

Genesis Motors Australia
Terms of Use – Genesis Connected Services
(including Digital Key 2 and Remote Care)

Version: March 2026

1 Introduction

- 1.1 We are Hyundai Motor Company Australia ABN 58 008 995 588 trading as Genesis Motors Australia (“we”, “us”, “our”, “**Genesis Motors Australia**”). Our registered address is located at 394 Lane Cove Road, Macquarie Park NSW 2113.
- 1.2 If you have questions, then please call us on 1800 90 80 70 or contact us by email concierge@genesis-motors.com.au. You can also submit an enquiry by visiting <https://www.genesis.com/au/en/support/contact-us.html>.
- 1.3 **Important: Please carefully read these Terms of Use, paying close attention to clause 11, which set out exclusions and limitations on our liability.**

2 Terms and conditions for use of Genesis Connected Services

- 2.1 The terms and conditions that will apply whenever you use Genesis Connected Services are:
- a) the terms of your subscription;
 - b) these Terms of Use;
 - c) if you register (or have registered) for a Genesis Connected Services Account, the Terms of your Genesis Connected Services Account; and
 - d) any other document incorporated by reference in these Terms of Use,
- collectively referred to as “**Genesis Connected Terms and Conditions**”. In the event of a conflict or inconsistency between or among the above, the order of precedence will be in the order as they are set out above.
- 2.2 You may use the Genesis Connected Services after you have activated Genesis Connected Services and for a period of five (5) years beginning from the date of first registration of the new vehicle (“**Complimentary Period**”).
- 2.3 At the end of the Complimentary Period, if we elect to continue to offer the Genesis Connected Services:
- a) we will notify you of the terms and duration of your subscription (including any fees and payment options) for your continued use of the Genesis Connected Services (“**Continued Access**”); and
 - a) if you do not subscribe for Continued Access, we have the right to cease providing the Genesis Connected Services and turn off your Genesis Connected Device (as defined in clause 3.1). If you wish to re-activate your Genesis Connected Device after it has been turned off, you may do so by following the procedure set out in clause 3.2.
- 2.4 If you sell your vehicle and the Complimentary Period is still active when the vehicle is sold, the new owner of the vehicle is entitled to receive the Genesis Connected Services

free of charge for the remainder of the Complimentary Period. [See paragraph 9 for information on what to do when you sell your vehicle.]

3 Introduction to Genesis Connected Services

- 3.1 Genesis Connected Services allow you to connect with your vehicle because your vehicle is fitted with a modem containing a SIM. The modem and SIM (together, the **Genesis Connected Services Device**) is embedded in the vehicle and, just like other parts of a vehicle, is fitted at the factory.
- 3.2 There are two ways you can activate Genesis Connected Services:
- a) via the vehicle infotainment system; or
 - b) by downloading the Genesis Connected Services app, creating a Genesis Connected Services Account and linking it to your vehicle (much like what you do when you pair your smartphone to your vehicle).
- 3.3 For information on how to activate Genesis Connected Services and find out more about the services available to you, visit <https://www.genesis.com/au/en/owners/genesis-connectedservices.html>.
- 3.4 To access the full range of Genesis Connected Services (including remote services) you must activate Genesis Connected Services in accordance with clause 3.2b.
- 3.5 Genesis Connected Services are linked to your specific vehicle and therefore cannot be received in or transferred to another vehicle.
- 3.6 Genesis Connected Services are only available with select Genesis vehicle models and not all Genesis Connected Services may be available for use with your specific vehicle – this may depend on your Genesis vehicle model and variant as well as the version of the software of the app and the infotainment system. Find out more about Genesis Connected Services by visiting the vehicle product page on our website and <https://www.genesis.com/au/en/owners/genesis-connected-services.html>.
- 3.7 Minimum compatibility requirements apply to access Genesis Connected Services via a smartphone or smart device using the Genesis Connected Services app, which may vary from time to time. If your smartphone or smart device does not meet the minimum compatibility requirements, you will be unable to use some or all of the Genesis Connected Services. While we strive to ensure compatibility of the Genesis Connected Services with a range of devices, we cannot test or guarantee compatibility with every smart device, given the number and variability of devices in the market. For minimum compatibility requirements, book in a test drive to check if your smartphone or smart device meets the minimum compatibility requirements. For Genesis Digital Key minimum compatibility requirements, see clause 13.8.

4 Information about the telecommunications carrier

- 4.1 For vehicles fitted with a Genesis Connected Device, Genesis Connected Services are only available in Australia and only in geographic areas covered by the telecommunications carrier selected by us (“**Carrier**”). Genesis Connected Services may include features that rely on the location services provided by your mobile device or using the wireless communication networks of the carrier and the Global Positioning System (“**GPS**”) satellite network.

- 4.2 Not all the Genesis Connected Services are available everywhere, particularly in remote or enclosed areas, or on all vehicles, at all times. The operation of the location services may be affected by issues outside our control, including your location, your activation or deactivation of location services on your mobile device, and services provided by your telecommunications service provider. The area that you are driving in may affect the type or quality of service that we can provide to you. Additionally, some Genesis Connected Services may not be fully available if the GPS system or other mobile device features are not working. Certain programming limitations of the GPS system may impair our ability to determine your vehicle's precise location.
- 4.3 You do not have any right in the wireless phone number assigned to your Genesis Connected Device. We can change the number at any time. You agree that you have no contractual relationship whatsoever with the carrier in regard to the provision of Genesis Connected Services. You also agree that the carrier has no legal, equitable, or other liability of any kind to you.
- 4.4 Note, the Genesis Connected Device fitted to your vehicle, will only work with 4G/LTE telecommunications networks. Where 4G/LTE is not available, the Genesis Connected Device will stop functioning and Genesis Connected Services and all data transmission via the Genesis Connected Device will cease.

5 Third party service providers

- 5.1 Genesis Connected Services are provided to you by Genesis Motors Australia and its appointed service providers. Those service providers include any entity that provides any service, equipment, or facilities in connection with the Genesis Connected Services or the Genesis Connected Device, including, but not limited to, wireless service providers, underlying wireless carriers, suppliers, emergency services, our parent company Hyundai Motor Company located in South Korea, and related entities AutoEver Corporation and GIT Co. Ltd located in South Korea for technical services, and are collectively referred to as, the "**Service Provider(s)**". We may interact with and/or engage one or more Service Providers as necessary to provide the Genesis Connected Services. We will use reasonable efforts to contact appropriate Service Providers including police, fire brigade or ambulance services for help when you ask for it or when the Genesis Connected Device in your vehicle signals for it, but we cannot promise prompt responses from the Service Providers.

6 Benefits accessed via Genesis Connected Services

- 6.1 Occasionally we may make benefits or offers available to you if you have a valid Genesis Connected Services subscription. Any benefits or offers you decide to accept, will be governed by the terms and conditions of benefit or offer we notify to you at the time as well as any third-party provider's terms and conditions. Unless a third-party is engaged as a subcontractor for the purposes of assisting us to perform the Genesis Connected Services, we are not responsible for the provision of goods or services by a third-party provider.

7 Over-the-air (OTA) updates

- 7.1 The provision of Genesis Connected Services involves software and firmware (both in your vehicle and in the Genesis Connected Services app) that we may need to change from time to time to maintain or modify vehicle systems or to provide improved features and capabilities for your vehicle. Changes or updates to maintain the operation of the vehicle system or to check whether it is operating properly, may be carried out remotely and

initiated by us without you knowing or affecting the use of the vehicle. For other OTA updates relating to improved features, capabilities or security, you will receive a notification about the OTA update, and you will have the option to reschedule them.

7.2 By activating Genesis Connected Services or installing the OTA update, you acknowledge and agree to the following important terms for OTA updates:

- a) OTA updates are downloaded via the vehicle's built-in SIM which connects your vehicle to the internet.
- b) During the installation of some types of OTA updates certain vehicle functions and services (for example, the SOS Emergency Call, the Roadside Assistance and remote features of Genesis Connected Services) may be temporarily disabled. You should select installation of those OTA updates only when you do not need to drive the vehicle and it is parked in a safe and secure location. The ignition must be off and your car must be in PARK.
- c) OTA updates may not install correctly if your vehicle has non-standard software or hardware.
- d) OTA updates will overwrite current software on the vehicle. This may also apply to any third party non-standard software on the vehicle.
- e) OTA updates may cause some settings to reset to default settings. Such changes may affect or erase data you have stored on the infotainment system in your vehicle or in the app. We are not responsible for any lost data. You do not own the Genesis Connected Services software, firmware or the Genesis Connected Services app or acquire any rights to use or modify the Genesis Connected Services software or firmware on your own.
- f) If you have any questions or issues relating to OTA updates, please call us on 1800 90 80 70 or contact us by email conciierge@genesis-motors.com.au.

7.3 If you have a fleet vehicle, please be aware that the fleet owner may have terms and conditions, policies or procedures which may affect your use of OTA updates. It is your responsibility to check with the fleet owner about use of OTA updates on your fleet vehicle.

7.4 Any updates to the Genesis Connected Services software or firmware will be provided subject to the Genesis Connected Terms and Conditions.

8 Privacy and data protection

8.1 For information on how we collect and process personal data in connection with the provision of the Genesis Connected Services, please refer to our 'Privacy Collection Notice – Genesis Connected Services' the terms of which form part of these Terms of Use. Our 'Privacy Collection Notice – Genesis Connected Services' can be found at <https://www.genesis.com/au/en/owners/genesis-connected-services.html>. Further information on Genesis Motors Australia's privacy practices more generally is set out in our Privacy Policy, which is also available on our website at www.genesis.com/au/en/terms-of-use/privacy-policy.html

8.2 We share the information we collect with Service Providers for purposes of providing the Genesis Connected Services. All Service Providers or third parties are contractually obligated to keep your information confidential if it is identifiable to you and use such information only as we specify.

- 8.3 You are responsible for ensuring anyone you share your vehicle with is aware that the Genesis Connected Services are activated and that data (in particular location/GPS data) will be collected and processed as described in the 'Privacy Collection Notice – Genesis Connected Services'.
- 8.4 If you register (or have registered) for a Genesis Connected Services Account which is linked to your vehicle, you will be able to view all information collected when Genesis Connected Services have been utilised (including the vehicle's location and information about the vehicle), irrespective of the driver, user or occupant, when you access your Genesis Connected Services Account.
- 8.5 If you share your Genesis Connected Services or if more than one Genesis Connected Services Account is connected to the vehicle, you will have access to the vehicle's location; services which allow the vehicle to be remotely started, locked and unlocked; and services which show information about the vehicle's status (for example, its fuel level).
- 8.6 To provide you with an OTA update, we may collect and process data from your vehicle such as Vehicle Identification Number, versions of the vehicle's modem and other technical specifications associated with it. Such data will generally be used for the purpose of ensuring the vehicle's modem has all the necessary updates.
- 8.7 One of the benefits of Genesis Connected Services is that we are able to use the information we collect from your vehicle to communicate useful information to you (including Remote Care Information), and to offer services that we think will help you (e.g. to refer you to one of our authorised Genesis repairers). By using the Genesis Connected Services, you consent (on an indefinite basis) that we may communicate this information to you by phone or electronically (including, without limitation, by SMS message or push notifications in the Genesis Connected Services app). You can turn off notifications in the Genesis Connected Services app if you no longer wish to receive push notifications.

9 User Obligations

- 9.1 You are solely responsible for:
- a) any use of the Genesis Connected Services in your vehicle, even if you are not the one using it;
 - b) the costs of any emergency services requested by you, or by anyone using your vehicle including as a result of an automatic collision notification or when you press the SOS button;
 - c) providing contact information for use by the emergency assistance centre when using the Genesis Connected Services including in the event of an automatic collision notification or when you press the SOS button;
 - d) ensuring your passengers or drivers of your vehicle are aware of the data collection, use, sharing and retention terms of the 'Privacy Collection Notice – Genesis Connected Services' as well as the Genesis Connected Terms and Conditions;
 - e) ensuring that your vehicle is secured, parked and in proper gear, under conditions that make it safe to activate any of the remote features of the Genesis Connected Services, including ensuring that starting your vehicle remotely will not breach any law or regulation applicable to the location of your vehicle at the time of activation;
 - f) if you sell your vehicle, completing the following steps to deactivate Genesis Connected Services:

- i. reset Genesis Connected Services to factory settings via the infotainment system;
- ii. cancel your Genesis Connected Services subscription via the Genesis Connected app; and
- iii. cancel or delete the vehicle's VIN from your Genesis Connected Services Account.

Alternatively, you can visit <https://www.genesis.com/au/en/owners/genesisconnected-services.html> for more information or notify us by calling 1800 90 80 70 and we will help to deactivate your Genesis Connected Services;

- g) notifying any new owner of the vehicle about the following matters: (i) the vehicle contains a Genesis Connected Device and is subject to these Terms of Use; (ii) that the owner should either visit <https://www.genesis.com/au/en/owners/genesisconnected-services.html> or contact Genesis Motors Australia on 1800 90 80 70 to ensure that the Genesis Connected Services for the vehicle are activated; and (iii) the remaining term of the Complimentary Period (if any);

9.2 You agree that you will not:

- a) modify, adapt or alter the Genesis Connected Device and any other associated hardware or software;
- b) merge or use the Genesis Connected Device with any other hardware, software, products or services, other than as expressly authorised by us;
- c) sublicense, lease, rent, loan, disclose or otherwise transfer the ownership of the Genesis Connected Device to any third party;
- d) reverse engineer, decompile, disassemble or otherwise attempt to derive the source or object code of the Genesis Connected Device or any software running on the Genesis Connected Device;
- e) publish any results of any benchmark or performance tests of the Genesis Connected Device, the carrier network, or components thereof).

9.3 Neither we nor any Service Provider has any obligation to inquire about the authority of anyone using your vehicle.

9.4 If you or a driver of your vehicle uses the Genesis Connected Services or Genesis Connected Device to commit a crime or for another improper purpose, you will be responsible for any damages owed by us as a result of such use.

9.5 When you use the Genesis Connected Services, you agree:

- a) not to use the "SOS" button except for when you require the assistance of an emergency services provider including ambulance, police or fire brigade;
- b) that calls to third party emergency responders may be recorded for quality and training purposes; and
- c) not to use your Genesis Connected Services for any fraudulent, unlawful, or abusive purpose, or in any way that interferes with our provision of Genesis Connected Services to our other customers.

9.6 You acknowledge that some Genesis Connected Services will only work if your vehicle has a working electrical system, including adequate battery power for the Genesis Connected Device to operate and an active Genesis Connected Services subscription.

- 9.7 The use of Genesis Connected Services requires a password. You must choose a password that is sufficiently secure to prevent unauthorised access. We may set rules on what counts as a sufficiently secure password. You are responsible for keeping your password secret. If you suspect that an unauthorised third party knows your password, please immediately change the password. If you suspect that an unauthorised third party had access to our services with your Genesis Connected Services Account, please immediately contact us at 1800 90 80 70.
- 9.8 You acknowledge and agree that we may terminate or suspend your use of the Genesis Connected Services by immediate written notice if we have reasonable grounds to believe that you are using the service for illegal purposes or in material or repeated breach of your obligations under these Terms of Use.

10 Intellectual Property Rights

- 10.1 The content of the Genesis Connected Services is protected by applicable copyright or other intellectual property law with all rights reserved. All rights in the Genesis Connected Services, in particular the underlying software, the content and arrangement, are owned by or licensed to Hyundai Motor Group. ("**Hyundai Motor Group**" refers to Hyundai Motor Company and its affiliated companies of which we are one).
- 10.2 Nothing in the Genesis Connected Terms and Conditions shall be construed as granting a licence or right to:
- a) use any image, trade mark, service mark or logo subsisting in the Genesis Connected Services, all of which are the property of Hyundai Motor Group. Hyundai Motor Group reserves all rights with respect to its proprietary information or material in connection with the Genesis Connected Services or Genesis Connected Services Account and will enforce such rights to the full extent of applicable copyright and trade mark law;
 - b) rent, lease, sub-license, loan, provide, or otherwise make available, Genesis Connected Services in any form, in whole or in part to any person without prior written consent from us;
 - c) copy the Genesis Connected Services, except as part of the normal use of the Genesis Connected Services or where it is necessary for the purpose of back-up or operational security;
 - d) translate, merge, adapt, vary, alter or modify the whole or any part of the Genesis Connected Services nor permit Genesis Connected Services or any part of them to be combined with, or become incorporated in, any other programs, except as necessary to use Genesis Connected Services on devices as permitted in the Genesis Connected Terms and Conditions;
 - e) disassemble, de-compile, reverse engineer or create derivative works based on the whole or any part of Genesis Connected Services.

11 No warranties and liability

- 11.1 We will use reasonable endeavours to maintain the availability of, and provide accurate information via, the Genesis Connected Services. **However, you acknowledge that:**
- a) **we cannot guarantee that the Genesis Connected Services, your Genesis Connected Services Account and any information provided via the Genesis Connected Services will be complete, accurate, reliable, up to date or provided in a manner that is timely, uninterrupted, non-infringing or to any particular quality;**

- b) **Genesis Connected Services are provided “as is” and have not been developed to meet your individual requirements and it is your responsibility to ensure that the facilities and functions of Genesis Connected Services meet your requirements; and**
- c) **unless we provide notice under clause 2.3, we do not promise that Genesis Connected Services will be available after the expiration of the Complimentary Period.**

11.2 To the maximum extent permitted by law, we expressly disclaim any and all warranties of any kind, express or implied, about the Genesis Connected Services and any data and information and services provided through it, including, without limitation, any warranties as to content, quality, accuracy, timeliness, completeness, correctness, reliability, non-infringement, merchantability, or fitness for a particular purpose, and all such warranties are expressly excluded by these Terms of Use. Where a warranty cannot be excluded by law, if we breach such a warranty in respect of the delivery of any service under the Genesis Connected Terms and Conditions, we reserve the right (to the extent permitted by law) to remedy the breach by providing the service again or paying for it to be provided again.

11.3 Subject to clause 11.7, we have no liability for any indirect, consequential, incidental losses or special damages, except for such losses or damages that are reasonably foreseeable.

11.4 Genesis Connected Services are provided for general information. They do not offer advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of information obtained from the Genesis Connected Services.

11.5 The Genesis Connected Services may fail or be delayed (and we are not liable for such failure or delay) for reasons beyond our reasonable control, including:

- a) the matters set out in clauses 4.2 and 4.4;
- b) any failure or incompatibility of any hardware, services, and applications you use to access the Genesis Connected Services that were not developed by and are not under the control of Genesis Motors Australia, including but not limited to your device, your wireless service provider’s network, Internet browsers, email and SMS programs, dialers and other applications;
- c) any damage or modification to the vehicle (including the Genesis Connected Device), which interferes with or restricts access to the Genesis Connected Services; and
- d) any other act or omission by you or a third party.

11.6 Genesis and its Service Providers (i) do not guarantee that third party hardware, services and applications will function correctly with this application, and (ii) expressly deny any liability related to involvement and interaction with these third party hardware, services and applications.

11.7 Nothing in these Terms of Use exclude or modify any rights or obligations that cannot be excluded or modified under applicable law, including under Schedule 2 to the Competition and Consumer Act 2010 (Cth).

12 Miscellaneous

12.1 We may modify these Terms of Use by giving you notice or by asking you to read and accept a new version. We may give you notice by posting a new version of the Terms of

Use at <https://www.genesis.com/au/en/owners/genesis-connected-services.html>. Your continued access or use of the Genesis Connected Services after our notice indicates your acceptance of the modified Terms of Use.

12.2 We may assign or transfer our rights and obligations under these Terms of Use to another organisation, but this will not affect your rights or our obligations under these Terms of Use.

12.3 These Terms of Use are governed by the laws of New South Wales, Australia. You and we submit to the non-exclusive jurisdiction of its courts and courts of appeal from them. You and we will not object to the exercise of jurisdiction of those courts on any basis.

13 Feature specific terms – Genesis Digital Key

13.1 This clause 13 only applies if the Genesis Digital Key feature is available with your vehicle.

13.2 By activating the Genesis Digital Key, you warrant that you are the owner of the vehicle or have otherwise been authorised by the owner of the vehicle to activate and use the Genesis Digital Key function in accordance with this clause.

13.3 Each Genesis Digital Key automatically expires on the expiration of the Complimentary Period.

13.4 Once you have activated the Genesis Digital Key function, you are responsible for ensuring that you allow only trusted individuals to use the Genesis Digital Keys. In particular, you must not allow the recipient of a Genesis Digital Key to drive the vehicle if they do not hold a valid driver's licence and/or if the recipient is otherwise not able and not authorised to drive motor vehicles in Australia at the time they wish to drive.

13.5 In the event of sale or other permanent transfer of the vehicle to a third party, you must delete all Genesis Digital Keys (including shared keys):

- a) via the vehicle infotainment system (note: you must have your physical key fob with you to delete the Genesis Digital keys via the vehicle infotainment system); and
- b) in your smartphone or smart device wallet (note: you must delete all shared digital keys prior to deleting the primary digital key).

13.6 You must not use the Genesis Digital Keys at any time after the sale is completed.

13.7 It is recommended that you always have your physical key fob with you and you accept all risk associated with using your vehicle without your physical key fob, including not being able to lock, unlock or start your vehicle if there are unanticipated service interruptions or your smart phone or device runs out of battery.

13.8 To check if your smartphone or smart device meets the minimum compatibility requirements to use the Genesis Digital Key, visit <https://www.genesis.com/au/en/owners/digital-key.html>.

13.9 NOTICE: Genesis Digital Key is based on NFC technology (near-field communication) or UWB (ultra-wideband) depending on your phone and vehicle model. If your Genesis Digital Key device is switched off or disabled or the battery on your smartphone device or other smart device is fully discharged, you will not be able to use the Digital Key. For more

guidelines regarding the safe use of the Genesis Digital Key, please consult the vehicle's manual.

14 Feature specific terms – Remote Care

- 14.1 This clause 14 only applies if the Remote Care feature is available with your vehicle. Remote Care collects data from your vehicle for the purposes of diagnosing and notifying you of potential faults or hazards with your vehicle, including (without limitation), low fuel level, low vehicle / smart key battery charge, oil pressure light illuminated, brake warning light illuminated (Remote Care Information).
- 14.2 We may use the Remote Care Information to notify you of a vehicle issue and provide other resources, such as information about your nearest service centre. We will determine the circumstances and manner in which we will notify you of the Remote Care Information, which may include by telephone call, push notification in the Genesis Connected Services app, email or SMS message. We make no warranty or guarantee that every vehicle issue will be notified to you via Genesis Connected Services.
- 14.3 You acknowledge that:
- a) any notifications are provided for your convenience only; and
 - b) you are solely responsible for maintaining your vehicle in accordance with the owner's manual and any other agreements.