

BMW ConnectedDrive Services - Information

1. General information

BMW Vertriebs GmbH, a company incorporated under Austrian law, having its registered office at Siegfried-Marcus-Strasse 24, 5021, Salzburg, Austria, registered with District Court of Salzburg under number FN 63069z, acting in the Slovak Republic through BMW Vertriebs GmbH – organizačná zložka Slovenská republika, having its registered office at Karadžičova 8, 821 08 Bratislava, ID No. 36 367 354, registered in the Commercial Register maintained by District Court Bratislava I, Section Po, Insert 1380/B (“**BMW**”), provides to the customer particular vehicle-related information and assistance services called “BMW ConnectedDrive”. To provide these Services, BMW collects, stores and processes customer personal data including first name, surname, address, telephone number and e-mail address, as well as other data as specified in the description of individual Services. Services are provided through a SIM card built into the vehicle. Costs of calls and data connections are included in the price of Services. BMW collects, stores and processes data about the vehicle under legal regulations if the content and use of Services so require.

2. BMW ConnectedDrive basic Services

The BMW ConnectedDrive basic Services “TeleServices” (6AE) and “BMW Intelligent Emergency Call” (6AC) are activated at the time of handover of the vehicle. These Services have no time limitation. **Please note that “BMW Intelligent Emergency Call” (6AC) is not available as long as the vehicle is used in Slovakia or in some other markets, as specified below. The customer will be informed once “BMW Intelligent Emergency Call” becomes available also for the vehicles during their use in Slovakia.**

a. TeleServices (SA6AE)

The “TeleServices” Service ensures the mobility of the customer. If required or when triggered or commissioned by the customer, the vehicle's technical data (e.g. service information concerning wear parts, vehicle-status information such as check-control notifications, battery-charge status, data for identifying and locating the vehicle in the event of a breakdown) shall be transferred to BMW. If a service intervention is needed, BMW provides such data along with the name, telephone number and e-mail address of the customer, which the customer provided to BMW, to the appropriate service partner, BMW assistance service or appropriate service provider so that such entity may establish contact and arrange an appointment, and the data are stored there until the case has been duly processed. Provided that the customer recorded his/her name, e-mail address in the BMW ConnectedDrive Portal, these data will also be transmitted on the customer's request. The default service partner is the retail dealer where the BMW vehicle was purchased; however, the customer may specify a different service partner by signing and submitting a Service Partner Change Form to an authorised BMW dealer. Data are not provided to third parties beyond the scope defined in this provision. Technical data are transmitted in regular intervals from the vehicle to BMW, where they are assessed for the purposes of further development of BMW products, i.e. “**TeleService Report**”. This concerns solely technical data about the vehicle. Other data, such as positioning data, are not transmitted through the “TeleService Report”. The “**TeleService Battery Guard**” continuously monitors the battery-charge status of the vehicle. If the battery-charge status falls below a fixed value, the responsible service partner will be informed. The responsible service partner will then contact the customer if necessary to arrange a service appointment. By registering in the BMW ConnectedDrive Portal, the customer can also be informed about a critical battery status by a text message or BMW

Push Mail, for example if the parking lights were left switched on. **The “TeleService Battery Guard” will be available only after the launch of BMW ConnectedDrive Portal in Slovakia.**

b. BMW Intelligent Emergency Call (SA6AC)

The BMW Intelligent Emergency Call, is not currently available in Slovakia and it is not foreseen to be in a near future. However, “BMW Intelligent Emergency Call” can be used in other ConnectedDrive countries defined in Article 9 of BMW ConnectedDrive Service Information.

To use the “**BMW Intelligent Emergency Call**” Service, vehicle identification and localization data are necessary and information required for provision of assistance must be transmitted to the relevant emergency call centre. The user's requirements and required data are also transmitted to Service providers authorised by BMW to conduct Services. These use the data solely to provide the Service and store it only until the case has been duly processed. Data are not provided to third parties beyond the scope of this provision. The above applies to all ConnectedDrive vehicles located on any of the ConnectedDrive markets defined in Article 9 of BMW ConnectedDrive Service Information. If the vehicle is located in other markets than those in Article 9 of BMW ConnectedDrive Service Information or in a non-ConnectedDrive country, a voice connection is established directly to the emergency line (112). BMW may, in its sole discretion, extend or otherwise change the list of countries where the BMW Intelligent Emergency Call is functional without any further notice to the customer, and such change does not constitute an amendment of these General Terms and Conditions of Service.

c. BMW Emergency Call

This Service is meant for establishing a simple voice connection with the country-specific emergency service's operator. Direct voice connection towards local 112 is established manually or automatically. Apart from automatic call towards 112, no data is being sent or transmitted to BMW. This Service cannot be terminated.

3. ConnectedDrive Services (SA6AK) BMW Online

“**ConnectedDrive Services**” (6AK) is activated for a period of 36 months starting on the date determined in accordance with Article 2.2 of these Terms and Conditions of Service. **No extension of this term is currently available for Slovakia.**

Use of this Service requires vehicle identification and processing of information required for the provision of assistance. Data are subsequently deleted. If the Points of Interest search is used, the customer's search requirements are also transmitted to service providers authorised by BMW to provide Services. These use such data solely to provide services and store them until the case has been duly processed. Data are subsequently deleted. Data are not provided to third parties beyond the scope defined in this provision.

4. Concierge Services (SA6AN)

Concierge Services (SA6AN) are not available for customers whose vehicles were purchased in a BMW dealership in Slovakia and currently it is not foreseen if and when this Service might become available in Slovakia.



5. Real Time Traffic Information (SA6AM)

The Real Time Traffic Information (SA6AM) Service is not available for customers whose vehicles were purchased in a BMW dealership in Slovakia and currently it is not foreseen if and when this Service might become available in Slovakia.

6. Internet (SA6AR)

The “Internet” Service (SA6AR) is not available for customers whose vehicles were purchased in a BMW dealership in Slovakia and currently it is not foreseen if and when this Service might become available in Slovakia.

7. Remote Services (SA6AP)

The “Remote Services” (SA6AP) will only be available in Slovakia after launching the BMW ConnectedDrive Portal, and will require registration at the BMW ConnectedDrive Portal. It is not foreseen if and when it might become available in Slovakia.

This Service provides assistance through a BMW operator with remote telephone control in the event that the customer e.g. accidentally locks his or her vehicle. Or the customer may use his or her Smartphone for remote control. Using the “My BMW Remote App” (available for iPhone at the Apple App Store and Android in Google Play Store), the customer can find his or her car even among a large number of vehicles by touching the illuminated horn through the App on the Smartphone. The customer can also pre-set the temperature inside the vehicle in this manner. Besides, vehicle data such as vehicle position, service information, mileage and fuel consumption are sent from the vehicle to BMW with every vehicle switch-off. These data serve to display the geographic vehicle position and vehicle condition information. The use of this Services requires the location of both the vehicle and the phone to be determined.

8. eDrive Services (SA6AG)

The “eDrive Services” are specially designed Services for PHEV vehicles only and being a part of their standard equipment. The functionality of “eDrive Services” will only be available after launching the BMW ConnectedDrive Portal, and will require registration at the BMW ConnectedDrive Portal. It is not foreseen if and when it might become available in Slovakia.

The Service comprises functions that are displayed to the driver in the vehicle, in the My BMW Remote App and in the BMW ConnectedDrive Portal. The Service supports the driver with information relevant to electronic mobility. The Service serves among others to verify and evaluate the quality of the charging stations where available. For this purpose, location information as well as charging process information is sent to BMW and transmitted to the BMW Car IT GmbH for each charging start, finish, interruption and error as well as for each power on and off.

The “Efficiency” Service utilizes vehicle condition information which is sent from the vehicle to BMW with every vehicle switch-off. These data serve to calculate the driving performance index which is displayed in the My BMW Remote App and in the BMW ConnectedDrive Portal.

The driving performance index will be statistically processed with the index of other BMW drivers in the “Community” function displayed anonymously in the My BMW Remote App and the BMW ConnectedDrive Portal. The Service “Community” requires the customer’s agreement in the BMW ConnectedDrive Portal or in the My BMW Remote App.

The Service “Route to the vehicle” and “vehicle position” uses vehicle condition information as well as information regarding the position of the vehicle, which are sent to BMW with every vehicle switch-off. These data serve to display the geographic vehicle position, which is displayed in the My BMW Remote App and in the BMW ConnectedDrive Portal.

9. Service availability

Under this BMW ConnectedDrive Agreement the complete range of Services available in Slovakia is available for new BMW vehicles purchased in Slovakia only to customers whose vehicles are registered in Slovakia, and only within the territory of Slovakia. The listing of countries below is for information purposes only and changing the list of countries where a particular Service is available does not constitute an amendment of the current General Terms and Conditions of Service.

“BMW Intelligent Emergency Call” (SA6AC) is available to customers in Germany, Austria, Italy, San Marino, Vatican, France, Monaco, Switzerland, Liechtenstein, Belgium, Luxembourg, the Netherlands, the United Kingdom, Ireland, Spain, Andorra, Portugal, Sweden, Norway, Poland, Turkey and Russia.

“TeleServices” (SA6AE), and “ConnectedDrive Services” / “BMW Online (SA6AK)”, “Remote Services” (SA6AP) and “eDrive Services (SA6AG) can be accessed on any mobile communication network in Europe. When used abroad, the range and characteristics of the Service may vary from the range and characteristics described above and may vary from country to country.

All personalised BMW ConnectedDrive Services and all ConnectedDrive functionalities which can be used only via the BMW ConnectedDrive Portal, will be available from the point of their launch. We expect the BMW ConnectedDrive Portal to be launched in 2016, however, such date may be freely changed and even further postponed by BMW’s unilateral decision without providing any reasons for such decision.

10. Deactivation

A customer may deactivate the basic BMW ConnectedDrive Services i.e. “Teleservices” (6AE) and “BMW Intelligent Emergency Call” (6AC) at any time through BMW, BMW authorised dealer or BMW authorised workshop. When these Services are deactivated, the SIM card built into the vehicle is also deactivated. **As a result, the intelligent emergency calling in the vehicle is also deactivated on the ConnectedDrive markets; however, a BMW Emergency Call whose purpose is to establish a simple voice connection with the country-specific emergency service operator remains available.** The customer may also deactivate the other Services through the BMW ConnectedDrive Portal, once this portal is launched.

Further information about BMW ConnectedDrive and the General Sales Terms and Conditions of Use of ConnectedDrive Services are available on the following website: www.bmw.sk.

The BMW ConnectedDrive Hotline is available on the telephone number +421 850 269 835 from Monday to Friday, 8.00 – 18.00, except of the public holidays.