



VOLVO ON CALL



## **VOLVO ON CALL**

This document describes the functionality of the Volvo On Call system.  
An active subscription is required to operate the system.

Development work is constantly in progress to improve our product.  
Modifications may mean that information, descriptions and illustrations in

this supplement differ from the equipment in the car. We reserve the  
right to make modifications without prior notice.

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VOLVO ON CALL

## Volvo On Call\*

Volvo On Call\* is an additional service to which Volvo owners can subscribe. The subscription consists of safety, security and comfort services.

The Volvo On Call system is linked to the car's SRS and alarm systems and the other systems in the car (e.g. locks and climate control). The car has a built-in modem for communication between the car and Volvo On Call's services. Map (p. 15) shows the countries where the system is available. Contact a Volvo dealer for current information, since the map may change. The subscription's services/offer are dependent on the market. Contact a Volvo dealer for information about which services are applicable in a particular country.

### Availability

Once the remote control key has been removed from the car, the system's functions are available continuously for 5 days and then once per hour during the following 17 days. After a total of 22 days the system will be deactivated until the car is started.

The system uses GNSS (Global Navigation Satellite System) to locate the car. The car's built-in modem is used for contact with the Volvo On Call service centre and the Volvo On Call app.

### WARNING

The system only works in areas where Volvo On Call's partners have mobile coverage and in the markets where the service is available.

Just as with mobile phones, atmospheric disturbances or sparse transmitter coverage may lead to connection being impossible, e.g. in sparsely populated areas.

### Subscription

A subscription is initiated in connection with the purchase of the car when the system is activated. The subscription has a time limit but can be extended, and validity is market dependent.

### Comfort services

- Volvo On Call app (p. 7).
- Remote heater start via SMS (p. 9).

### Safety services

- Automatic alarm (p. 10).
- Manual alarm (p. 10).
- Roadside Assistance (p. 11).

### Security services

- Theft Notification (p. 12).
- Stolen Vehicle Tracking (p. 12).
- Remote Door Unlock (p. 12).
- Remote Vehicle Immobiliser (p. 12)<sup>1</sup>.

### NOTE

All calls with the Volvo On Call Service Centre will be recorded.

### Information on the Internet

For more information on Volvo On Call see [support.volvocars.com](http://support.volvocars.com).

Using a personal Volvo ID it is possible to log in to the app (p. 7). Read the owner's manual section Volvo ID to read about its advantages and how to create a Volvo ID.

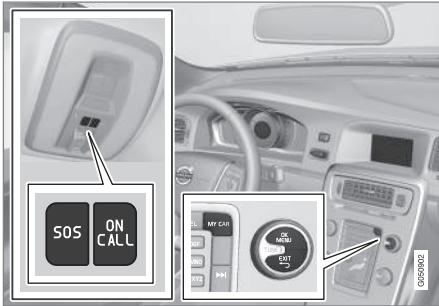
### Related information

- Overview of Volvo On Call\* (p. 5)
- Using Volvo On Call\* (p. 5)
- Available Volvo On Call\* functions (p. 6)
- Volvo On Call\* availability (p. 15)
- Phone number for the Volvo On Call\* service centre (p. 17)
- PIN code for Volvo On Call\* (p. 18)
- Personal data (p. 18)

<sup>1</sup> Certain markets.

## Overview of Volvo On Call\*

Overview of buttons and displays.



### Related information

- Using Volvo On Call\* (p. 5)
- Menu options with Volvo On Call\* (p. 13)
- Volvo On Call\* message in the display (p. 14)

## Using Volvo On Call\*

The Volvo On Call system is enabled by pressing one of the two buttons on the roof, or by selecting from the menu source.

Volvo On Call is automatically started when the car's safety system is triggered, e.g. in an accident in which the activation level is reached for seatbelt tensioners or airbags. Contact is established between the car and the Volvo On Call service centre, who will send appropriate assistance to the car's location.

### SOS button - in the event of emergency situations

Press the **SOS** button on the roof for at least 2 seconds in order to activate the manual alarm service.

#### Alternatives to the SOS button

In the normal view for **MY CAR**, press **OK/MENU** and select **Settings** → **Volvo On Call** → **SOS**.

### ON CALL button - in the event of a problem with the car

Press the **ON CALL** button on the roof for at least 2 seconds in order to activate the service and establish contact with the Volvo On Call service centre, see Available Volvo On Call\* functions (p. 6).

### Alternatives to the ON CALL button

In the normal view for **MY CAR**, press **OK/MENU** and select **Settings** → **Volvo On Call** → **On Call**.

#### **i** NOTE

The **SOS** button must only be used in the event of accident, illness or an external threat against the car and its passengers. The **SOS** function is only intended for emergency situations.

The **ON CALL** button can be used for all other services, including roadside assistance.

### Cancelling a service

A service that has been started can be stopped within 10 seconds with one press on the **EXIT** button.

### Settings

Possible options and settings in the menu system (p. 13).

- **Key lock** - decide when the **SOS** and **ON CALL** buttons should be activated. The function means that the buttons are only activated if the remote control key is in position **I** or **II**, or if the engine is running.
- **Activate service** - Used to activate subscription and gain access to the service.

Activate subscription status shows that the Volvo On Call system needs to be activated at a Volvo



- ◀ workshop before the car owner can be registered for the subscription.

### Related information

- Menu options with Volvo On Call\* (p. 13)
- Volvo On Call\* message in the display (p. 14)
- Overview of Volvo On Call\* (p. 5)
- Remote heater start\* via SMS (p. 9)
- Manual safety service with Volvo On Call\* (p. 11)
- Call roadside assistance with Volvo On Call\* (p. 11)
- Unlock the car via the Volvo On Call\* service centre (p. 13)

### Available Volvo On Call\* functions

Overview of available Volvo On Call functions via the Volvo On Call service centre and Volvo On Call app.

Service	Service Centre	App <sup>A</sup>
Remote heater start		X
Automatic alarm	X	
Manual alarm	X	
Roadside assistance	X	X
Theft Notification (TN)	X	X
Stolen Vehicle Tracking (SVT)	X	
Remote Door Unlock (RDU)	X	X
Remote locking		X
Remote Vehicle Immobiliser <sup>B</sup>	X	
Remote engine start (ERS) <sup>B, C</sup>		X
Locating the car	X	X
The car's instrument panel		X
Driving journal		X

Service	Service Centre	App <sup>A</sup>
Vehicle information		X
Battery and charging status <sup>D</sup>	X	X
Set charging for specific times <sup>D</sup>		X
Reminder to plug in the charging cable <sup>D</sup>		X
Preconditioning <sup>D</sup>		X
Send destination to car <sup>E</sup>		X

<sup>A</sup> Certain functions are not available on all car models.

<sup>B</sup> Certain markets.

<sup>C</sup> Certain cars with automatic gearbox.

<sup>D</sup> Only applies to cars with Twin Engine.

<sup>E</sup> Sensus Navigation is required.

### Related information

- Comfort services with Volvo On Call\* (p. 7)
- Safety services with Volvo On Call\* (p. 10)
- Security services with Volvo On Call\* (p. 12)
- Volvo On Call\* app (p. 7)



## Comfort services with Volvo On Call\*

Comfort services via mobile devices, such as remote heater start\* via SMS or communicating with the car via the app.

An app makes it possible for Volvo On Call users to maintain contact with their parked car via a mobile device. The app can locate the car, remotely lock the car and remotely start the engine, see information about fuel level and much more. Read more about the app (p. 7).

Cars equipped with fuel-driven engine block heater and passenger compartment heater in combination with Volvo On Call offer the same setting options for the heater as inside the car using a mobile device. Read more about Remote heater start via SMS (p. 9).

### Related information

- Available Volvo On Call\* functions (p. 6)

## Volvo On Call\* app

As a Volvo On Call user the car owner has access to an app that enables him/her to maintain contact with his/her parked car via a mobile device.

Certain functions are not available on all car models.

The app is continuously updated which may mean that this information does not reflect available functionality. For more information on Volvo On Call see [support.volvocars.com](http://support.volvocars.com).

The app is available for iOS, Android and Windows Mobile. Download from Apple's AppStore, Windows Phone Store or Google Play.

A personal Volvo ID is required to use the app and online services from Volvo.

Read the owner's manual section Volvo ID to read about its advantages and how to create a Volvo ID.

### Locating the car

The position of the car is shown on a map and there is the option to receive directions to the car. There is also a digital compass that points the driver in the right direction. It is possible to activate the car's horn and direction indicators in order to facilitate the search.

## Send destination to car

With the app, the "Send to Car" function can be used to send a destination (such as hotels, shops, cinemas, restaurants and petrol stations) to the car. Destination position is then available in the car's navigation system<sup>2</sup>. If the car's navigation system is not factory installed, the car's configuration needs to be updated by a Volvo dealer so that the Volvo On Call app knows that it can send a destination to the car. For instructions for the Send to Car function, see [support.volvocars.com](http://support.volvocars.com).

## The car's instrument panel

This function provides the driver with access to a range of information: fuel level, remaining mileage with existing fuel quantity, average fuel consumption, average speed, and readings from the odometer and trip meter.

## Checking the car

The app carries out a "health check" of the car and shows information on bulbs, brake fluid, coolant and oil level.

## Driving journal

Detailed information on each journey during the last 40 days can be downloaded and saved. There is also the option to export all or selected journeys from the app in spreadsheet format and send this to an email address. This is suitable for travel on official business, for example.

<sup>2</sup> Applies to Sensus Navigation.

- ◀ There is the option to deactivate the driving journal. In which case the car does not send any log information after each completed journey.

### Vehicle information

Basic data about the car such as model, registration number and VIN number are easily accessible.

### Anti-theft warning

If the car alarm is activated the driver is advised of this via his/her device.

### Remote locking of doors

Status for all doors and windows is shown. The driver can lock and unlock the car. For security reasons the password for the app is always required to remotely unlock the car. Your personal Volvo ID is used as password.

### Remote heater start

If the car is equipped with a parking heater then it can be started immediately or programmed to start at two different time points.

### Engine remote start<sup>3</sup>

Remote start (ERS – Engine Remote Start) means that the car's engine can be started remotely in order to warm up/cool down the passenger compartment to comfort temperature before departure. To be able to drive away with

the car the drive mode must be activated, this is performed in the same way as when starting the engine. Read in the owner's manual, section Starting the engine, to see how the engine is started.


The air conditioning starts with automatic settings. A remote-started engine is activated for a maximum of 15 minutes, then it is switched off. After 2 activations of remote start the engine must be started in the normal way before remote start can be used again.

Engine remote start is only available in cars with automatic gearbox and cars that have a bonnet switch<sup>4</sup> installed.

### WARNING

To remote-start the engine, the following criteria must be met:

- The car must be supervised.
- There must be no people or animals inside or around the car.
- The car must not be parked in a closed, unventilated area - the exhaust gases may seriously injure humans and animals.

<b> NOTE</b>
Follow local/national rules/regulations on idling. Also observe local/national rules and regulations on noise levels when the engine is running.

### Battery and state of charge<sup>5</sup>

See how much charge the hybrid battery has and whether charging is in progress.

### Set charging for specific times<sup>5</sup>

Charging does not need to be started immediately when the charging cable is connected. It is possible to use the app to set the time when charging can take place.

### Reminder to plug in the charging cable<sup>5</sup>

Option to activate a reminder in the app to plug in the charging cable if it has been forgotten after parking the car.

### Preconditioning<sup>5</sup>

Preconditioning prepares the car's drive systems and the passenger compartment before departure so that both wear and energy needs during the journey are reduced. The app is used in the same way as for remote heater start.

<sup>3</sup> Certain car models and markets.

<sup>4</sup> Available in the XC60, cars with alarm, most cars with 4-cylinder engines or if ERS is selected for new construction.

<sup>5</sup> Only applies to V60 Twin Engine and S60L Twin Engine.

## Related information

- Available Volvo On Call\* functions (p. 6)
- Comfort services with Volvo On Call\* (p. 7)
- PIN code for Volvo On Call\* (p. 18)

## Remote heater start\* via SMS

Cars equipped with fuel-driven engine block heater and passenger compartment heater in combination with Volvo On Call offer the same setting options for the heater as inside the car using a mobile device. It is possible to configure the timer settings by sending the desired setting using a mobile device, see remote heater start (p. 9).

Being able to control the heater in the car with your device means effortless operation of the heater, increasing the comfort experience at the cost of an SMS.

The heater function has two times, in the description called **T1** and **T2**. These show when the car has reached the set temperature. To ensure that only the authorised user can control the heater, the SMS message must contain the car's registration number<sup>6</sup> followed by the Volvo On Call system's PIN code.

## Related information

- Remote heater start\* via SMS (p. 9)
- Volvo On Call\* app (p. 7)
- PIN code for Volvo On Call\* (p. 18)

## Remote heater start\* via SMS

The heater in the car is controlled via SMS.

### NOTE

Exercise caution with where the car is parked when remote start of the heater is used since the heater emits exhaust fumes.

### NOTE

Each subcommand is followed by a **#** character. The message should be written as a string without spaces and finished with a **#** character, e.g. **# PIN code # 1 #**

## Phone number

The message must be sent to the following number: +46 70 903 20 40. For some devices, it is possible to create a message template in order to facilitate simpler and faster operation.

## Direct commands

To start the heater directly:

1. Enter the car's registration number followed by **# PIN code # 1 #**
2. Send the message.

If the heater is running and shall be deactivated immediately:

<sup>6</sup> The registration number can contain both uppercase and lowercase letters.

- ◀ 1. Enter the car's registration number followed by # PIN code # 0 #
2. Send the message.

### Time commands

If a new time shall be added then the message is ended with the desired time, e.g. 1730<sup>7</sup>.

Change and activate **T1**:

1. Enter the car's registration number followed by # PIN code # 11 # Time #
2. Send the message.

Change and activate **T2**:

1. Enter the car's registration number followed by # PIN code # 12 # Time #
2. Send the message.

If activation of a previously entered time is required:

Activate **T1**:

1. Enter the car's registration number followed by # PIN code # 11 #
2. Send the message.

Activate **T2**:

1. Enter the car's registration number followed by # PIN code # 12 #
2. Send the message.

To cancel a previously scheduled heater start the set time must be deactivated.

To deactivate **T1**:

1. Enter the car's registration number followed by # PIN code # 01 #
2. Send the message.

To deactivate **T2**:

1. Enter the car's registration number followed by # PIN code # 02 #
2. Send the message.

### If the heater does not start

There are situations where the heater cannot start via SMS. In which case, an SMS is sent with the text "The heater could not start!" to the phone number that attempted to initiate the service.

### Related information

- Remote heater start\* via SMS (p. 9)
- Volvo On Call\* app (p. 7)
- PIN code for Volvo On Call\* (p. 18)

## Safety services with Volvo On Call\*

Automatic and manual alarm as well as calling roadside assistance are safety services available for Volvo On Call . Safety services are used for alarms in the event of accident or emergency situation.

### Automatic alarm

When the car's safety system is triggered, e.g. in an accident in which the activation level is reached for the seatbelt tensioner or airbags, a signal will be automatically sent to Volvo On Call Service Centre. The following will occur:

1. A message will be automatically sent from the car to Volvo On Call Service Centre.
2. The Volvo On Call Service Centre then establishes verbal contact with the car's driver and tries to find out the extent of the collision and the need for help.
3. The Volvo On Call Service Centre then contacts the necessary assistance (police, ambulance, towing, etc.).

If verbal contact cannot be established, the Volvo On Call Service Centre contacts the relevant authorities that assist with appropriate action.

### Manual alarm

Contact the Volvo On Call Service Centre to request help in emergency situations, see alarm manually (p. 11).

<sup>7</sup> The time is always rounded to the nearest 5-minute interval.

### Roadside assistance

Call for help in the event of e.g. a puncture, fuel shortage or discharged battery, see Call roadside assistance (p. 11).

A separate subscription may need to be taken out for the roadside assistance service.

### Emergency number

When the alarm service is activated the system attempts to establish contact with the Volvo On Call Service Centre. If this is not possible then the call is routed to the designated emergency number for the area where the car is located<sup>8</sup>.

### Related information

- Using Volvo On Call\* (p. 5)

### Manual safety service with Volvo On Call\*

Contact the Volvo On Call Service Centre to call for assistance in emergency situations

To alert the Volvo On Call service centre manually:

1. Press the **SOS** button (p. 5) for at least 2 seconds to call for help in the event of illness, external threat to the car or passengers, etc.
2. The Volvo On Call Service Centre receives a message on the need for assistance and information about the car's position.
3. The Volvo On Call Service Centre establishes verbal contact with the driver and agrees on what assistance is required.

If verbal contact cannot be established, the Volvo On Call Service Centre contacts the relevant authorities that assist with appropriate action.

### Related information

- Safety services with Volvo On Call\* (p. 10)
- Phone number for the Volvo On Call\* service centre (p. 17)

### Call roadside assistance with Volvo On Call\*

Call for help in the event of e.g. a puncture, fuel shortage or discharged battery.

1. Press the **ON CALL** button (p. 5) for at least 2 seconds.
2. The Volvo On Call Service Centre establishes verbal contact with the driver and agrees on what assistance measure is required.

### Related information

- Safety services with Volvo On Call\* (p. 10)
- Phone number for the Volvo On Call\* service centre (p. 17)

<sup>8</sup> Applies to certain markets.

## Security services with Volvo On Call\*

Volvo On Call provides assistance in the event of break-in or theft of the car, and can remote lock the car if the keys have been lost or locked in.

Security services are designed to minimise the risk of the owner losing his/her car. If the car is stolen, it can also be traced and possibly deactivated.

If the car is de-energised then Volvo On Call's spare battery engages.

In addition to safety and security services, certain markets offer an enhanced security system as an option.

### Theft Notification (TN)

Volvo On Call sends a signal automatically to the Volvo On Call service centre in the event of break-in or theft (if the car's alarm system has been activated).

If the car's alarm system is activated then the Volvo On Call Service Centre will be notified automatically after a certain time. If the alarm is switched off using the remote control key then the service will be interrupted.

### Stolen Vehicle Tracking (SVT)

If theft or other unauthorised use of the car has been discovered, then the car's owner along with the police and the Volvo On Call service centre agree that the car should be traced. The Volvo On Call service centre sends a message to the car to determine the car's position. Following which, the police or other authority are contacted.

#### **NOTE**

This also applies if the car has been stolen using the associated remote control key.

### Remote Door Unlock (RDU)

If the car's remote control key has been lost or locked in the car, it is possible to remotely unlock the car within the next 5 days assisted by the Volvo On Call Service Centre after the required verification with PIN code has been approved. Following which, the Volvo On Call Service Centre unlocks the car remotely according to agreement.

### Remote Vehicle Immobiliser<sup>9</sup>

Monitoring and deactivation of a stolen car.

If the car is stolen then the owner or authorities contact the Volvo On Call Service Centre.

#### **NOTE**

This also applies if the car has been stolen using the associated remote control key.

After having been in contact with the authorities, the Volvo On Call service centre then deactivates the remote control keys in order to prevent the car from being started. A deactivated car can only be restarted by contacting the Volvo On Call Service Centre and when the required verification with PIN code has been approved. Following which, the Volvo On Call Service Centre performs activation of the car.

### Related information

- Phone number for the Volvo On Call\* service centre (p. 17)
- PIN code for Volvo On Call\* (p. 18)

<sup>9</sup> Certain markets.

## Unlock the car via the Volvo On Call\* service centre

The car can be remotely unlocked with assistance from the Volvo On Call service centre.

1. Contact the Volvo On Call service centre (p. 17).
2. When the Volvo On Call Service Centre has verified the car's owner or other authorised individual using the PIN code, an unlocking signal is sent to the car according to agreement.
3. The boot lid/tailgate must be opened in order to unlock the doors. Press twice on the touch button or pull the handle.

### NOTE

If the boot lid/tailgate does not open within a time predefined by the Volvo On Call Service Centre, the boot lid/tailgate will be relocked.

4. When the doors are opened, the car's alarm system will be triggered. Switch off the alarm by pressing the unlock button on the remote control key or insert the remote control key into the ignition switch.

### NOTE

If, for example, the car is parked in a parking garage, the remote unlocking function may possibly be disrupted due to poor reception.

## Related information

- Security services with Volvo On Call\* (p. 12)
- PIN code for Volvo On Call\* (p. 18)
- Volvo On Call\* app (p. 7)

## Menu options with Volvo On Call\*

Overview of possible options and settings in the Volvo On Call system's menu.

To access the menu: Press the **MY CAR** button, press **MY CAR** again to open the shortcut menu where the Volvo On Call menu is available.

### Dealer information

SOS

On Call

Key lock

Lock/Unlock SOS and On Call buttons

Activate subscription

Activate service

### Related information

- Using Volvo On Call\* (p. 5)
- Volvo On Call\* message in the display (p. 14)
- Overview of Volvo On Call\* (p. 5)

## **Volvo On Call\* message in the display**

Volvo On Call automatically shows the information messages if necessary.

- **Could not find vehicle position** - see Availability (p. 4).
- **Service temporarily unavailable** - see Availability (p. 4). The message is shown in the screen.
- **Volvo On Call Service required** - Volvo On Call system disengaged. Contact a Volvo dealer for assistance. The message is shown in the combined instrument panel.
- **Volvo On Call subscription will soon expire** - Volvo On Call subscription will soon expire. Contact a Volvo dealer. The message is shown in the combined instrument panel.

### **Related information**

- Overview of Volvo On Call\* (p. 5)
- Volvo On Call\* (p. 4)
- Menu options with Volvo On Call\* (p. 13)



### **Volvo On Call\* availability**

Map of areas where Volvo On Call is available.  
The service is being continuously expanded and

the system will be offered in a large number of countries. Contact a Volvo dealer for up-to-date information.





Volvo On Call is available in the areas marked in grey.

### Related information

- Phone number for the Volvo On Call\* service centre (p. 17)

## Phone number for the Volvo On Call\* service centre

Country	Dialling in home country	Dialling abroad
Sweden	020 55 55 66	+46 31 51 83 35
Norway	800 30 060	+47 22 32 39 50
Denmark	070 21 50 53	+45 70 21 50 53
UK	0800 587 9848	+44 20 860 39 848
Italy	02 26629 271	+39 02 26629 271
Finland	09 374 77 310	+358 9 374 77 310
France	0810 800 454	+33 1 49 93 72 79
The Netherlands	020 851 2278	+31 20 851 2278
Belgium	02 773 62 22	+32 2 773 62 22
Luxembourg (customer centre in Belgium)	+32 2 773 62 22	+32 2 773 62 22
Poland	+48 22 537 43 43	+48 22 537 43 43
Portugal	800 206 670	+35 1 21 94 29 107
Germany	089 20 80 1 87 47	+49 89 20 80 1 87 47
Spain	091 325 5509	+34 91 325 5509
Switzerland	044 283 35 70	+41 44 283 35 70
Russia	+74 9 57 80 50 08	+74 9 57 80 50 08
Austria	+43 1 525 03 6244	+43 1 525 03 6244

## PIN code for Volvo On Call\*

The PIN code is used for security purposes and to identify the individual authorised to perform Volvo On Call services.

The four-digit PIN code that is sent to the car owner when the dealer activates the subscription is used for security reasons to identify the individual authorised to perform certain Volvo On Call services, e.g. unlock the car via Volvo On Call service centre (p. 12) or create an account for the app (p. 7).

### Forgotten or change of PIN code

If the PIN code has been forgotten or needs to be changed (e.g. when buying a used car), contact a dealer or press on the **ON CALL** button in the car. The new code will be sent to the car owner.

### Incorrect PIN code has been entered for the app repeatedly

The account will be locked after incorrectly entering the PIN code ten times in a row. A new PIN code must be selected in order to be able to use the app again, and a new app account created by following the same process as when the app account was previously created.

### Related information

- Security services with Volvo On Call\* (p. 12)
- Volvo On Call\* app (p. 7)
- Change of ownership for cars with Volvo On Call\* (p. 18)

## Change of ownership for cars with Volvo On Call\*

In the event of change of ownership of a car it is important to change the owner of the Volvo On Call service.

### Closing the Volvo On Call service

Contact a Volvo dealer in the event of change of ownership in order to close the service. The dealer cancels the subscription and deletes the service history. The service can also be closed using the Volvo On Call app.

In the event of change of ownership it is important to reset personal settings in the car to the original factory settings<sup>10</sup>, see Change of ownership, in the owner's manual.

### Starting the Volvo On Call service

Buying a used car with Volvo On Call:

The new owner contacts his/her dealer who transfers the remaining time of the subscription to the new owner. It is important that the contact details are updated for Volvo On Call to work, and that the previous owner does not have access to perform services in the car. The new owner is given a personal four-digit PIN code, which is required to identify him/her as the owner (or another authorised person) in order to gain access to certain services.

## Personal data

Personal data that are processed in connection with the Volvo On Call service.

Volvo's sales companies, see table below, and Volvo Personvagnar AB, are responsible for the personal data processed in connection with the service. All processing is performed in accordance with good practice and legislation in force with regard to the processing of personal data.

Country	Sales companies
Belgium	Volvo Car Belux
UK	Volvo Car UK Ltd
France	Volvo Car France
Netherlands	Volvo Cars Nederland B.V.
Italy	Volvo Car Italia S.p.A.
Norway	Volvo Car Norway AS
Poland	Volvo Car Poland Sp. z o.o.
Portugal	Volvo Car Portugal S.A.
Russia	Volvo Car Russia
Spain	Volvo Car España S.L.U.
Sweden	Volvo Car Sweden AB
Germany	Volvo Car Germany GmbH

Country	Sales companies
Finland	Volvo Car Finland Oy Ab
Denmark	Volvo Car Denmark A/S
Austria	Volvo Car Austria GmbH
Switzerland	Volvo Car Switzerland AG

### Purpose of the data processing

Personal data are used by Volvo with cooperating partners, both within and outside the EU/EEA, in order to provide and develop the service.

### What personal data are processed?

The personal data processed belong mainly to the following three categories.

- Personal data that the customer provides in connection with activation of the service and in other contacts with Volvo such as name, address, phone number, type of service and its duration.
- Information is sent automatically from the vehicle when a certain event covered by the service occurs. This type of message contains vehicle ID (VIN), the time when the service is used, type of service, whether the airbags have been deployed, whether the seatbelt tensioners have been deployed, current amount of fuel, current temperature inside and outside the vehicle, whether doors

and windows are locked or opened as well as the vehicle's last six locations with speed and direction.

- Other information that can be linked to the customer includes phone calls with people in the vehicle, the service centre that supplied the service and records created by the service centre operator.

### Who may have access to the personal data?

Volvo uses subcontractors in order to provide the service. These subcontractors work on behalf of Volvo and may only process personal data to the extent required in order to provide the service. All subcontractors are bound by agreements requiring them to observe confidentiality and to treat personal data in accordance with legislation in force.

### Screening procedures

The personal data required to supply the service are stored during the agreement period and thereafter for as long as required in order for Volvo to fulfil its obligations in accordance with the law and other statutes. Data generated during the events covered by the service are deleted three months after the incident occurred.

### Correction and extracts from the register

Private individuals are entitled to request that inaccurate information be corrected and to obtain extracts from the register that show what personal data are being processed. To correct personal data, please contact Volvo's customer service. A request for an extract from the register must be made in writing and be signed by the applicant, and include information on name, address and customer number. The request must be sent to Volvo Personvagnar AB, Data Protection Officer, Dept. 50090, HB3S, 405 31 Göteborg, Sweden.

### Consent to the processing of personal data

By activating the subscription in accordance with what is stated in the instructions in this document, the user agrees to the processing of personal data that is carried out in connection with the Volvo On Call service.

<sup>10</sup> Only applies to cars that can be connected to the Internet.





