

Information pursuant to Article 3 (3) Regulation (EU) 2023/2854 (Data Act)

Due to Regulation (EU) 2023/2854 (the "**Data Act**"), users of connected products or related services must be provided with certain information regarding the generation and use of data. The present information sheet shall have the purpose to comply with this information obligation within its scope. The following information applies to the service Hyundai Hi-MATE ("**Hi-MATE**"), which can be used to interact with appropriate equipment, particularly manufactured by HD Construction Equipment Co., Ltd ("**HCE Equipment**"). Hi-MATE is available for various HCE Equipment and other equipment sold by HCE, for example:

- Excavators (including mini excavators and mobile excavators) of the HW-, HX, and R-series
- Wheel loaders of the HL-series
- Skid Loaders
- Compact Track Loaders
- Dozers (Develon Equipment)
- Articulated Dump Trucks (Develon Equipment)

Please note that for the use of Hi-MATE the Hi-MATE Terms & Conditions apply, which are available at <https://himate.hd-hyundaice.com/>. For the information about product data generated by HCE Equipment itself as connected products, please note the respective information sheet at <https://himate.hd-hyundaice.com/>.

General Service Information

Service Name	Hyundai Hi-MATE
Provider	<p>HD Construction Equipment Co., Ltd. ("HCE") 11F, HD Hyundai Global R&D Center, 477, Bundangsuseo-ro, Bundang-gu, Seongnam-si, Gyeonggi-do, Republic of Korea</p> <p><u>Representative of the provider in the European Union pursuant to Article 37 (11) Data Act:</u> HD Construction Equipment Europe N.V., Hyundaiiaan 4, 3980 Tessenderlo, Belgium Phone: +32 (0) 14 56 22 00 Contact person: Johan Thiels privacy@hyundai.eu</p>
Type	Related Service
Service Description	Hi-MATE is the cloud-based remote management and telematics system for construction machinery and vehicles from or sold by HCE. Hi-MATE enables real-time interaction with HCE Equipment. This includes, in particular, retrieving diagnostic and maintenance

information, location data, operating data, and usage data. Various functions can also be performed remotely, such as geofencing. Hi-MATE is provided via the integrated web platform HYUNDAI CONNECT <https://hdconnect.hd-hyundaice.com/>, directly via the Hi-MATE web platform or via a mobile app and can be used from a computer or smartphone.

Product Data Generated when Using the Service

What types of product data are obtained when using the Service?	When creating a user account at Hi-MATE, the user may access various product data of the HCE Equipment. In particular, this comprises location data (GPS), operational data (e.g., engine operating hours), alert and diagnostics data, security data (e.g., arising from geofencing) and remote access data.
What is the estimated volume of accessed product data?	The estimated volume depends on the user's behavior and the specific duration of use of the machine.
What is the collection frequency?	Some product data (e.g. operational data, geolocation data) is generated continuously in specific intervals or events during operation of the HCE Equipment. The interval can vary from one minute (close to real-time) to several hours depending on the settings. Other categories (e.g. error messages, remote access data) are only generated when a specific event occurs (e.g. detected error, remote access or alert event). When using the service, the user has access to the latest data and historical data.
How can users access the data?	By signing up for Hi-MATE at https://himate.hd-hyundaice.com/# and registering their HCE Equipment.
Where is the data stored?	The transmitted data is stored in a separated Relational Database Service (RDS) instance within an Amazon Web Services Virtual Private Cloud (AWS VPC).
For how long is the data retained?	If the user is registered for Hi-MATE, the product data is retained until the user deletes his/her/its Hi-MATE account or his/her/its HYUNDAI CONNECT account; however, the raw data is retained at least for a period of 24 months.

Related Service Data Generated when Using the Service

What types of service data are generated when using the Service?	When using Hi-MATE, specific usage data is generated and collected. This includes user data (based on the user profile created, and usage metadata, including country information), equipment-related permission details (i.e., if a user is owner or manager), usage time, individual settings, individual service functions used, and commands that a user transmits to the HCE Equipment via Hi-MATE (e.g., operation log requests to equipment,
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geofencing settings).

What is the estimated volume of generated service data?	The estimated volume depends on the user's behavior.
How can users access the data?	The readily available (raw) data generated when using the Service is provided upon user request. Requests can be addressed to himate_support@hd.com .
Where is the data stored?	The transmitted data is stored in a separated Relational Database Service (RDS) instance within an Amazon Web Services Virtual Private Cloud (AWS VPC).
For how long is the data retained?	The data is retained until the user deletes his/her/its Hi-MATE account, however, the raw data is retained at least for a period of 24 months.

Use of Readily Available Data by the Data Holder

Does HCE use the readily available data itself?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
What is the purpose of the use of data?	The data is used <ul style="list-style-type: none">• to fulfill our contractual and legal obligations and existing legal claims of the user or third parties;• to ensure, improve, maintain and protect the proper and secure functioning of the service and to prevent and detect security risks or criminal activities;• to process user requests; and• if the relevant data cannot be traced back to a specific user, to improve and further develop our products and services and to develop new products or services, including AI applications and algorithms, and for statistical purposes.	
Is it possible for third parties to use the data for purposes agreed upon with the user?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No, not without the user's prior consent.

Data Holders

Who is potential data holder?	HD Construction Equipment Co., Ltd. 11F, HD Hyundai Global R&D Center, 477, Bundangsuseo-ro, Bundang-gu, Seongnam-si, Gyeonggi-do, Republic of Korea himate_support@hd.com
Are there other data processing parties involved?	Save for HCE's local subsidiaries, no other parties are involved in the data processing.

Data Sharing Requests

How can users request data to be shared pursuant to Article 5 Data Act?

Please contact us via himate_support@hd.com. A transfer can be arranged via API.

Trade Secrets

Are there, in general, trade secrets contained in the accessible data?

Yes

No

Terms of Contract

What is the duration of the contract pertaining to the related service?

The default period depends on the communication type chosen by the user: for mobile communication is 5 years, the default period for satellite communication is 2 years. For more details, please refer to the Hi-MATE Terms & Conditions.

How can I terminate the service?

For more details, please refer to the Hi-MATE Terms & Conditions

Complaints

Users of a connected service have the option of lodging a complaint with a competent supervisory authority in accordance with Article 38 Data Act if they wish to report an alleged violation of their rights under the provisions of Chapter II of the Data Act.