



Guideline: Access to personal data

Volkswagen ID

Connected Digital Services:

- VW Connect/We Connect/Car-Net
- We Connect GO
- We Connect ID
- Online-Bestellung der Nutzfahrzeuge
- Amarok Club

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Access to personal data in the Volkswagen ID user account and the connected digital services

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The screenshot displays the Volkswagen ID user account interface. At the top, the browser address bar shows the URL <https://vwid.vwgroup.io/account>. The page header includes "Volkswagen ID" and a "Logout" link. The main content is divided into three sections: "Personal data", "Connected apps", and "Account settings". The "Personal data" section includes fields for Name, Nickname, Date of birth, and Address, each with an "Add" button and an "Edit" button. The "Connected apps" section is currently empty. The "Account settings" section includes options for Password (Reset your password), Language (Deutsch), and Manage account (Your Volkswagen ID). At the bottom, the "Privacy" section is highlighted with a blue box and contains a "My data" link and a "Download a copy of your data" button. A "Manage" link is also visible at the bottom right of the Privacy section.

1. Open the Volkswagen ID user account (<https://vwid.vwgroup.io//myaccount>).
2. Navigate to „Privacy“ section.
3. The button („privacy“) can be used to create an archive (ZIP-File), which contains all customer's personal data.

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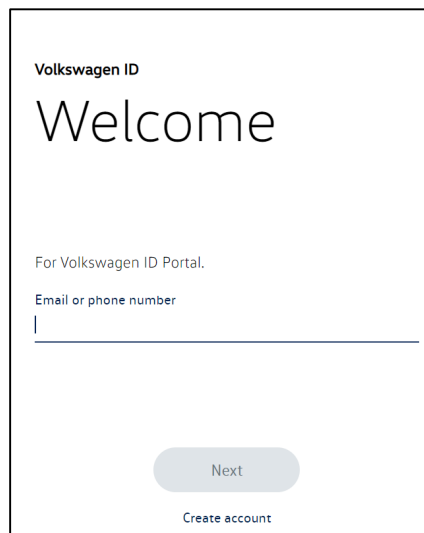


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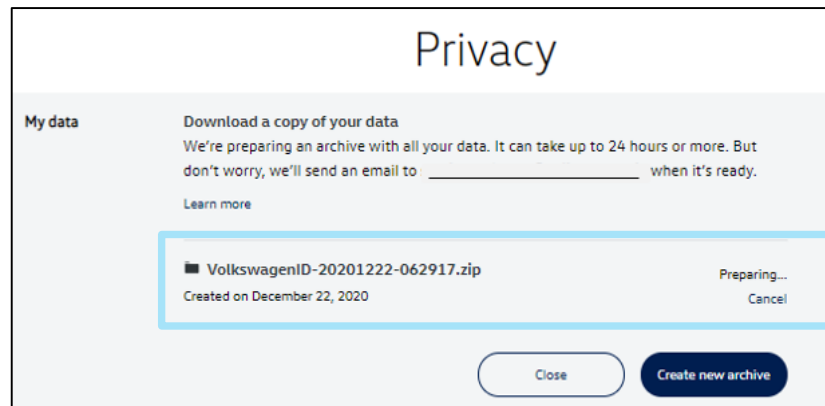
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4. Clicking on "My data" open another button that will allow you to create the archive.
5. After that an authentication of your person is necessary. Please enter your Volkswagen ID password and make a note of the 8-digit encryption code.
6. The created archive can be downloaded in the section „My data“ (here: „VolkswagenID-20201222“)
7. Unzip the downloaded archive and open the included "index" file. An overview of your Volkswagen archive opens.