OMV Cards and Mobility Services

Data Protection Information in accordance with Art. 13 GDPR for OMV Cards and Mobility Services (April 1, 2025)

1. Preamble

This Data Protection Information provides information about the OMV Cards of OMV - International Services Ges.m.b.H, Trabrennstraße 6–8, 1020 Vienna ("OIS"), and OMV Downstream GmbH, Trabrennstraße 6–8, 1020 Vienna ("OMV"), as well as the related mobility services.

Our OMV Cards help vehicle owners or cardholders manage the costs of their motor vehicles on the road. Depending on the range of services selected, OMV Cards enable cashless purchase of fuels and petroleum products, purchases of goods and e-charges, as well as services (such as toll transactions). An online platform allows cardholders to manage their cards and provides a detailed overview of spending (e.g., card details, date, location, amount and currency, purchased goods/services).

As data controllers, OIS, OMV, and the customer shall comply with all applicable data protection laws and regulations, including the European Data Protection Regulation ("GDPR"), in connection with performance of the Agreement.

When using the personal data of the authorized card users, the customer is assumed to have obtained the Card User's consent required for the disclosure of such data to OIS/OMV and for any subsequent data use.

The customer is solely responsible for informing the respective person (the Card User) about such disclosure and processing of personal data. To ensure accuracy and relevance of the data thus provided, the customer shall inform OIS/OMV in a timely manner of any changes to the data.

2. Responsible within the meaning of the GDPR

The data controllers within the meaning of Art. 4 GDPR for data processing within the scope of the Mobility Services are OMV - International Services Ges.m.b.H, Trabrennstraße 6–8, 1020 Vienna ("OIS") and OMV Downstream GmbH, Trabrennstraße 6–8, 1020 Vienna ("OMV"). If these companies act as joint controllers, a corresponding contract within the meaning of Art. 26 GDPR will be concluded.

The OMV Group's data protection officer can be reached at privacy@omv.com

OMV

3. Legal basis and purposes of data processing

3.1. OMV/OIS processes the data for the following purposes:

I. for delivery of OMV Cards to the Cardholder or the Card User
II. to provide the services chosen by the Cardholder/customer (such as the offered service of Co2 compensation service, toll and LNG services, e-charging station service)
III. to facilitate cashless transactions
IV. to help cardholders/customers manage their vehicle expenses on the road
V. for the creation of a user account with which cardholders/customers can access the online services we offer
VI. to ensure the authorization of the cardholder and the card user
VII. to send newsletters and customized e-mail messages to the customer
VIII. for credit assessment and payment history
IX. for complaints management
X. for the management of insurance benefits (e.g., bad debt insurance)

3.2. OMV/OIS processes the data based on the following legal basis

Processing for the performance of the contract:
For the following uses, the legal basis of the processing is Art. 6 (1) lit. b GDPR (processing for the performance of a contract or for the implementation of pre-contractual measures):

- Identification of the contractual partners as customers
- Provision of the OMV Cards/products
- Calculation of the purchased fuels to be carried out
- Sending of invoices

Processing based on the following legitimate interests of OMV/OIS:
For the following purposes, the legal basis of the processing is Art. 6 (1) lit. f GDPR:

- Credit assessment and payment history
- Sending information on product and service offers by mail
- Facilitation of cashless transactions
- Ensuring the necessary authorization, also for sending offers and performing statistical analyses
- Disclosure to partners and service providers of OMV where necessary for the performance of services
- Management of complaints

Processing based on a declaration of consent:
Where the customer has given consent to the processing of your data, this will only take place to the extent specified in the declaration of consent and in accordance with the purposes stated therein.
For the following purposes, the legal basis for processing is Art. 6 (1) a GDPR:

- Disclosure of data on the amount of outstanding debts and general information about the customer's payment habits to creditor protection associations and/or credit reporting agencies.
- Newsletter dispatch and sending of marketing information. The customer can cancel receipt of these communications at any time. The corresponding link at the end of the communication (Unsubscribe) is to be used for this purpose. Alternatively, a message can be submitted at any time to karten.kundenservice@omv.com with the request to unsubscribe.
- Collection and processing of data to hedge against the risk of non-payment for claims brought against the customer arising from this contractual relationship by taking out default insurance with an internationally recognized insurer.

4. What personal data is processed

OMV/OIS process the following personal data:

I. Identification data (first names, last names of contact persons of the customer)
II. Contact data of the customer/contact person of the customer (e-mail addresses, telephone numbers), cardholder data (incl. OMV Fuel Card number and transactions). Cardholder data is only personal data if the customer has personal data (name of the cardholder) printed on the OMV Cards.
III. Data resulting from access to the online platform. Access to the online platform is by means of a user name and password. This data may include personal content if the customer uses personal usernames, such as their own e-mail address. The customer provides the data by filling out the application form.
IV. Information on expenditures made with the card (card data, date, place, amount and currency, purchased goods/services), as well as information on the vehicle linked to the card, and on refueling behavior (vehicle number, mileage, fuel consumption). This information may contain personal data if the customer has personal data (name of the cardholder) printed on the fuel card.
V. Data on credit assessment and payment history
VI. Data related to complaints as well as customer satisfaction measures

5. Duration of retention

OMV/OIS shall retain the personal data for the duration of the contractual relationship or for the period in which Tank Card customers make use of related services. Personal data of card users will be retained provided the user has been authorized by the cardholder to use the fuel card.
After termination of the contractual relationship with the customer, personal data shall be retained where (i) it results from the applicable statutory retention obligations (Section 132 of the Federal Tax Code: seven years) and/or (ii) it may be necessary to enforce or defend against any legal claims. Proof and retention obligations arise in particular from corporate law as well as from tax and duty law (mostly seven years). If legal claims are brought by customers against OMV/OIS or, conversely, by OMV/OIS against customers, retention of personal data serves to clarify and enforce claims in individual cases.

OMV/OIS store personal data for the period of time required to achieve the other purposes mentioned above. Data is collected for marketing purposes only until the customer revokes consent, in any case only until the end of a valid business relationship.

6. Recipient of the data

In the context of the data processing described herein, OMV/OIS must transfer personal data (in whole or in part) to its contractual partners such as external service providers who support OIS/OMV in the provision of its services as well as banks and public authorities, collection agencies, credit agencies upon request. External service providers may only use your data in accordance with contractual obligations (Art 28 GDPR) as per the contractually agreed instructions and must comply with the agreed technical and organizational protection measures.

Personal data may be transferred abroad based on appropriate safeguards for data transfer in accordance with applicable law.

7. Data subject rights

Provision of data is voluntary. Data is provided by the customers themselves. According to applicable legal provisions, **data subjects are entitled to certain rights** such as the **right to information, the right to correction and deletion of data, the right to restriction of data processing, the right to data portability, and the right to lodge a complaint** with the competent data protection authority in Austria, Barichgasse 40, 1030 Vienna.

Insofar as the data is processed based on the legitimate interest of OMV/OIS, the customer has the right to object at any time to the processing of data relating to the customer for reasons arising from a specific situation. In order to exercise the aforementioned rights, the data controller shall be contacted by OMV/OIS via the contact details provided above. If a data subject/customer believes that the processing of the data violates applicable data protection law or data protection claims have been violated in any other way, OMV/OIS may be informed via the contact details provided above so that OMV/OIS can learn of the concerns and address them accordingly.