

SHELL FLEET SOLUTIONS Privacy Statement for Cards issued by a Reseller

This Privacy Statement supplements the Privacy Notice - Business Customers, Suppliers and Business Partners available at www.shell.com/privacy.html and at www.shell.com.sg/privacy/b2b-notice.html.

Please note that your Reseller is your contracting party for the SHELL FUEL CARD and therefore shall process your personal data in its separate capacity of Data Controller, under the terms of its own Privacy Notice that you are invited to review.

What does this supplementary Privacy Statement cover?

This supplementary Privacy Statement provides information about personal data which are collected and processed in connection with the services provided by Shell Fleet Solutions business including the Shell Fuel Card (**'SHELL FLEET SOLUTIONS SERVICES'**) as well as your visits to Shell websites related to the Shell Fleet Solutions Services. For all other interaction with a company or companies within the Shell group of companies ('Shell') please refer to the relevant privacy notice at www.shell.com/privacy.html and from the Shell website in your location.

Source of data

If you have not provided your personal data directly to Shell, please be informed that Shell has obtained your personal data from your Reseller via your employing or contracting company who in turn will have ensured that your consent has been obtained if this is required.

What personal data do we process about you?

In addition to the personal data set out in the relevant privacy notice referred to above and depending on the exact services used by you and your company, Shell may process some or all of the following types of data:

- user ids, marketing and language preferences;
- Director's (and other associated persons') details including name and date of birth where these are required for trade compliance, anti-money laundering and anti-bribery and corruption purposes;
- Transaction details including driver's name, card number, vehicle identifier, products purchased, date, time and location;
- CCTV images at Shell Retail locations for safety, security, fraud management and operational purposes.

Who is responsible for any personal data collected?

Your local Shell Fleet Solutions contracting company: Shell Eastern Petroleum (Pte) Ltd (The Metropolis Tower 1, 9 North Buona Vista Drive, #06-01, Singapore 138588) and affiliated companies within the Shell group of companies.

For what purposes do we process your personal data?

As well as the purposes set out in the relevant privacy notice referred to above, Personal Data supplied by the reseller or a customer to apply to use the **SHELL FLEET SOLUTIONS SERVICES** and/or collected through the use of **SHELL FLEET SOLUTIONS SERVICES**, will be processed for the purposes of;

- processing the application;
- operating the account(s) and facilitating access to and use of the online services relating to the **SHELL FLEET SOLUTIONS SERVICES**;
- assessing and/or reviewing the card status and/or purchase record of the Shell Fuel Card on an ongoing basis;
- monitoring volume and spend information;
- registration for other related services and different payment methods (e.g. payments via a mobile app);
- for safety and security reasons, in particular, to protect the personnel and assets of Shell and its customers and to protect our customers when using products with special handling requirements e.g. Hydrogen.

Additional information for users of Telematics services (where this service is offered)

If your vehicle is fitted with a Shell issued telematics device, Shell may also collect information about:

- your vehicle's location which can be used to calculate e.g. vehicle speed, route taken;
- whether the vehicle is stopped;
- your vehicle's acceleration, deceleration (braking) and cornering;
- whether the seat belt is used;
- information from your vehicle's engine (e.g. engine speed), electrical system (e.g. battery voltage) and warning system (e.g. engine warning light on);
- vehicle refuelling or charging.

Shell may use these data in combination with other data we hold about you, e.g. fuel card transactions, to provide analysis requested by your employing or engaging company to better understand driving style, safety, vehicle performance and routing information.

Who will we share your personal data with?

In addition to the categories of recipients set out in the relevant privacy notice referred to above, your personal data may be shared with:

- the company (that is the **SHELL FLEET SOLUTIONS SERVICES** Reseller) which ordered the **SHELL FLEET SOLUTIONS SERVICES** on your behalf;
- the participants involved in providing the **SHELL FLEET SOLUTIONS SERVICES**, such as the retailers, authorised toll service providers and/or any other company that is permitted to supply products and/or services to **SHELL FLEET SOLUTIONS SERVICES** users;

How long do we hold your personal data for?

Shell will only hold your personal data for as long as is necessary to meet business, legal or fiscal requirements.

- Personal data contained in invoices, transaction files and requests to issue new fuel cards – 10 years
- Other contact data and cardholder data – life of contract plus 4 years
- Telematics data – 3 years

Who can you contact if you have a query, concern or complaint about your personal data?

You can contact Shell Fleet Solutions Customer Service Center at at 1800 261 5322.

Changes to this supplementary Privacy Statement

This supplementary Privacy Statement and the Privacy Notice - Business Customers, Suppliers and Business Partners at www.shell.com/privacy.html may change over time. This supplementary Privacy Statement was last updated in August 2020.