Call* functions (p. 7)
- Volvo On Call* availability (p. 16)
- Phone number for service centre (p. 17)

¹ Certain markets.

² Only applies to the Netherlands.

³ Does not apply to the V40/V40 Cross Country.



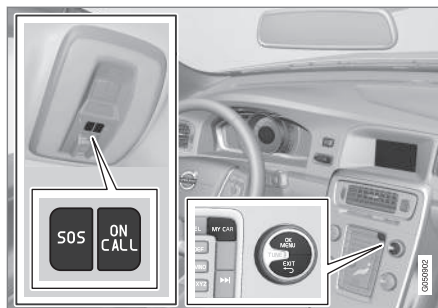
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- PIN code for Volvo On Call* (p. 18)
- Personal data (p. 19)

Overview of Volvo On Call*

Overview of buttons and displays.



Related information

- Using Volvo On Call* (p. 6)
- Menu options with Volvo On Call* (p. 15)
- Volvo On Call* message in the display (p. 15)

Using Volvo On Call*

In the event of an accident where a belt tensioner, airbag or inflatable curtain is activated, a signal is sent automatically to the VOC Service Centre who ensure that help is sent immediately to your location - police, ambulance or other appropriate action.

SOS button - in the event of emergency situations

Press the **SOS** button for 2 seconds to activate the manual alarm service.

Alternatives to the SOS button

In the normal view for **MY CAR**, press **OK/MENU** and select **Settings → Volvo On Call → SOS**.

ON CALL button - in the event of a problem with your car

Press the **ON CALL** button for 2 seconds in order to activate the service, see Available Volvo On Call* functions (p. 7).

Alternatives to the ON CALL button

In the normal view for **MY CAR**, press **OK/MENU** and select **Settings → Volvo On Call → On Call**.

**i NOTE**

The **SOS** button must only be used in the event of accident, illness or an external threat against the car and its passengers. The **SOS** function is only intended for emergency situations. Abuse may lead to supplementary charges.

The **ON CALL** button can be used for all other services, including roadside assistance.

 Cancelling a service

A service that has been started can be stopped within 10 seconds with one press on the **EXIT** button.

 Settings

Possible options and settings in the menu system (p. 15).

- **Key lock** - decide when the **SOS** and **ON CALL** buttons should be activated. The function means that the buttons are only activated if the remote control key is in position **I** or **II**, or if the engine is running.
- **Activate subscription** - Used to start the subscription.
- **Activate service** - Used to activate additional services, e.g. roadside assistance.

 Related information

- Menu options with Volvo On Call* (p. 15)
- Volvo On Call* message in the display (p. 15)
- Overview of Volvo On Call* (p. 6)
- Remote heater start* via SMS (p. 10)
- Alert the service centre manually (p. 12)
- Call roadside assistance (p. 12)
- Unlock the car via the service centre (p. 14)

 Available Volvo On Call* functions

Overview of available VOC functions via the VOC Service Centre and VOC application.

Service	Serv-ice Centre	App ^A
Remote heater start		X
Automatic alarm	X	
Manual alarm	X	
Roadside assistance	X	X
Theft Notification (TN)	X	X
Stolen Vehicle Tracking (SVT)	X	
Remote Door Unlock (RDU)	X	X
Remote Vehicle Immobiliser (RVI) ^B	X	
Remote engine start (ERS) ^{B, C}		X
Locating the car	X	X
The car's instrument panel		X
Driving journal		X

* Option/accessory, for more information, see Introduction.



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Service	Service Centre	App ^A
Vehicle information		X
Battery and charging status ^D	X	X
Set charging for specific times ^D		X
Reminder to plug in the charging cable ^D		X
Preconditioning ^D	X	X

- A Certain functions are not available on all car models.
- B Certain markets.
- C Certain cars with automatic gearbox.
- D Only applies to the V60 PLUG-IN HYBRID.

Related information

- Comfort services with Volvo On Call* (p. 8)
- Safety services with Volvo On Call* (p. 11)
- Security services with Volvo On Call* (p. 13)
- Volvo On Call* mobile app (p. 8)

Comfort services with Volvo On Call*

Comfort services via phone, such as remote heater start* via SMS or communicating with the car via the mobile app.

As a VOC user you have access to a mobile application that enables you to maintain contact with your parked car via an iPhone, Windows Phone or Android phone. You can locate the car, remotely lock the car, remotely start the engine, view information on fuel level, and a lot more besides. Read more about the app (p. 8).

Cars equipped with fuel-driven engine block heater and passenger compartment heater in combination with VOC offer the same setting options for the heater as inside the car using a normal mobile phone. Read more about Remote heater start via SMS (p. 10).

Related information

- Available Volvo On Call* functions (p. 7)

Volvo On Call* mobile app

As a VOC user you have access to a mobile application that enables you to maintain contact with your parked car via phone.

Certain functions are not available on all car models.

The mobile application is continuously updated which may mean that this information does not reflect available functionality. See the section Information on the Internet (p. 5) for referral to where you can read continuously updated information.

The VOC mobile application is available for iPhone, Windows Phones and Android phones. You can download it from the Apple AppStore, Windows Phone Store or Google Play.

A personal Volvo ID is required to use the mobile app and My Volvo web⁴ which is a personal web page for you and your car.

See the Sensus Infotainment supplement, section Volvo ID, to read about its advantages and how to create a Volvo ID.

Locating the car

The position of the car is shown on a map and there is the option to receive directions to the car. There is also a digital compass that points the driver in the right direction. When you are within approx. 100 metres from the

⁴ Certain markets.



car there is the option to activate the car's horn and direction indicators in order to facilitate the search.

The car's instrument panel

This function provides the driver with access to a range of information: fuel level, remaining mileage with existing fuel quantity, average fuel consumption, average speed, and readings from the odometer and trip meter.

Checking the car

The mobile app carries out a "health check" of the car and shows information on bulbs, brake fluid, coolant and oil level.

Driving journal

Detailed information on each journey during the last 40 days can be downloaded and saved. There is also the option to export all or selected journeys from the mobile application in spreadsheet format and send this to an email address. Suitable for travel on official business, for example.

There is the option to deactivate the driving journal. In which case the car does not send any log information after each completed journey.

Vehicle information

Basic data about the car such as model, registration number and VIN number are easily accessible.

Anti-theft warning

If the car alarm is activated the driver is advised of this via the mobile.

Remote locking of doors

Status for all doors and windows is shown. The driver can lock and unlock the car. For security reasons the password for the application is always required to remotely unlock the car.

Remote heater start

If the car is equipped with a parking heater then it can be started immediately or programmed to start at two different time points within 24 hours.

Remote engine start (ERS)⁵

Remote start (ERS – Engine Remote Start) means that the car's engine can be started remotely in order to warm up/cool down the passenger compartment before departure.

The climate control system and audio and media system start with the same settings that were in use when the car was parked. Running time for an engine started with ERS

can be selected from 1-15 minutes, and the engine is switched off once the time has elapsed. After 2 ERS activations the engine must be started in the normal way before ERS can be re-used.



WARNING

To remote-start the engine, the following criteria must be met:

- The car must be supervised.
- There must be no people or animals inside or around the car.
- The car must not be parked in a closed, unventilated area - the exhaust gases may seriously injure humans and animals.



NOTE

Follow local/national rules/regulations on idling.

Battery and state of charge⁶

See how much charge the hybrid battery has and whether charging is in progress.

Set charging for specific times⁶

If you do not want charging to start straight away when the charging cable is connected,

⁵ Certain car models.

⁶ Only applies to the V60 PLUG-IN HYBRID.



it is possible to use the mobile app to set the time when charging is to take place.

Reminder to plug in the charging cable⁶

You can enable reminders in your mobile app if you forget to plug in the charging cable when the car has been parked.

Preconditioning⁶

Preconditioning prepares the car's drive systems and the passenger compartment before departure so that both wear and energy needs during the journey are reduced. The mobile app is used in the same way as for remote heater start.

Related information

- Available Volvo On Call* functions (p. 7)
- Comfort services with Volvo On Call* (p. 8)
- PIN code for Volvo On Call* (p. 18)

Remote heater start* via SMS

Cars equipped with fuel-driven engine block heater and passenger compartment heater in combination with VOC offer the same setting options for the heater as inside the car using a normal mobile phone. It is possible to configure the timer settings by sending the desired setting using a mobile phone, see remote heater start (p. 10).*

Being able to control the heater in the car with your mobile phone means effortless operation of the heater, increasing the comfort experience at a cost of an SMS.

The heater function has two times, in the description called **T1** and **T2**. These show when the car has reached the set temperature. In order that only the authorised user is able to control the heater, the SMS message must contain the car's registration number⁷ followed by the VOC system's PIN code.

Related information

- Remote heater start* via SMS (p. 10)
- Volvo On Call* mobile app (p. 8)
- PIN code for Volvo On Call* (p. 18)

Remote heater start* via SMS

The heater in the car is controlled via SMS.

NOTE

Take care with where the car is parked when using the remote start function for the heater as the heater emits exhaust fumes, see the owner's manual for the car for more information.

NOTE

Each subcommand is followed by a # character. The message should be written as a string without spaces and finished with a # character, e.g. # PIN code # 1 #

Phone number

The message must be sent to the following number: +46 70 903 20 40. For some mobile phones, it is possible to create a message template in order to facilitate simpler and faster operation.

Direct commands

To start the heater directly:

1. Enter the car's registration number followed by # PIN code # 1 #
2. Send the message.

⁶ Only applies to the V60 PLUG-IN HYBRID.

⁷ The registration number can contain both uppercase and lowercase letters.



If the heater is running and shall be deactivated immediately:

1. Enter the car's registration number followed by # PIN code # **0** #
2. Send the message.

Time commands

If a new time shall be added then the message is ended with the desired time, e.g. 1730⁸.

Change and activate **T1**:

1. Enter the car's registration number followed by # PIN code # **11** # Time #
2. Send the message.

Change and activate **T2**:

1. Enter the car's registration number followed by # PIN code # **12** # Time #
2. Send the message.

If activation of a previously entered time is required:

Activate **T1**:

1. Enter the car's registration number followed by # PIN code # **11** #
2. Send the message.

Activate **T2**:

1. Enter the car's registration number followed by # PIN code # **12** #
2. Send the message.

To cancel a previously scheduled heater start the set time must be deactivated.

To deactivate **T1**:

1. Enter the car's registration number followed by # PIN code # **01** #
2. Send the message.

To deactivate **T2**:

1. Enter the car's registration number followed by # PIN code # **02** #
2. Send the message.

If the heater does not start

There are situations where the heater cannot start via SMS. In which case, an SMS is sent with the text "The heater could not start!" to the mobile number that attempted to initiate the service.

Related information

- Remote heater start* via SMS (p. 10)
- Volvo On Call* mobile app (p. 8)
- PIN code for Volvo On Call* (p. 18)

Safety services with Volvo On Call*

Safety services for alarms in the event of accident or emergency.

Automatic alarm

In the event of an accident where a belt tensioner, airbag or inflatable curtain is activated, a signal is sent automatically to the VOC Service Centre.

If the belt tensioners, airbags or inflatable curtain have been deployed then the following occurs:

1. A message is automatically sent from the car to the VOC Service Centre with information about the car's position and that the SRS system has been deployed.
2. The VOC Service Centre then establishes verbal contact with the car's driver and tries to find out the extent of the collision and the need for help.
3. The VOC Service Centre then contacts the necessary assistance (police, ambulance, towing, etc.).

If verbal contact cannot be established, the VOC Service Centre contacts the relevant authorities that assist with appropriate action.

Manual alarm

Contact the VOC Service Centre to request help in emergency situations, see alarm manually (p. 12).

⁸ The time is always rounded to the nearest 5-minute interval.



Roadside assistance

Call for help in the event of e.g. a puncture, fuel shortage or discharged battery, see Call roadside assistance (p. 12).

A separate subscription may need to be taken out for this service.

Emergency number

When the alarm service is activated the VOC system tries to establish contact with the VOC Service Centre. If this is not possible then the call is routed to the designated emergency number for the area where the car is located.

Related information

- Using Volvo On Call* (p. 6)

Alert the service centre manually

Contact the VOC Service Centre to request assistance in emergency situations.

1. Press the **SOS** button (p. 6) for at least 2 seconds to call for help in the event of illness, external threat to the car or passengers, etc.
2. The VOC Service Centre receives a message on the need for assistance and information about the car's position.
3. The VOC Service Centre establishes verbal contact with the driver and agrees on what assistance is required.

If verbal contact cannot be established, the VOC Service Centre contacts the relevant authorities that assist with appropriate action.

Related information

- Safety services with Volvo On Call* (p. 11)
- Phone number for service centre (p. 17)

Call roadside assistance

Call for help in the event of e.g. a puncture, fuel shortage or discharged battery.

1. Press the **ON CALL** button (p. 6) for at least 2 seconds.
2. The VOC Service Centre establishes verbal contact with the driver and agrees on what assistance is required.

Related information

- Safety services with Volvo On Call* (p. 11)
- Phone number for service centre (p. 17)



Security services with Volvo On Call*

Security services for assistance in the event of theft, or remote unlocking if the keys have been lost or locked in the car.

Volvo's security services are designed to minimise the risk of the owner losing his/her car. If the car is stolen, it can also be traced and possibly deactivated.

If the car is de-energised then VOC's spare battery engages.

In addition to safety and security services, certain markets offer an enhanced security system as an option:

Security system certified in accordance with Stichting VbV which fulfils the requirements in accordance with Track & Tracing, TT03⁹, ¹⁰.



⁹ Only applies to the Netherlands.

¹⁰ Does not apply to the V40/V40 Cross Country.

¹¹ Certain markets.

Theft Notification (TN)

Automatic signal to the VOC Service Centre in the event of break-in or theft (if the car's alarm system has been activated).

If the car's alarm system is activated then the VOC Service Centre will be notified automatically after a certain time. If the alarm is switched off using the remote control key then the service will be interrupted.

Stolen Vehicle Tracking (SVT)

If theft or other unauthorised use of the car has been discovered, then the car's owner along with the police and the VOC Service Centre agree that the car should be traced. The VOC Service Centre sends a message to the car to determine the car's position. Following which, the police or other authority are contacted.

i NOTE

This also applies if the car has been stolen using the associated remote control key.

Remote Door Unlock (RDU)

If the car's remote control key has been lost or locked in the car, it is possible to remotely unlock the car within the next 14 days assisted by the VOC Service Centre after the

required verification with PIN code has been approved. Following which, the VOC Service Centre unlocks the car remotely according to agreement.

Remote Vehicle Immobiliser (RVI)¹¹

Monitoring and deactivation of a stolen car.

If the car is stolen then the owner or authorities contact the VOC Service Centre.

i NOTE

This also applies if the car has been stolen using the associated remote control key.

After having been in contact with the authorities, the VOC Service Centre then deactivates the remote control keys to prevent the car from being started. A deactivated car can only be restarted by contacting the VOC Service Centre and when the required verification with PIN code has been approved. Following which, the VOC Service Centre performs activation of the car.



Unauthorised Movement Detection (UMD)* ^{12, 13}

UMD (Unauthorized Movement Detection) is a system for monitoring unauthorised movement.

Unauthorised movement involves moving the vehicle with the engine switched off. If the system detects unauthorised movement of the vehicle then VOC Customer Service will be notified automatically.

Examples of unauthorised movement include towing or loading and transport on a trailer. Note, for example, that ferry crossing and car train are also counted as unauthorised movement when the engine is switched off. In these situations the UMD must be temporarily deactivated (see the section, Reduced alarm level, in the owner's manual for the car).

Related information

- Phone number for service centre (p. 17)
- PIN code for Volvo On Call* (p. 18)

Unlock the car via the service centre

Instructions for remotely unlocking the car.

1. Contact VOC Service Centre (p. 17).
2. When the VOC Service Centre has verified the car's owner or other authorised individual using the PIN code, an unlocking signal is sent to the car according to agreement.
3. The boot lid/tailgate must be opened in order to unlock the doors. Press twice on the touch button¹⁴ or pull the handle¹⁵.



NOTE

If the boot lid/tailgate does not open within a time predefined by the VOC Service Centre, the boot lid/tailgate will be relocked.

4. When the doors are opened, the car's alarm system will be triggered. Switch off the alarm by pressing the unlock button on the remote control key or insert the remote control key into the ignition switch.



NOTE

If, for example, the car is parked in a parking garage, the remote unlocking function may possibly be disrupted due to poor reception.

Related information

- Security services with Volvo On Call* (p. 13)
- PIN code for Volvo On Call* (p. 18)
- Volvo On Call* mobile app (p. 8)

¹² Only applies to the Netherlands.

¹³ Does not apply to the V40/V40 Cross Country.

¹⁴ Applies to the V60, V70 and XC60.

¹⁵ Applies to the S60.



Menu options with Volvo On Call*

Overview of possible options and settings in the VOC system's menu.

To access the menu: Press the **MY CAR** button, press **MY CAR** again to open the short-cut menu where the VOC menu is available.

Dealer information

SOS

On Call

Key lock

Lock/Unlock SOS and
On Call buttons

Activate subscription

Activate service

Related information

- Using Volvo On Call* (p. 6)
- Volvo On Call* message in the display (p. 15)
- Overview of Volvo On Call* (p. 6)

Volvo On Call* message in the display

VOC automatically shows the information message if necessary.

- **Could not find vehicle position** - see Availability (p. 5).
- **Service temporarily unavailable** - see Availability (p. 5). The message is shown in the screen.
- **Volvo On Call Service required** - VOC system disengaged. Contact your Volvo dealer for assistance. The message is shown in the combined instrument panel.
- **Volvo On Call subscription will soon expire** - VOC subscription will soon expire. Contact VOC Service Centre (p. 17). The message is shown in the combined instrument panel.

Related information

- Overview of Volvo On Call* (p. 6)
- Volvo On Call* (p. 5)
- Menu options with Volvo On Call* (p. 15)



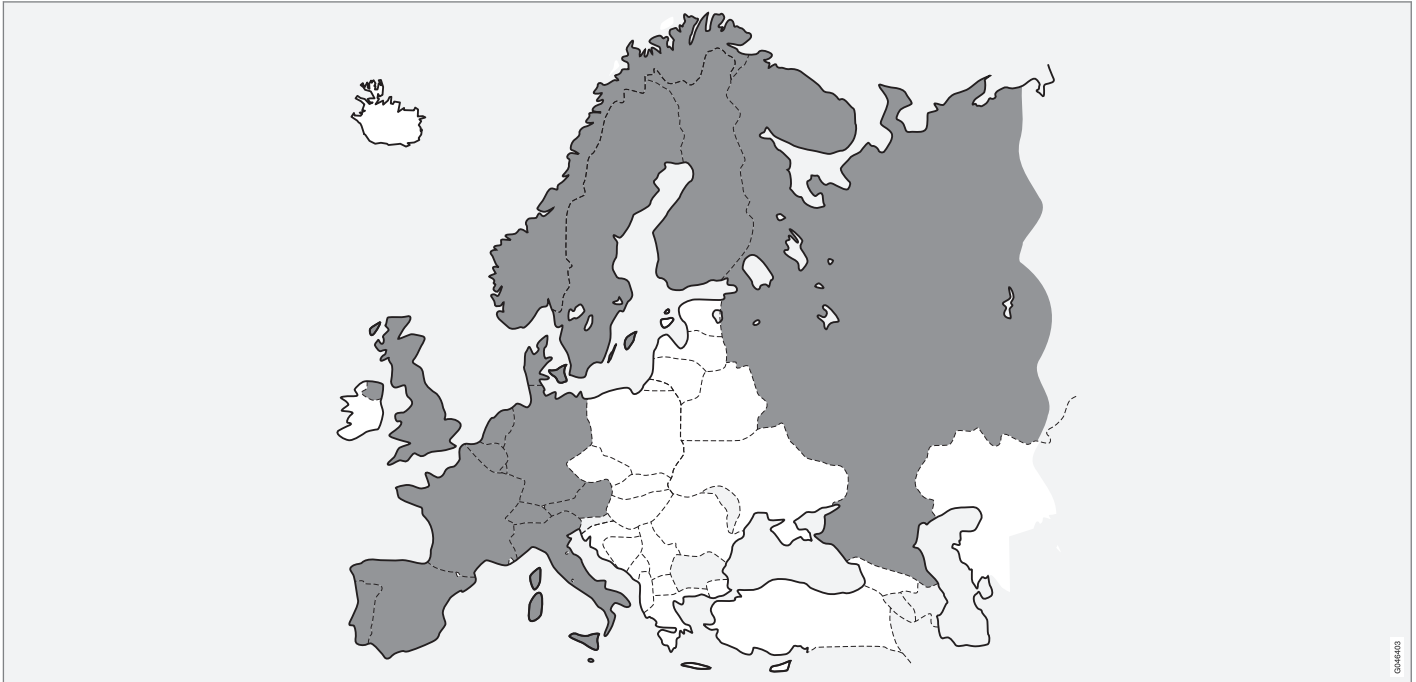
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Volvo On Call* availability

Map of areas where VOC is available. The service is being continuously expanded and

the system will be offered in a large number of countries. Contact your Volvo dealer for up-to-date information.



Dark-shaded countries/areas mean that Volvo On Call is available.

Related information

- Phone number for service centre (p. 17)



Phone number for service centre

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Country	Dialling in home country	Dialling abroad
Sweden	020 55 55 66	+46 31 51 83 35
Norway	800 30 060	+47 22 32 39 50
Denmark	070 21 50 53	+45 70 21 50 53
UK	0800 587 9848	+44 20 860 39 848
Italy	02 26629 271	+39 02 26629 271
Finland	09 374 77 310	+358 9 374 77 310
France	0810 800 454	+33 1 49 93 72 79
The Netherlands	020 851 2278	+31 20 851 2278
Belgium	02 773 62 22	+32 2 773 62 22
Luxembourg (customer centre in Belgium)	+32 2 773 62 22	+32 2 773 62 22
Portugal (customer centre in France)	+33 810 800 454	+33 1 49 93 72 79
Germany	089 20 80 1 87 47	+49 89 20 80 1 87 47
Spain	091 325 5509	+34 91 325 5509
Switzerland	044 283 35 70	+41 44 283 35 70
Russia	+74 9 57 80 50 08	+74 9 57 80 50 08
Austria	+43 1 525 03 6244	+43 1 525 03 6244



PIN code for Volvo On Call*

The PIN code is used for security purposes and to identify the individual authorised to perform VOC services.

The four-digit PIN code that was sent to you when your dealer activated your subscription is used for security reasons to identify the individual authorised to perform certain VOC services, e.g. unlock the car via VOC Service Centre (p. 13) or create an account for the mobile app (p. 8).

Forgotten or change of PIN code

If you have forgotten your PIN code, or wish to change it (e.g. if you have bought a used car), contact your dealer or press the **ON CALL** button in your car. The new code will be sent to you.

Incorrect PIN code has been entered for the app repeatedly

The account will be locked after incorrectly entering the PIN code ten times in a row. A new PIN code must be selected in order to be able to use the app again, and a new app account created by following the same process as when the app account was previously created.

Related information

- Security services with Volvo On Call* (p. 13)
- Volvo On Call* mobile app (p. 8)

- Change of ownership for cars with Volvo On Call* (p. 18)

Change of ownership for cars with Volvo On Call*

In the event of change of ownership of a car it is important to change the owner of the VOC service.

Closing the VOC service

Contact a Volvo dealer in the event of change of ownership in order to cancel the VOC service. The dealer cancels the VOC subscription and deletes the service history.

In the event of change of ownership it is important to reset personal settings in the car to the original factory settings¹⁶, see Change of ownership, in the owner's manual.

Starting the VOC service

Buying a used car with VOC:

The new owner contacts his/her dealer who transfers the remaining time of the VOC subscription to the new owner. It is important that the contact details are updated for VOC to work, and that the previous owner does not have access to perform services in the car. The new owner is given a personal four-digit PIN code which is required to identify him/her as the owner (or another authorised person) in order to gain access to certain VOC services.



Personal data

Personal data that are processed in connection with the VOC service.

Volvo's sales companies, see table below, and Volvo Personvagnar AB, are responsible for the personal data processed in connection with the VOC service. All processing is performed in accordance with good practice and legislation in force with regard to the processing of personal data.

Country	Sales companies
Belgium	Volvo Cars NV
UK	Volvo Car UK Ltd
France	Volvo Automobiles France SAS
The Netherlands	Volvo Cars Nederland B.V.
Italy	Volvo Auto Italia S.p.A.
Norway	Volvo Personbiler Norge AS
Portugal	Volvo Car Portugal S.A.
Russia	Limited Liability Company Volvo Cars

Country	Sales companies
Spain	Volvo Car España S.L.
Sweden	Volvo Personbilar Sverige AB
Germany	Volvo Car Germany GmbH
Finland	Volvo Auto Oy Ab
Denmark	Volvo Personvagne Danmark A/S
Austria	Volvo Car Austria GmbH
Switzerland	Volvo Automobile (Schweiz) AG

Purpose of the data processing

Personal data are used by Volvo with cooperating partners, both within and outside the EU/EEA, in order to provide and develop the VOC service.

What personal data are processed?

The personal data processed belong mainly to the following three categories.

- Personal data that the customer provides in connection with activation of the VOC service and in other contacts with Volvo

such as name, address, phone number, type of service and its duration.

- Information is sent automatically from the vehicle when a certain event covered by the service occurs. This type of message contains vehicle ID (VIN), the time when the service is used, type of service, whether the airbags have been deployed, whether the belt tensioners have been deployed, current amount of fuel, current temperature inside and outside the vehicle, whether doors and windows are locked or opened as well as the vehicle's last six locations with speed and direction.
- Other information that can be linked to the customer includes phone calls with people in the vehicle, the service centre that supplied the service and records created by the service centre operator.

Who may have access to the personal data?

Volvo uses subcontractors in order to provide the service. These subcontractors work on behalf of Volvo and may only process personal data to the extent required in order to provide the service. All subcontractors are bound by agreements requiring them to observe confidentiality and to treat personal data in accordance with legislation in force.

¹⁶ Only applies to cars that can be connected to the Internet.



01 **Screening procedures**

The personal data required to supply the VOC service are stored during the agreement period and thereafter for as long as required in order for Volvo to fulfil its obligations in accordance with the law and other statutes. Data generated during the events covered by VOC service are deleted three months after the incident occurred.

Correction and extracts from the register

Private individuals are entitled to request that inaccurate information be corrected and to obtain extracts from the register that show what personal data are being processed. To correct personal data, please contact Volvo's customer service. A request for an extract from the register must be made in writing and be signed by the applicant, and include information on name, address and customer number. The request must be sent to Volvo Personvagnar AB, Data Protection Officer, Dept. 50090, HB3S, 405 31 Göteborg, Sweden.

Consent to the processing of personal data

By activating the subscription in accordance with what is stated in the instructions in this document, the user agrees to the processing of personal data that is carried out in connection with the VOC service.

