

About NEXTFLEET

NEXTFLEET is a graphical user interface used by Car Service Providers (organizations that perform service in the automotive industry, e.g. car rental, vehicle maintenance, leasing etc.) with whom Webfleet Solutions has agreements to collect data from vehicles in their fleet. These agreements contain clauses to ensure appropriate collection of data from those vehicles and protect its usage.

A Webfleet Solutions LINK device or a telematics on-board unit installed by the vehicle manufacturer, hereafter called “device”, needs to be present and active in the vehicle. This device delivers data to the Webfleet Solutions Service Platform which feeds the NEXTFLEET user interface. The device frequently collects data from the vehicle to create reports, and provides insights into the vehicle such as its mileage, service needs, accidents and technical state.

In specific but limited situations, location data of a vehicle could also be collected to support driver assistance. The fleet manager is always notified and is required to provide authorization on behalf of the customer to localize the vehicle in question. The location data is obtained from the GPS sensor in the device.

All vehicle data is combined with a timestamp, so all events and reporting can be matched with a date and time. To allow NEXTFLEET to visualize vehicle data, this data is sent to Webfleet Solutions servers using the data connection provided in the device. The data is stored at Webfleet Solutions related to an account under the control of the fleet manager. The fleet manager represents the organization supporting the use of the vehicle or owning the vehicle, typically a leasing company, a car importer, dealer or manufacturer.

Data collected by NEXTFLEET and by devices in the vehicle

The device installed in the vehicle and NEXTFLEET will collect the following information:

- Date and time.
- Information that identifies the vehicle and the device itself.
- Information related to the vehicle and how it performs: odometer, battery voltage and status, fuel consumption, fuel level, impact acceleration in case of accidents, maintenance need and technical status messages issued by the vehicle's internal diagnostic systems.
- Information for diagnostic purposes: software versions, device types, power disconnects, and error logs.
- Information such as location and vehicle heading that is collected and used only in the event of a breakdown, accident, loss or theft.

How data collected is used

The fleet manager has identified the various purposes for which the information collected from the vehicle shall be used, who will have access to it and for how long this information is stored. Please refer to your fleet manager for more information on which data is collected and for which purposes.

How often is data collected

The device automatically uploads the collected data to Webfleet Solutions. This will happen frequently, typically every minute.

How data collected is stored

The account that is used to store data on Webfleet Solutions' servers is only accessible by trained and authorized persons that are conscious of all applicable privacy regulations. The account is used to give access to the data stored on the Webfleet Solutions' servers. The information is kept with that account as long as this account exists or as long as the fleet manager has determined to store this data in alignment with the retention settings that NEXTFLEET provides for. Please refer to your fleet manager to be informed about how information is stored and for how long the collected data is retained for.

How data collected is secured

The information collected is stored in the European Union and is subject to European data protection laws. Webfleet Solutions applies security methods based on industry standards, including technologies such as pseudo-anonymization, hashing and encryption to protect information collected against unauthorized access, while stored and while being sent to and retrieved from the Webfleet Solutions device and the Webfleet Solutions servers.

Webfleet Solutions will not give any third-party access to information collected or use it for any other purpose, unless explicitly and lawfully ordered to do so following due legal process.

Other drivers of the vehicle

If the vehicle, equipped with a device, is shared amongst multiple drivers, the contract owner is responsible for informing these drivers that vehicle data is collected and the fleet manager may have access to reports about the information.

Uses of location data

Location data is only collected in relation to a specific event that requires this information. Such specific events include a potential accident that a vehicle could be involved in, a broken-down vehicle, a stolen and/or lost vehicle. Location data is only collected to the extent that the fleet manager in question explicitly has requested to be provided with the location data of such a vehicle and has provided the appropriate authorization to be supplied with such data on the customer's behalf. The fleet manager uses that location data to assist drivers, to allow the vehicle to be repaired at preferred workshops and to reconstruct the events that result in an accident.

Contacting Webfleet Solutions

If you think that the information collected is not being used for the intended purpose or in case of questions or requests, please contact your fleet manager/contact person.

Upon written request, Webfleet Solutions can provide the data that it collects from the vehicle of the data subject. If requested, Webfleet Solutions shall discontinue the collection of data and delete all data that it collects and has collected from its servers. To execute any of those requests the requestor's identity needs to be validated by the fleet manager. It needs to be clear that disabling the collection of data and deleting historic data might conflict with agreements that have been concluded with the contract owner and may bear financial consequences for the contract owner. Please contact the fleet manager for information about submitting a request as set out above.

If required, Webfleet Solutions may be contacted regarding the subject matter at the following address:

Webfleet SolutionsB.V.
Legal Department
De Ruijterkade 154
1011 AC Amsterdam
The Netherlands

If you think that other parties external to Webfleet Solutions are not using collected information for the purpose intended or as described above, please contact these parties directly.