



Related Service Data Information for Users of My Honda+ app (Art. 3 (3) EU Data Act)

By using your My Honda+ app together with your connected car, data is generated which you may access and manage in accordance with the statutory regulations, in particular the EU Data Act.

In this Related Service Data Information, we inform you, in your capacity as a user under the EU Data Act (see definition below), which type of data your Honda connected car and My Honda+ app generate, potential volume of such data, how it is stored, shared and how you can access and manage such data, and which rights you have regarding the data. We therefore ask you to read the following information carefully.

Definitions

Connected Product means an item that obtains, generates or collects data concerning its use or environment and that is able to communicate product data via an electronic communications service, physical connection or on-device access (e.g. a connected vehicle or motorcycle);

Product data is data generated by the use of a connected product that is designed to be retrievable, via an electronic communications service, physical connection or on-device access.

Related Service means a digital service that can be linked to the operation of a connected products (resulting in a two-way/bidirectional exchange of data) and that affects the functionality, behavior or operation of this connected product (in such a way that its absence would prevent the connected product from performing one or more of its functions). Typical example is an app that is connected to a connected product.

Related service data means data representing the digitisation of user actions or of events related to the connected product, recorded intentionally by the user or generated as a by-product of the user's action during the provision of related service by the provider.

User is a person that owns a connected product or has the rights to use that connected product or that receives related services.

Data holder means a natural or legal person that has the right or obligation to use and make available data, including, where contractually agreed, product data or related service data which it has retrieved or generated during the provision of a related service.

Regarding the terms used, we also refer to the definitions in Art. 2 EU Data Act.

In accordance with Art. 3 (3) EU Data Act we provide the following information to users:

1. the nature, estimated volume and collection frequency of product data expected to be obtained and, how to access or retrieve such data, including the data holder's data storage arrangements and the duration of retention:

When you use your connected car, your connected car collects and transmits certain product data to our remote web server for technical reasons. This involves the following data:

- a) *Type of data*: Vehicle data for example tyre pressure, vehicle speed, mileage, fuel/energy consumption, oil level, engine status, battery charge status, steering angle, outside temperature of the vehicle, remote diagnostics, braking, driving characteristics, vehicle occupancy, DTC codes, location.
- b) *Estimated volume*: product data that the product is capable of generating depends on how often and for how long it is used: In average and depending on use 25MB per day max or 1MB per day.
- c) *How to access and retrieve such product data*: see below 2.

d) Storage arrangements and duration of retention:

- a. On server dashboard data is stored for 1 week, notifications data (maintenance-minder, warning lamp etc.) stored for 2 weeks, driving log data stored for 6 months.
- b. On device: the vehicle stores data on device.

2. the nature and estimated volume of related service data to be generated and how the user can access or retrieve such data, including the prospective data holder's data storage arrangements and the duration of retention and how the user can request that the data are shared with a third party and, where applicable, end the data sharing

a) Nature of data: Related service data generated includes in particular *vehicle diagnostics (error codes, maintenance alerts, battery status), driving behavior (speed, acceleration, braking patterns), location data (GPS tracking, route history), remote interactions (commands sent via the app e.g., remote start, lock/unlock), usage statistics (App interactions, frequency of use, feature engagement), environmental data (temperature, humidity, or other sensor data collected during vehicle operation).*

b) Estimated volume of related service data to be generated: estimated volume ranges between 2MB per day to 50MB per day, depending on how actively the app is used

c) Data storage arrangements and the duration of retention: Data held within logs is retained for as long as account is active.

d) How users can access product data and related service data

If you are a user,

- i. You can access the product data using the My Honda+ app. You must enter the 'manage vehicle' menu and select 'download vehicle data'.
- ii. You must then choose which data you would like to download and from which period.
- iii. You will receive an email with a link to download the selected product data.
- iv. You will follow the link and download the data.

e) How users can access additional related service data

If you are a user, there is some additional related service data including account information and subscriptions status information which can only be accessed by requesting it from connectedservices.support@honda-eu.com

- v. You can email connectedservices.support@honda-eu.com with a request for your My Honda+ related services data, including your user ID and the time period this data is requested for
- vi. You will then need to sign relevant terms and conditions
- vii. A file will then be shared which will contain the relevant data



f) How to request data is shared with a third party:

- i. The user can agree with a third party that such third party shall request product data and related service data directly from Honda on behalf of the user.
- ii. The third party can then make a request for data sharing through the Honda Data Services (third party) Portal [portal.data-services.honda.eu], referencing the particular VIN.
- iii. The user will receive a notification within the My Honda+ app referencing the third party and the nature of their request. Note: if you are not the owner of the vehicle you will need to liaise with the owner as only those who are registered with the app as owner of the vehicle will receive the notification. If you are registered as the owner of the vehicle and there are more users (e.g. in fleet scenarios) please make sure that you only request access to data that is not related to other users or that you have ensured that access to data from other users is covered by their consent or by a legal ground under GDPR, if applicable.
- iv. The user must grant permission within the My Honda+ app. Note: As per the above, if you are not registered in the My Honda+ app as the owner of the vehicle you will not be able to grant permission yourself and we ask you to liaise with the owner to grant such permission.

g) How to stop data sharing with third parties:

- i. The user must go to the '3rd party data sharing' section of the My Honda+ app.
- ii. The user can view their current active data sharing requests.
- iii. The user can toggle the individual data sharing request off.

h) How you can erase product and related service data:

- i. You cannot erase data stored on the product itself
- ii. Product data which is stored remotely can be deleted by deleting your connected profile within the My Honda+ app.
- iii. Display Audio data can be deleted on the product by completing a factory data reset, this is detailed in the Owners Manual.
- iv. The technical means to erase product data are described above and the terms of use and quality of service for this procedure are further illustrated in the My Honda+ app terms and conditions [<https://www.honda.co.uk/cars/owners/my-honda-plus/terms-and-conditions.html>].

3. Whether the data holder expects to use readily available data itself and the purposes for which those data are to be used, and whether it intends to allow one or more third parties to use the data for purposes agreed upon with the user

Currently we do not use readily available data for our own purposes (except for the maintenance of the My Honda+ app) and we do not share such data with other third parties. At some later point, however, we intend to use data for (i) monitoring maintaining and improving the functioning, safety and security of the vehicle or the My Honda+ App, (ii) developing new products or services, including artificial intelligence (AI) solutions by Honda, by third parties acting on behalf of Honda, in collaboration with other parties or through special purpose companies (such as joint ventures) and (iii) aggregating these data with other data or creating derived data, for any lawful purpose, including with the aim of selling or otherwise making available such aggregated or derived data to third parties or any other purpose identified in the then current version of the My Honda+ App terms and conditions we have agreed with the user or as covered by a legal ground under GDPR.



4. Recipients of product and related services data

We do not allow other parties to use the data for any purposes unrelated to performing the My Honda+ services agreed with the user.

5. the identity of the data holder, its trading name and the geographical address at which it is established and of other data processing parties and the means of communication which make it possible to contact the data holder quickly and communicate with that data holder efficiently

a) Data holder and contact information

The data holder within the meaning of the EU Data Act is:

- (i) Honda Motor Europe Ltd., Cain Road, Bracknell, Berkshire, RG12 1HL, UK,
E-mail/contact: You can contact Customer Support by email (connectedservices.support@honda-eu.com) or by phone (0345 200 8000).
- (ii) Honda Motor Company Ltd., 2-1-1, Minami-Aoyama, Minato-ku, Tokyo 107-8556, Japan
E-mail/contact: You can contact Customer Support by email (connectedservices.support@honda-eu.com) or by phone (0345 200 8000).

b) Data Processors

We use the following data processors:

- (i) IBM United Kingdom Limited, PO Box 41, North Harbour, Portsmouth, Hants, PO6 3AU,
- (ii) AT&T: AMSUK, Highfield House, Headless Cross Drive, Redditch, Worcestershire, B97 5EQ, United Kingdom
- (iii) Great State (trading as E3 media): E3 media, Runway East 1 Victoria Street, Redcliffe, Bristol, England, BS1 6AA
- (iv) Bosch: Bosch Service Solutions GmbH: Mainzer Landstraße 193, 60326 Frankfurt am Main, Germany
- (v) IBM Japan, 19-21 Nihonbashi Hakozaiki-cho, Chuo-ku, Tokyo 103-8510, Japan
- (vi) SnapOn: Snap-on Business Solutions Ltd, Imperium, Imperial Way, Reading RG2 0TD

6. whether the data holder is the holder of trade secrets contained in the data that is accessible from the connected product or generated during the provision of a related service, and, where the prospective data holder is not the trade secret holder, the identity of the trade secret holder

Trade secret holders:

- Honda Motor Company Ltd., 2-1-1, Minami-Aoyama, Minato-ku, Tokyo 107-8556, Japan
- Honda Motor Europe Ltd., Cain Road, Bracknell, Berkshire, RG12 1HL, UK

7. the duration of the contract between the user and the data holder, as well as the arrangements for terminating such a contract.

The duration of My Honda + agreements between you and Honda is up to three years from the date of the first registration of your connected car, 1 month thereafter.



When you sign up for My Honda+ app, you must accept My Honda+ app terms and conditions [<https://www.honda.co.uk/cars/owners/my-honda-plus/terms-and-conditions.html>]. You can decide to terminate the contract for My Honda+ app at any time by following these steps

1. Log into the My Honda+ app
2. Select “Manage” to manage your vehicle
3. Select “Remove vehicle”
4. Select “Remove”

8. Your right to lodge a complaint

As a user, you have the right lodge a complaint with the relevant competent authority in the EU Member State in which you have your habitual residence or place of work if you consider that your right under the EU Data Act has been infringed (Article 38 EU Data Act).

9. Changes to this Related Service Data Information

New legal requirements, company decisions or technical developments may lead to changes to this Related Service Data Information and require us to adapt this Related Service Data Information document accordingly. The current version can be found on our website. Please note that external links to third-party websites or their contact information may change over time. If you find information that is no longer up to date, please let us know.