

Pre-contractual Information on Product Data for Zeekr vehicles (the “Product”) according to Article 3 (2) and (3) Regulation (EU) 2023/2854 (“Data Act”)

The below information applies to all Products placed on the EU market as all Zeekr vehicles are connected cars equipped with Zeekr Connected Services. The Product can generate the following data, depending in particular on settings, optional equipment, country-specific specifications, and the status of mobile network coverage.

Data Type:

1. **ECU Signal Data:** it comprises the signals sourced from various ECUs and sensors across the Product. These signals offer detailed insights into Product’s operational state, performance metrics (mileage, speed, etc.), environmental conditions, and interactions with external systems.
2. **Remote Vehicle Status (RVS) Data:** it refers to the set of information about Product's current condition and state that can be accessed remotely. It describes the condition of Product and its components when they are used (usage data), including geolocation, mileage, power consumption, locks and doors, powertrain& enginery, climate, status of lights, safety and alerts, etc.
3. **OTA Software Upgrade Data:** Vehicle OTA (Over-the-Air) Software Upgrade Data refers to the information and processes related to remotely delivering, installing, and managing software updates for Product’s electronic control units (ECUs), infotainment system, or other onboard software. The key data elements of OTA software upgrade data collected from Product includes upgrade process and result data, Product context data such as ECU hardware and software information it refers to the information and processes related to remotely delivering, installing, and managing software updates for Product’s electronic control units (ECUs).
4. **Vehicle Read-Out (DRO) Data:** it refers to the information that is retrieved directly from Product’s internal systems via onboard diagnostic interfaces. The key data elements of DRO data includes Product configurations, ECU identified Product operational parameters and diagnostic fault codes.
5. **Remote Vehicle Diagnostic Data:** the information collected from Product’s onboard systems (via telematics) to monitor, analyse, and diagnose the health and performance of the Product without physically connecting to it. Key data elements is similar to DRO data but configurable (DRO data is vehicle's complete read) with either complete or part of the vehicle diagnostic request towards vehicle.

Data Format. The product data described above is available in the following formats:

- VSW (Format for the data stored on the Product).
- VSW, Json and XML (Format for data stored on the remote server, on our Amazon EU Cloud located in Germany).

Estimated volume of data generated by the Product:

Depending on usage, the Product generates between 1 – 1,5 GB per month. The volume of data can vary depending on individual Product features, parameters, and services used.

All Products are capable of generating product data continuously and in near real-time. Collection frequency, data storage and retention:

1. **ECU Data:** Approx. 3000 signals are regularly collected (with various collection frequency) via DHU and stored on the vehicle with the storage capacity for 2 GB (vehicle data deletion is led by the principle *data first in first out*). Approx. 400 signals are upload to backend cloud every 90 seconds.
2. **Remote Vehicle Status Data:** Remote vehicle status data is regularly collected and upload to backend cloud via TCAM every 60 seconds.
3. **OTA SW Upgrade Data:** Vehicle daily (in Drive mode) and during OTA software upgrade, will sync with OTA backend product regarding the software status via OTA Master deployed in vehicle DHU. Vehicle upload the sync process and result data to OTA backend product cloud.
4. **Vehicle Read-Out (DRO) Data:** DRO data is only collected when vehicle is visiting a workshop, as a standard procedure, collected via diagnostic application and physical cable that connected to vehicle. Data is not stored on the vehicle, and the collected data is uploaded via the diagnostic application to its dedicated product cloud database hosted on Amazon (AWS) Cloud in EU.
5. **Remote Vehicle Diagnostic Data:** RVDC data is collected based on user's request when a vehicle diagnostic is requested. Data is not stored on the vehicle, and the collected data is uploaded via the diagnostic application to its dedicated product cloud database hosted on Amazon (AWS) Cloud in EU.

Product is capable of storing product data on-device and on a remote server (EU Amazon Cloud located in Germany):

- The data generated by the Product is not fully transmitted and stored on the server. In this regard, only the necessary volume of data is transmitted to our EU remote servers, for example for the provision of specific digital services.
- The data transmission from the Product to our servers may be affected by the mobile network (ex. irregularities in mobile coverage might affect the real-time data transmission).
- The period of data storage on our EU Cloud depends on the type of the data, and on the service. It can range from a minimum of 3 months (for the Remote Vehicle Status Data) or 2 years (DRO and RVDC data) to the lifetime of the connected vehicle plus two years.

Zeekr is using readily available data for the following purposes:

- a) executing the sales agreements with our customers or activities related to such agreements (ex. issuing invoices, generating and providing internal reports or financial and sales analyses).

- b) providing customer support, technical support, warranty, guarantee or similar services or to assess customer, or third-party claims (ex. technical issues, malfunctions of the vehicle) related to the Product or the connectivity services in the Product.
- c) monitoring and maintaining the functioning, safety and security of the Product or related services, and ensuring quality control.
- d) fulfilling sales, service, and administrative activities;
- e) improving the functioning of the Product and/or its related services offered by Zeekr, including connectivity services;
- f) developing new products or services, developed by Zeekr or in collaboration with other parties.
- g) conducting market research to understand Zeekr consumer needs, preferences, and behaviour when using our Products.

Prospective data holder and means of communication:

The data holder of the data collected by Product is Zeekr EU B.V. with its registered address at Jachthavenweg 112, 1081 KJ Amsterdam, the Netherlands.

The Customer can access, retrieve and, where relevant, erase certain data by contacting us through our web online contact form: [Contact](#) specifying the categories of data to be provided, and the needed details to be able to proceed with the request.

The Customer can delete all data stored on the Product, directly from the vehicle by accessing the **Factory Reset** option from the vehicle menu. To delete the product data stored on our remote servers, please contact us via our online contact [Contact](#) specifying the categories of data to be provided, and the needed details to be able to proceed with the request.

Each EU Member State has designated one or more competent authorities to be responsible for application and enforcement of the Data Act. Without prejudice to any other administrative or judicial remedy, the Customer has the right to lodge a complaint with the relevant competent authority in the Member State of its habitual residence, place of work or establishment if the customer considers that its rights under the Data Act have been infringed. Please note that the tasks and powers of the competent authorities may vary among Member States.

Zeekr is the holder of various trade secrets that may be contained in the data that is accessible from the Product or generated during the provision of the related services.

The duration of the contract between the customer and Zeekr is unlimited until termination or transfer of ownership of the Product. Both Zeekr and the customer are entitled to terminate the provision or use of the related services in accordance with applicable laws and the ZEEKR GENERAL TERMS AND CONDITIONS FOR THE PURCHASE OF PASSENGER VEHICLES