

Privacy Notice

Last modified: Feb. 2026

SCOPE

Panasonic Corporation of North America values your privacy. This Privacy Notice (“**Notice**”) explains the Personal Information collected, used, and shared by Panasonic Connect North America, Division of Panasonic Corporation of North America and its affiliates and subsidiaries (collectively, “**PCNA**,” “**we**,” “**us**,” or “**our**”) through our online connected vehicle platform (each a “**Subscription Service**”). The Subscription Services includes limited access and use rights to the Cloud Platform. Capitalized terms used and not otherwise defined herein shall have the meanings ascribed thereto in the Subscription Services Terms & Conditions.

This Notice applies to individuals who interact with PCNA as a representative (e.g. an employee, owner, director, officer, agent or contractor) of another business, legal entity, or government agency (each an “**Entity**” and collectively “**Entities**”) and to Personal Information we process on our own behalf. It does not apply to drivers or operators of motor vehicles controlled by Entities including independent third-party fleet owners/managers that deploy our Subscription Services within their vehicle fleets.

This Notice does not apply to the information we collect as processors about operators of motor vehicles operated by independent third-party fleet owners/managers that deploy our Subscription Services within their vehicle fleets (“**Fleet Owners**”). We process this information at the direction of our Fleet Owner customers. Please see the Fleet Owners’ privacy notices to learn how they process your information.

Please read this Notice carefully before using the Subscription Services. By using the Subscription Services, or otherwise providing Personal Information to us, you consent to our data collection, use, and disclosure practices. This Notice should be read in association with our Subscription Services General Terms & Conditions, which govern the provision of Subscription Services. If you do not agree, please discontinue use of the Subscription Services.

As used in this Notice, “**Personal Information**” is information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with individuals. Personal Information does not include information that is publicly available, de-identified, or aggregated. We collect Personal Information through various means, including when it is provided directly to us and automatically through the use of the Subscription Services.

We may change this Notice from time to time. If we make changes, we will notify you by revising the date at the top of the notice and, in some cases, we may provide you with additional notice (such as adding a statement to our Cloud Platform or sending you a notification). We encourage you to review this Notice whenever you access the Subscription Services or otherwise interact with us to stay informed about our information practices and the choices available to you.

PERSONAL INFORMATION WE COLLECT FROM SUBSCRIPTION SERVICE USERS

Personal Information You Provide to Us

To manage our customer relationships with our Fleet Owners, corporate customers, vendors, and suppliers and to provide access to our Subscription Services, we collect identifiers and employment-related information about and from our customers', vendors', and suppliers' employees. To access our Subscription Services, you may provide us with identifiers or employment-related information such as your name, your job title and the name of your employer; your contact information, such as your business email and phone number; and the username and password you would like to use to access the Subscription Services. We may collect other employee identifiers to administer our contracts, manage our vendor/supplier due diligence process, and market our products and services to corporate customers. When you subscribe to our newsletters or other content, fill out a form, send us an email, or otherwise communicate with us, we may collect information such as your name, email address, and profession.

We also collect your Personal Information if you post, display and/or publish content on or through the Subscription Services. Additionally, when you enter any password-protected area of the Subscription Services, we will recognize you and collect information that you submit through the use of authentication tokens tied to user accounts created on or through an integrated user database.

Personal Information We Collect Directly From You Through the Subscription Services.

The information we collect from you depends on how you use the Subscription Service. When you contact us through the Subscription Service, we may collect identifiers such as your name, email address, company name, country of origin, phone number, and your reasons for contacting us. The information we collect through the Subscription Services are controlled by PCNA.

If the Subscription Service offers a community forum that allow you to post comments to the broader community of PCNA customers and users, we will collect the information you provide to use to create an account as well as any information that you post online.

Information We Collect Automatically Through the Subscription Services

We collect information about your use of the Subscription Services, such as the search terms you enter, your location relative to your device, and the identity of your devices.

- **Log and Usage Information:** We collect log information about your use of the Subscription Services, including the type of browser and operating system you use, the domain and host from which you access the internet, access times, pages viewed, your IP address, queries executed, and connection types to the data provided.
- **System Information:** We collect information about the computer or mobile device you use to access our Subscription Services, including the hardware model, operating system and version, unique device identifiers and tokens, transponder and/or serial numbers as assigned by us, unique identifier headers, mobile network information, and other information that identifies you as the user of the device or the person providing information to us.
- **Information Collected by Cookies and Similar Tracking Technologies:** We use different technologies to collect information, including cookies and plug-ins. Cookies are small data files

stored on your hard drive or in device memory that help us improve and keep secure our Subscription Services and your experience. Through the use of cookies, we may automatically collect information about your online activity on our Cloud Platform, such as the web pages you visit, the links you click, and the searches you conduct on our site. Our Cloud Platform uses two types of cookies: (1) “session” cookies which are deleted from your computer when you leave the Cloud Platform and are used purely to help you navigate around the Cloud Platform; and (2) “persistent” cookies which remain on your computer so that the Cloud Platform can recognize you when you return. Plug-ins are pieces of software that users download to allow certain web-based software to operate. In order to use our Subscription Services, you may be required to install certain plug-ins. For more information about cookies and how to disable them, see Your Choices below.

Information We Collect from Other Sources

We may obtain information from other sources and combine that with information we collect directly from you. For example, we may combine your location with third party mapping services to show you locations where services may be available such as chargers or depots. We may also collect information about you from third parties and other individuals or entities, including but not limited to authentication services, identity verification services, and publicly available sources such as government records or that is publicly available online on social media, networking and other sites. Such information might include your name and account information, in accordance with the authorization or access procedures determined by such third party service provider.

Information We Derive

We may derive information or draw inferences about you based on the information we collect. For example, we may make inferences about your location based on your IP address or your potential readiness for new services, which we may use for marketing, advertising, or other purposes.

HOW WE USE THE PERSONAL INFORMATION WE COLLECT

We use the information we collect to deliver the Subscription Services, customize your experience with us, and to administer your account. We may also use the information we collect to:

- Send you technical notices, updates, security alerts, and support and administrative messages and to respond to your comments, questions, and customer service requests;
- Analyze the success of our Subscription Services;
- Better understand the needs and interest of our customers;
- Manage the interactive functionality of the Subscription Services;
- Provide location-based customer assistance
- Monitor and analyze trends, usage, and activities in connection with our Subscription Services;

- Comply with Panasonic's legal and regulatory obligations;
- Detect, investigate and prevent breaches of the Subscription Services Terms & Conditions, fraudulent transactions and other illegal activities, and protect the rights and property of Panasonic and others;
- Personalize and improve our products and services;
- Research and develop new products, services, and marketing; and
- Carry out any other purpose described to you at the time the information was collected.

Our use of Personal Information is in conjunction with ancillary services that we provide to you or third parties, and that third parties may provide to you, as further described in the **HOW WE SHARE THE INFORMATION WE COLLECT** Section below.

HOW WE SHARE THE INFORMATION WE COLLECT

We may disclose Personal Information for any purposes consistent with this Notice, our written statements at the point of collection, or as permitted under applicable law.

We disclose Personal Information that we collect about you with other affiliated companies as part of our ordinary business practices.

We may disclose Personal Information with third parties at your direction and with your consent, where legally required.

We disclose information with our third-party service providers, contractors, agents, or consultants that provide services to us (e.g., provide customer service; deliver data storage, communication services, IT security services, marketing support, etc.). Service providers that have access to Personal Information in this context are under obligations to treat the Personal Information confidentiality and securely.

Depending on the Subscription Services, we may disclose Personal Information with third parties that perform services on our behalf (e.g., construction, maintenance, or engineering services providers under contract at Fleet Owners' designated locations). Service providers that have access to Personal Information in this context are under obligations to treat the Personal Information confidentiality and securely.

We may also disclose Personal Information as necessary, for the following purposes:

- To comply with the law, a judicial proceeding, court order, or other legal processes, such as in response to a court order, subpoena, or investigation.

- To investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person, violations of our Subscription Services Terms & Conditions, this Notice, other agreements, as evidence in litigation in which we are involved, or receive professional advice relating to these matters.
- In connection with, or during negotiations of, any merger, sale of company assets, financing or acquisition of all or a portion of our business by another company.

We may aggregate and/or de-identify Personal Information we collect and use or disclose it for any purpose. To the extent we de-identify any data originally based on Personal Information, we will maintain and use such data only in de-identified form and will not attempt to re-identify the data.

DATA RETENTION

We store the information we collect on you for as long as is necessary for the purpose(s) for which we originally collected it, or for other legitimate business purposes, including to meet our legal, regulatory, or other compliance obligations. When your personal information is no longer required for the purpose it was collected or as required by applicable law, it will be deleted in accordance with applicable law.

TRANSFER OF INFORMATION TO THE U.S. AND OTHER COUNTRIES

Panasonic is based in the U.S., and we process and store information in the U.S. as well as countries outside of the U.S., including, but not limited to Canada, Mexico, Japan and countries located within the European Economic Area. The Subscription Services are intended for users in the United States, Canada, and its respective territories and possessions, but if you use a Subscription Service from any country outside the United States, the various communications will necessarily result in the transfer of information across international boundaries, and by using a Subscription Service, you consent to these transfers as required or permitted by applicable law. Therefore, we and our service providers may transfer your information to, or store or access it in, jurisdictions that may not provide equivalent levels of data protection as your home jurisdiction. We will take steps to ensure that your personal data receives an adequate level of protection in the jurisdictions in which we process it, including ensuring that our service providers are under obligations to treat the Personal Information confidentiality and securely.

YOUR CHOICES

Account Information

You may access, amend, update, or correct your information at any time by logging into your account or emailing us privacy@us.panasonic.com but note that we may ask you to identify which system you are interacting with. You may also call us at (855) 772-2891 or submit your request to our [privacy portal](#). In some circumstances, you may have the right to object to PCNA's use of your information. If you wish to delete or deactivate your account, please email us at privacy@us.panasonic.com, call us at (855) 772-2891 or submit your request to our [privacy portal](#), but note that we may retain certain information as required by law or for legitimate business purposes or we may also ask you to identify which system you are interacting with. We may also retain cached or archived copies of information about you for a certain period of time.

Cookies

The Subscription Services use "cookies" that may be sent to your computer and which contain information allowing us to recognize when you are viewing the Subscription Services and to keep track of your preferences. The cookies also automatically collect information about your activity on our Cloud Platform, such as the web pages that you visit, the links that you click, and the searches that you conduct.

Most web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove or reject browser cookies. Please note that if you choose to remove or reject cookies, this could affect the availability and functionality of our Subscription Services.

YOUR STATE PRIVACY RIGHTS

Residents of Colorado, Connecticut, Utah and Virginia have certain rights with respect to their as granted by state laws.

This section of the Notice applies to Personal Information we collect when you interact with PCNA or manage Subscription Services as a representative of an Entity or if we collect information from you on our own behalf. It does not apply to information we process as a Service Provider to a Fleet Owner.

If you wish to exercise your rights for Personal Information we process on behalf of our Fleet Owner customers, please contact the Fleet Owner.

Right to Know. You have the right to know what Personal Information we collect, how we use it and share it, and how long we keep it. This section of the Notice describes the categories of Personal Information we collect and how we use it, how we may share it, and how long we keep it. Please refer to the table below for this information:

Category of Personal Information	Examples	Categories of Sources	Purpose of Use
Identifiers and other Personal Information	Name or alias, postal address, unique personal identifier, online identifier, IP address, email addresses, account name, phone numbers, or other similar identifiers	<ul style="list-style-type: none"> • Directly from you • Automatically when using our digital services 	<ul style="list-style-type: none"> ▪ To communicate with you about Subscription Services provided to an Entity ▪ To offer products or services that may be of interest to an Entity with which you are associated ▪ To provide Subscription Services you have requested from us on behalf of an Entity (including customer service, technical support, troubleshooting, research and development) ▪ To manage our operations and business, such as for tax and accounting purposes ▪ To conduct business with an Entity you represent ▪ To comply with applicable laws and regulations ▪ To manage the security of our premises and systems ▪ To develop and improve services ▪ To understand your preferences, make recommendations, and deliver offers and communications
Commercial information	Records of personal property, products, or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies in connection with an Entity you are affiliated with	Created by us	<ul style="list-style-type: none"> ▪ To communicate with you about Subscription Services provided to an Entity ▪ To offer products or services that may be of interest to an Entity you are associated with ▪ To provide Subscription Services you have requested from us on behalf of an Entity (including customer service, technical support, troubleshooting, research and development) ▪ To manage our operations and business, such as for tax and accounting purposes ▪ To conduct business with an Entity you represent ▪ To comply with applicable laws and regulations ▪ To manage the security of our services and systems ▪ To develop and improve services ▪ To understand your preferences, make recommendations, and deliver offers and communications

Internet or other electronic network activity information		Automatically when using our digital services	<ul style="list-style-type: none"> ▪ To provide Subscription Services you have requested from us on behalf of an Entity (including customer service, technical support, troubleshooting, research and development) ▪ To manage the security of our Subscription Services and systems ▪ To develop and improve services
Geolocation data	Location data inferred from your device IP address when you use Subscription Services; information about your vehicle location or your device and mobile location	Automatically when using our digital services	<ul style="list-style-type: none"> ▪ To provide Subscription Services you have requested from us on behalf of an Entity (including customer service, technical support, troubleshooting, research and development) ▪ To manage the security of our Subscription Services and systems ▪ To develop and improve services ▪ To provide location-based services ▪ To operate our business, complete transactions, and comply with legal requirements
Audio, electronic, visual, thermal, or similar sensory information	call-center recordings	Call Center Service Providers	<ul style="list-style-type: none"> ▪ To provide Subscription Services you have requested from us on behalf of an Entity (including customer service, technical support, troubleshooting, research and development) ▪ To manage the security of our Subscription Services and systems ▪ To develop and improve services
Professional or employment-related information	Information about the Entity with which you are affiliated and your role at that Entity	Directly from you	<ul style="list-style-type: none"> ▪ To communicate with you about Subscription Services provided to an Entity ▪ To offer products or services that may be of interest to an Entity with which you are associated ▪ To provide Subscription Services you have requested from us on behalf of an Entity (including customer service, technical support, troubleshooting, research and development) ▪ To manage our operations and business, such as for tax and accounting purposes ▪ To conduct business with an Entity you represent ▪ To comply with applicable laws and regulations ▪ To understand your preferences, make recommendations, and deliver offers and communications



Right to Access. You have the right to access and request that we delete and correct Personal Information we hold about you. You may exercise any of these rights by contacting us at privacy@panasonic.com or at (855) 772-2891 or by submitting your request to our [privacy portal](#). Note that we may not delete Personal Information if we need it for reasons permitted by law. Because we process your Personal Information at the direction of a Fleet Owner, we will refer your request to exercise these rights to the Fleet Owner.

Right to Control Use of Sensitive Personal Information. We do not collect your Sensitive Personal Information.

Right to Deny our use of Personal Information for Profiling. We do not use Personal Information to profile you to further decisions that have legal or similar significant effects.

Right to ask us not to Sell or Share Personal Information or use it for Certain Targeted Advertising Purposes. We do not “sell” or “share” your Personal Information in exchange for money or other thing of value, nor do we use it for targeted advertising as defined by state laws. Please see the **HOW WE SHARE THE INFORMATION WE COLLECT** section above for an explanation of how we may share Personal Information in the normal course of business.

Right to Appeal. Certain states allow you to appeal if we deny your request to exercise the privacy rights provided by the state law. If you are a resident of Colorado, Connecticut, or Virginia and we deny your request, we will give you instructions on how you can appeal that decision to us and to the state Attorney General.

To exercise a right or ask a question regarding this Privacy Notice, please email us at privacy@us.panasonic.com. You may also call us at [\(855\) 772-2891](tel:855-772-2891) or submit your request to our [privacy portal](#).

YOUR CALIFORNIA PRIVACY RIGHTS

CALIFORNIA PRIVACY NOTICE FOR INDIVIDUALS IN A BUSINESS OR COMMERCIAL RELATIONSHIP WITH PCNA

This California Privacy Notice (“**California Notice**”) supplements the Notice and provides additional information about how PCNA and its affiliates and subsidiaries (collectively, “**our**,” “**we**,” or “**us**”) collects, uses, and discloses the Personal Information of California residents who interact with PCNA as a representative (e.g. an employee, owner, director, officer, agent or contractor) of another business, legal entity, or government agency (each an “**Entity**” and collectively “**Entities**”). This California Notice is directed to such representatives of Entities and are referred to as “**you**” or “**your**” or similar terms.

This California Notice explains your rights relating to Personal Information under the California Consumer Privacy Act, as amended (the “**CCPA**”). In the event of a conflict between any other Panasonic notice, policy, or statement, and this California Notice, this California Notice will govern as to California residents’ rights under the CCPA.

Capitalized terms in this California Notice have the same meaning as the terms defined in the CCPA or our Notice.

This California Notice applies to Personal Information we collect when you interact with PCNA or manage Subscription Services as a representative of an Entity. This California Notice does not apply to information we process as a Service Provider to a Fleet Owner. If you wish to exercise your rights for Personal Information we process on behalf of our Fleet Owner customers, please contact the Fleet Owner.

Unless otherwise noted, the Information Practices below describe our current practices and our practices for the twelve (12) months preceding the Effective Date.

What Personal Information We Collect and Why We Collect It

We Collect Personal Information as follows (whether we collect a specific category of information depends on the nature of your interaction with us):

Category of Personal Information	Examples	Categories of Sources	Purpose of Use
Identifiers and other Personal Information	Name or alias, postal address, unique personal identifier, online identifier, IP address, email addresses, account name, phone numbers, or other similar identifiers	<ul style="list-style-type: none"> • Directly from you • Automatically when using our digital services 	<ul style="list-style-type: none"> ▪ To communicate with you about Subscription Services provided to an Entity ▪ To offer products or services that may be of interest to an Entity with which you are associated ▪ To provide Subscription Services you have requested from us on behalf of an Entity (including customer service, technical support, troubleshooting, research and development) ▪ To manage our operations and business, such as for tax and accounting purposes ▪ To conduct business with an Entity you represent ▪ To comply with applicable laws and regulations ▪ To manage the security of our premises and systems ▪ To develop and improve services ▪ To understand your preferences, make recommendations, and deliver offers and communications
Commercial information	Records of personal property, products, or services purchased, obtained, or considered, or	Created by us	<ul style="list-style-type: none"> ▪ To communicate with you about Subscription Services provided to an Entity ▪ To offer products or services that may be of interest to an Entity you are associated with ▪ To provide Subscription Services you have requested from us on behalf of an Entity (including customer service, technical

	other purchasing or consuming histories or tendencies in connection with an Entity you are affiliated with		<p>support, troubleshooting, research and development)</p> <ul style="list-style-type: none"> ▪ To manage our operations and business, such as for tax and accounting purposes ▪ To conduct business with an Entity you represent ▪ To comply with applicable laws and regulations ▪ To manage the security of our services and systems ▪ To develop and improve services ▪ To understand your preferences, make recommendations, and deliver offers and communications
Internet or other electronic network activity information		Automatically when using our digital services	<ul style="list-style-type: none"> ▪ To provide Subscription Services you have requested from us on behalf of an Entity (including customer service, technical support, troubleshooting, research and development) ▪ To manage the security of our Subscription Services and systems ▪ To develop and improve services
Geolocation data	Location data inferred from your device IP address when you use Subscription Services; information about your vehicle location or your device and mobile location	Automatically when using our digital services	<ul style="list-style-type: none"> ▪ To provide Subscription Services you have requested from us on behalf of an Entity (including customer service, technical support, troubleshooting, research and development) ▪ To manage the security of our Subscription Services and systems ▪ To develop and improve services ▪ To provide location-based services ▪ To operate our business, complete transactions, and comply with legal requirements
Audio, electronic, visual, thermal, or similar sensory information	call-center recordings	Call Center Service Providers	<ul style="list-style-type: none"> ▪ To provide Subscription Services you have requested from us on behalf of an Entity (including customer service, technical support, troubleshooting, research and development) ▪ To manage the security of our Subscription Services and systems ▪ To develop and improve services
Professional or employment-related information	Information about the Entity with which you are affiliated and your role at that Entity	Directly from you	<ul style="list-style-type: none"> ▪ To communicate with you about Subscription Services provided to an Entity ▪ To offer products or services that may be of interest to an Entity with which you are associated ▪ To provide Subscription Services you have requested from us on behalf of an Entity

			<p>(including customer service, technical support, troubleshooting, research and development)</p> <ul style="list-style-type: none"> ▪ To manage our operations and business, such as for tax and accounting purposes ▪ To conduct business with an Entity you represent ▪ To comply with applicable laws and regulations ▪ To understand your preferences, make recommendations, and deliver offers and communications
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Categories of Parties to Whom We Disclose, or May Disclose, Personal Information:

- Panasonic affiliated companies
- Service providers, vendors, or agents working on our behalf;
- Businesses we partner with to provide products or services requested by you;
- Third parties when disclosures are required or permitted by law to defend against legal claims
- Law enforcement agencies, courts, government agencies and others when required or permitted by law, including to comply with valid legal process
- Third parties as part of a corporate transaction or proceeding such as a merger, financing, acquisition, bankruptcy, dissolution, transfer or whole or partial divestiture/sale of assets

California Consumer Privacy Act

In the preceding 12 months, we have collected the following categories of personal information:

- Identifiers, such as name, user name, email address;
- Data access usage and queries.

For details about the precise data points we collect and the categories of sources of such collection, please see the Collection of Information section above. We collect personal information for the business and commercial purposes described in the Use of Information section above. In the preceding 12 months, we have disclosed the following categories of personal information for the business purposes to the following categories of recipients.

<i>Category of Personal Information</i>	<i>Categories of Recipients</i>
Identifiers, such as name, user name, email address, residential address	Internal Panasonic usage
Data usage and queries	Internal Panasonic usage



Data Subject Requests

Subject to certain limitations, you have the right to (1) request to know more about the categories and specific pieces of personal information we collect, use, and disclose, (2) request deletion of your personal information, and (3) not be discriminated against for exercising these rights. You may make these requests by calling (855) 772-2891, sending an email to privacy@us.panasonic.com or by submitting your request to our [privacy portal](#). We will verify your request by asking you to provide information related to your recent interactions with us, such as identifying which system you are interacting with or validating the email address we have on file. We will not discriminate against you if you exercise your rights under the CCPA.

If we receive your request from an authorized agent, we may ask for evidence that you have provided such agent with a power of attorney or that the agent otherwise has valid written authority to submit requests to exercise rights on your behalf. If you are an authorized agent seeking to make a request, please contact us at the contact information listed above.

Contact Us

If you have any questions about this Notice, please contact us at: privacy@us.panasonic.com. You may also call us at (855) 772-2891.