

# DATA HANDLING STATEMENT



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# HINO-CONNECT DATA HANDLING STATEMENT

Equipped with the latest on-board technology, 4G connectivity and supported by world class infrastructure and back-end services, Hino-Connect is designed to provide best-in-class coverage, peace of mind and safety.

Hino-Connect provides you with access to a myriad of Hino proactive services, such as “Service & Maintenance Reminders” as well as the opportunity to subscribe to, and utilise, comprehensive fleet management services, made available to you directly through our Hino-Connect web portal ([hino-connect.com.au](http://hino-connect.com.au)) as well as mobile devices with native Android and Apple Hino-Connect applications.

So, rest assured knowing that your vehicle is equipped with Hino-Connect and is providing you, our valued customer, with a seamless, data-rich, “end-to-end” service that will support your business today, tomorrow, and long into the future.

## **YOU HAVE TOTAL CONTROL OVER YOUR DATA**

We respect that you control your data. When you provide your data to us, we will honour the permissions you set for sharing it with others, and we will only use your data for the purposes described in this Hino-Connect Data Handling Statement.

We created this Data Handling Statement to describe how we manage your data and to provide you the information you need to make informed decisions about your use of Hino services.

If you do not or cannot agree to the data uses described below or in our Hino-Connect Privacy Policy (<https://www.hino.com.au/privacy-policy>) then you should not subscribe to or enable Hino-Connect or other Hino services which require access to Hino-Connect.



## 1. TYPES OF DATA WE COLLECT

We can collect four kinds of data:

### Machine Data

- Vehicle data and vehicle status information (e.g. Speed, position, movement, engine speed, acceleration, diagnostic data and vehicle sub-systems data)
- ECU status and informational alerts
- Dashboard and “tell-tale” information (e.g. Engine light, brake failure)
- Gross Combination Mass (GCM)
- Fault Code information (DTCs)

### Environmental Data

- Ambient conditions (e.g. Temperature)
- Local weather
- Traffic and road information

### Utilisation Data

- Vehicle operation
- Driver style evaluation (DSE)
- Fuel usage and carbon emissions (CO<sup>2</sup>)

**Personal Information is information that is of a personal nature and that pertains to you or your account.**

**Examples of Personal Information include:**

- Name
- Email address
- Account information, including account settings

While some of the above data is derived from telematics directly, weather, traffic and other valuable information is obtained from other sources and used to enhance the service further.

If you subscribe to Hino-Connect, you benefit from our services as an “Active User” and we collect Machine Data, Environmental Data, Utilisation Data and Personal Information to provide you with the relevant services as outlined in table 1.

If you do not subscribe to Hino-Connect, you can still enable Hino-Connect and benefit from some of our services as a “Passive User” as outlined in table 1. While you may not wish to access these types of data yourself, this passive use allows us to access the Machine Data, Environmental Data, Utilisation Data and Personal Information.

We only use Personal Information as necessary to identify you in the provision to you of the Hino Telematic Services or other Hino services, for internal purposes (such as product improvement and trend analysis). Please review our Privacy Policy at <https://www.hino.com.au/privacy-policy>.

## 2. DATA SECURITY & DATA TRANSFER

We have implemented a data security program that is designed to reasonably safeguard your data as required by law.

## 3. HOW YOU CONTROL YOUR DATA AND HOW WE USE AND SHARE YOUR DATA

Type of access to Hino-Connect	Subscribe - Active User	Enable - Passive User	Do not subscribe Do not enable
<b>Definition of your access to Hino-Connect</b>	<p>As an Active User you enjoy the benefits of accessing your data via the Hino-Connect web portal, the mobile application or the Applicable Program Interface (API).</p> <p>You can enjoy all benefits of being an Active User at no extra cost to you during your complimentary customer subscription period (e.g. 12 months). The complimentary period commences at time of activation of your vehicle by your Hino dealer.</p> <p>You remain or can resume being an Active User of Hino-Connect beyond your complimentary subscription period by extending your end user subscription either on your Hino-Connect web portal or at your local dealer.</p>	<p>As a Passive User you can enjoy a variety of benefits and services provided by Hino by enabling us to collect your data.</p> <p>As a Passive User you are not able to access your data via the Hino-Connect web portal the mobile application or the Applicable Program Interface (API).</p> <p>You can switch from being a Passive User to being an Active User at any time by accessing the Hino-Connect web portal, the mobile application or the Applicable Program Interface (API). This option will be available to you at no extra cost during your complimentary customer subscription period (e.g. 12 month).</p>	Service disabled
<b>Access Period</b>	<p><b>Access by you:</b></p> <ul style="list-style-type: none"> <li>• 12 months complimentary subscription</li> <li>• Optional extension in increments of 12 months</li> </ul> <p><b>Access by Hino:</b></p> <ul style="list-style-type: none"> <li>• 60 months</li> </ul>	<p>Access by Hino: 60 months</p>	Service disabled
<b>Our Active User and Passive User benefits to you</b>	<p>By enabling us to collect your data Hino can provide you with a variety of benefits and tailored services that will further enhance the uptime of your vehicle.</p> <p><b>Services relating to Your Vehicle:</b></p> <ul style="list-style-type: none"> <li>• Monitor your machine's health and performance</li> </ul> <p><b>Vehicle Fault Code Management:</b></p> <ul style="list-style-type: none"> <li>• Proactively monitoring of vehicle performance and maintenance work</li> <li>• Minimise vehicle downtime</li> </ul> <p><b>Dealer Support:</b></p> <ul style="list-style-type: none"> <li>• Proactive dealer support</li> </ul>	<p>By enabling us to collect your data Hino can provide you with a variety of benefits and tailored services that will further enhance the uptime of your vehicle.</p> <p><b>Services relating to Your Vehicle:</b></p> <ul style="list-style-type: none"> <li>• Monitor your machine's health and performance</li> </ul> <p><b>Vehicle Fault Code Management:</b></p> <ul style="list-style-type: none"> <li>• Proactively monitoring of vehicle performance and maintenance work</li> <li>• Minimise vehicle downtime</li> </ul> <p><b>Dealer Support:</b></p> <ul style="list-style-type: none"> <li>• Proactive dealer support</li> </ul>	N/A

Type of access to Hino-Connect	Subscribe - Active User	Enable - Passive User	Do not subscribe Do not enable
<p><b>Our exclusive Active User benefits to you</b></p>	<p>Using the secure Hino-Connect web portal, mobile application or Applicable Program Interface (API) you have access to real-time information and reporting 24 hours a day, 7 days a week, covering vehicle performance, driving characteristics, route planning and more, assisting to reduce fleet running costs while increasing safety. This includes, but is not limited to services that support you in actively managing and monitoring your vehicles and fleet in regard to:</p> <p><b>Tracking and Routing:</b>            Know exactly where the trucks are during the course of their route; update clients on delivery of goods or service timings as required with:</p> <ul style="list-style-type: none"> <li>• Live GPS tracking</li> <li>• Geo-fencing of operating areas and/or restricted areas</li> <li>• Vehicle trip information reports</li> </ul> <p><b>Theft Avoidance:</b>            Reduce downtime and disruption by mitigating the risk of vehicle theft 24 hours a day, 7 days a week.</p> <ul style="list-style-type: none"> <li>• The vehicle is tracked at all times</li> <li>• Hino-Connect provides alerts when the vehicle leaves a designated area or geo-fence</li> <li>• Hino-Connect advises if the vehicle moves without the ignition being actuated</li> </ul> <p><b>Safety:</b>            The perfect complement to Hino's extensive list of on-board active and passive safety equipment, the Hino-Connect program can also deliver:</p> <ul style="list-style-type: none"> <li>• Vehicle roll over alert</li> <li>• Impact alert</li> </ul> <p><b>Vehicle Maintenance:</b>            To assist in minimising vehicle downtime and to better schedule maintenance work, Hino-Connect provides data including the below, which is accessible via customisable and scheduled reports:</p> <ul style="list-style-type: none"> <li>• Vehicle odometer and engine hours readings</li> <li>• Scheduled maintenance reporting</li> <li>• 'Tell-tale' activity reporting</li> <li>• Battery voltage level</li> <li>• Engine coolant, engine oil and transmission fluid alerts</li> </ul> <p><b>Vehicle Performance:</b>            Gain a better understanding of your vehicles performance via customisable reports covering a variety of engine, vehicle and driver parameters</p>	<p>N/A</p>	<p>N/A</p>

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<p><b>Our exclusive Active User benefits to you</b></p>	<p><b>Driver Monitoring:</b> Driving performance plays a major role in the fuel consumption and maintenance costs of a vehicle. Hino-Connect will identify driving style issues and allow these to be corrected through additional training. The system can provide:</p> <ul style="list-style-type: none"> <li>• A variety of alerts, such as for harsh braking, harsh acceleration, speeding, over revving and over idling.</li> <li>• A number of productivity reports and vehicle and driver score cards.</li> </ul> <p><b>Applicable Program Interface (API):</b> For transport companies and fleet operators using their own telemetry programs, Hino-Connect can be integrated via the Applicable Program Interface (API), allowing easy integration into their current portal.</p>	<p>NA</p>	<p>Service disabled</p>
<p><b>How we share and use your data</b></p>	<p><b>Services relating to your Vehicle:</b> We may access and use your data to check or maintain the Hino-Connect Services and to monitor your vehicle's health and performance. This allows us to maximise your vehicle's in service time and ensure optimal performance. This includes service and maintenance scheduling, battery monitoring and reporting and remote fault code detection. We may provide you with Service-Due reminders, stolen asset localisation, Hino case managed fault codes.</p> <p><b>Case Managed Fault Codes:</b> We may access and use your data to check or maintain the Hino-Connect Services and to monitor your vehicle's health and performance. This allows us to maximise your vehicle's in service time and ensure optimal performance.</p> <p><b>Dealer Support:</b> We may share Machine Data with our dealers so that they can support you and service your vehicles, unless you explicitly restrict access to such dealers.</p> <p><b>Product and Service Improvement:</b> We may access and use your data to develop, maintain and improve our products and services, including the Hino-Connect Services and our vehicles, and for the development of new products, technologies and services. For example, we may use your data to inform our product support or warranty services activities. We may aggregate, compile or derive data collected in connection with the Hino-Connect Services such that a specific user or vehicle is no longer identifiable (Derived Data). Derived Data is proprietary to Hino.</p>	<p><b>Services relating to your Vehicle:</b> We may access and use your data to check or maintain the Hino-Connect Services and to monitor your vehicle's health and performance. This allows us to maximise your vehicle's in service time and ensure optimal performance. This includes service and maintenance scheduling, battery monitoring and reporting and remote fault code detection. We may provide you with Service-Due reminders, stolen asset localisation, Hino case managed fault codes.</p> <p><b>Case Managed Fault Codes:</b> We may access and use your data to check or maintain the Hino-Connect Services and to monitor your vehicle's health and performance. This allows us to maximise your vehicle's in service time and ensure optimal performance.</p> <p><b>Dealer Support:</b> We may share Machine Data with our dealers so that they can support you and service your vehicles, unless you explicitly restrict access to such dealers.</p> <p><b>Product and Service Improvement:</b> We may access and use your data to develop, maintain and improve our products and services, including the Hino-Connect Services and our vehicles, and for the development of new products, technologies and services. For example, we may use your data to inform our product support or warranty services activities. We may aggregate, compile or derive data collected in connection with the Hino-Connect Services such that a specific user or vehicle is no longer identifiable (Derived Data). Derived Data is proprietary to Hino.</p>	<p>N/A</p>

Type of access to Hino-Connect	Subscribe - Active User	Enable - Passive User	Do not subscribe Do not enable
<p><b>How we share and use your data</b></p>	<p>We are free to use and disclose the Derived Data, and we may promote information and services related to such Derived Data.</p> <p><b>Comply with Law:</b> We may use and share your data to comply with laws, regulations, court orders and subpoenas or similar requests for information by authorities, or as otherwise required by law. Please review our Hino-Connect Privacy Policy for additional details.</p>	<p>We are free to use and disclose the Derived Data, and we may promote information and services related to such Derived Data.</p> <p><b>Comply with Law:</b> We may use and share your data to comply with laws, regulations, court orders and subpoenas or similar requests for information by authorities, or as otherwise required by law. Please review our Hino-Connect Privacy Policy for additional details.</p>	
<p><b>How you control your data</b></p>	<p><b>Sharing:</b> You control who has access to your data. You can control the access third parties have to your data with the Hino API.</p> <p>We will only share your Utilisation Data with third parties to provide you the services which Hino offers and you choose to take. You can restrict our access to your Utilisation Data and to your Machine Data by cancelling the Hino-Connect Service. Given that you control your data and who has access to it, we will not sell your data to third parties. We do not do anything else with your data without notifying you first and giving you the opportunity to opt out.</p> <p><b>Exporting:</b> You may download or export your Utilisation Data and some Machine Data from the Hino-Connect web portal while you have an active Hino-Connect subscription.</p> <p><b>Deleting and Updating:</b> You may request us to delete or update your data and personal information available in your account, or request us to cancel your Hino-Connect Service.</p> <p>Additionally, you have the opportunity to update your personal information via the Hino-Connect web portal.</p> <p><b>Hino Customer Support Centre:</b> For any questions regarding your data or if you require support in controlling your data, please don't hesitate to contact the Hino Customer Support Centre</p> <p><b>For our Australian customers</b></p> <p><a href="https://www.hino.com.au/hino-connect/">https://www.hino.com.au/hino-connect/</a> Ph: 1300 01 HINO Email: hino-connect@hino.com.au</p>	<p><b>Sharing:</b> You control who has access to your data. You can control the access third parties have to your data.</p> <p>We will only share your Utilisation Data with third parties to provide you the services which Hino offers and you choose to take. You can restrict our access to your Utilisation Data and to your Machine Data by contacting the Hino Customer Support Centre, details below. Given that you control your data and who has access to it, we will not sell your data to third parties. We do not do anything else with your data without notifying you first and giving you the opportunity to opt out.</p> <p><b>Exporting:</b> N/A</p> <p><b>Deleting and Updating:</b> You may request us to delete or update your data and personal information available in your account, or request us to cease you being a Passive User of the Hino-Connect Service.</p> <p><b>Hino Customer Support Centre:</b> For any questions regarding your data or if you require support in controlling your data, please don't hesitate to contact the Hino Customer Support Centre</p> <p><b>For our Australian customers</b></p> <p><a href="https://www.hino.com.au/hino-connect/">https://www.hino.com.au/hino-connect/</a> Ph: 1300 01 HINO Email: hino-connect@hino.com.au</p>	

