

# GENESIS MOTORS AUSTRALIA

## PRIVACY COLLECTION NOTICE - GENESIS CONNECTED SERVICES

March 2026

*Notice: A Genesis Connected enabled vehicle allows you to connect to your vehicle and may provide safety, security, tracking and other data to Genesis Motors Australia and the vehicle owner. By driving a Genesis Connected enabled vehicle, you consent to the use of Genesis Connected Services for these purposes. For information on how we collect and manage personal data when using Genesis Connected Services, see our Genesis Connected Services Privacy Collection Notice and link to Genesis Motors Australia's Privacy Policy below.*

*By driving a Genesis Connected enabled vehicle, you also consent to your calls to third party emergency responders being recorded for training and quality purposes in the event that the Automatic Collision Notification is activated or if you press the SOS button.*

### Your personal information

Genesis Motors Australia collects personal information about individuals for a range of purposes to enable it to provide Genesis Connected Services to you. Where Genesis Connected Services data is associated with a vehicle's VIN and linked to you, Genesis Motors Australia will manage this as personal information.

Further information on Genesis Motors Australia's privacy practices more generally is set out in our Privacy Policy, which is available on our website at [www.genesis.com/au/en/terms-of-use/privacy-policy.html](http://www.genesis.com/au/en/terms-of-use/privacy-policy.html). Details about the collection of your personal information when you use Genesis Connected Services are provided below.

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### APP 5 Notice

Our identity and contact details	Hyundai Motor Company Australia Pty Ltd trading as Genesis Motors Australia (ABN 58 008 995 588). Cnr of 394 Lane Cove Road & Hyundai Drive, Macquarie Park NSW 2113 Phone: 1800 90 80 70 Fax: 02 8873 6005 Website: <a href="http://www.genesis.com/au/en/main.html">www.genesis.com/au/en/main.html</a> E-mail: <a href="mailto:privacy@genesis-motors.com.au">privacy@genesis-motors.com.au</a>
Facts & circumstances of collection of your personal information	If you drive a Genesis Connected vehicle, data is collected when you use Genesis Connected Services. When you use Genesis Connected Services, Genesis Motors Australia collects vehicle data and personal information of the type, and in the circumstances, as set out in the table below.
If collection of your personal information is required or authorised by law	If we are collecting your personal information for the conduct of a safety recall under the Competition & Consumer Act (Cth) 2010, collection of your personal information from Government entities may be required or authorised by law, or otherwise necessary to conduct the safety recall.

<p>Why does Genesis Motors Australia collect your personal information?</p>	<p>In general, we may use and disclose your personal information for the purposes for which we collect it and related purposes which you would reasonably expect, for purposes which you consent, and as otherwise authorised or required by law. If you drive a Genesis Connected vehicle or use Genesis Connected Services, we collect your personal information to enable us to provide Genesis Connected Services to you. Some of the specific purposes for which we collect, use and disclose personal information are:</p> <ul style="list-style-type: none"> <li>• to allow you to control certain vehicle features and to provide you with Genesis Connected Services;</li> <li>• to fulfil your requests and deal with your enquiries;</li> <li>• to personalise your experience and the communications you receive;</li> <li>• to manage and improve our business and our relationship with you;</li> <li>• to contact you in connection with a vehicle issue;</li> <li>• to assess the quality of the services we and our dealers provide, and the services our suppliers provide to us or on our behalf;</li> <li>• to provide over-the-air updates to Genesis Connected software or firmware;</li> <li>• to provide connectivity services (e.g. Live Traffic);</li> <li>• for troubleshooting purposes;</li> <li>• to carry out remote diagnostics activities;</li> <li>• to predict which Genesis products or services could be of interest to you;</li> <li>• to direct market to you where you have consented to us doing so, or it is otherwise permitted by law; and</li> <li>• to conduct research and develop new and improved products, services, and business and marketing strategies.</li> </ul>
<p>The consequences if Genesis Motors Australia did not collect your personal information</p>	<p>If we are unable to collect personal information we require, we may not be able to provide you with the services that depend on the collection of that information or advise you of information in relation to Genesis vehicles, parts, accessories or Genesis services or offers.</p>
<p>Who will Genesis Motors Australia disclose your personal information to?</p>	<p>Generally, Genesis Motors Australia may disclose your personal information to third parties in connection with the purposes described above. Usually, we may disclose your personal information to our authorised Genesis repairers and third party service providers such as emergency responders or roadside assistance providers.</p>

Access to and correction of your personal information	Our Privacy Policy contains information about how you may access and seek correction of personal information about you that Genesis Motors Australia holds.
Access to and correction of your personal information	Our Privacy Policy contains information about how you may access and seek correction of personal information about you that Genesis Motors Australia holds.
Privacy complaints	Our Privacy Policy contains information about how you may complain about a breach of the Australian Privacy Principles and how Genesis Motors Australia will deal with complaints.
Likely overseas disclosure of your personal information	<p>Connected vehicle data collected through the Genesis Connected Services (including personal information detailed in the table below) may be transmitted to:</p> <ul style="list-style-type: none"> <li>Hyundai Motor Company (our parent company) in South Korea for data processing and analysis purposes</li> <li>AutoEver Corporation and GIT Co Ltd, a third-party service provider in South Korea that assists with data processing and system maintenance</li> </ul> <p>When this occurs, the data is stored in data processing and storage locations including Hyundai servers and third-party cloud infrastructure, located in South Korea and Singapore.</p> <p>We take reasonable steps to ensure that overseas recipients handle your personal information in accordance with applicable privacy laws and our privacy standards.</p>
Changes	We may modify or update this information from time to time.

## FACTS & CIRCUMSTANCES OF COLLECTION OF YOUR PERSONAL INFORMATION – GENESIS CONNECTED SERVICES

Category of data	Examples of data	How data is used by Genesis Motors Australia
<b>Genesis Connected modem &amp; SIM data</b>	Whether or not you have activated Genesis Connected Services, the Electronic Serial Number of the modem (ESN), SIM serial number (ICCID) and your Vehicle Identification Number (VIN) is	To provide Genesis Connected Services and to check network service activation.

	automatically sent to Genesis Motors Australia.	
<b>User introduced data – via Genesis Connected Services Account or Genesis Connected App set up</b>	Name, email address, date of birth, phone number, the password, the fact that you accepted the Genesis Connected Services User Terms, the verification PIN, the vehicle identification number (VIN) and the activation code.	To manage your Genesis Connected Services Account (from logging in through the Genesis Connected application until the Genesis Connected Services Account is terminated); to provide you with the Genesis Connected Services Account or Genesis Connected App features; to give you access to our services for which a Genesis Connected Services Account or Genesis Connected App is required; and to notify you of any updates to the Genesis Connected Services Account or Genesis Connected App.
<b>Vehicle functionality status</b>	Data on how the vehicle is operated and used (e.g. use of steering, acceleration, seat belt status, operation of internal controls); maintenance data showing status of vehicle systems (e.g. fuel and fluid levels, and engine temperature); diagnostic data (e.g. Diagnostic Trouble Codes (DTCs), maintenance alerts, mileage and Warning Indicator Light (WILs) when detected).	To provide Genesis Connected Services; to better detect, understand and troubleshoot vehicle performance issues and for product research and improvement purposes.
<b>Driving information</b>	Data on how the vehicle is operated and used (e.g. use of steering, acceleration, seat belt status, operation of internal controls, fuel consumption, speed, use of brake and accelerator pedals, steering wheel movement, general vehicle operating parameters.	To provide Genesis Connected Services; to better understand and troubleshoot vehicle performance issues and for product research and improvement purposes including to inform predictive maintenance or repair.
<b>Location data</b>	Latitude, longitude, speed and travel direction of vehicle is collected in real time.	To provide Genesis Connected Services such as navigation, advice about avoiding traffic jams and road hazards, access to “smart parking” information, providing locally relevant information, locating vehicles; to better detect, understand and troubleshoot vehicle

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performance issues and for product research and improvement purposes.

We share the vehicle's location, direction and speed in pseudonymous form with HERE and Google LLC, our third-party real-time traffic information providers. HERE's privacy policy is available at: <https://legal.here.com/en-gb/privacy>. Google LLC's privacy policy is available at: <https://policies.google.com/privacy>.

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<b>Remote vehicle operations (available only when you have downloaded the Genesis Connected App and linked it to your vehicle)</b>	Mobile phone information such as number, model, operating system, search content, usage information relating to the Genesis Connected App and personal location data.  Data regarding potential faults or hazards with your vehicle, including (without limitation) low fuel level, low vehicle or smart key battery charge, oil pressure light illuminated, brake warning light illuminated.	To enable remote vehicle operations (e.g. remote engine start and climate control operation); to better understand and troubleshoot vehicle performance issues and for product research and improvement purposes.  To contact you regarding a potential fault or hazard with your vehicle, including by telephone call, push notification in the Genesis Connected Services App, email or SMS message.
<b>Safety and security</b>	Crash Event Data such as whether airbags have been triggered or whether doors and windows are locked or open, informing emergency services in the event of an accident when the driver is unable to do so.	To provide Genesis Connected Services; to better understand and troubleshoot vehicle performance issues and for product research and improvement purposes.
<b>Voice recognition data</b>	Electronic data derived from your use of voice recognition features in Genesis Connected Services including date, language, latitude, longitude, VIN, voice files.	To provide Genesis Connected Services (e.g. weather information); to provide you customised service with Genesis Connected Services Account.  We share voice files on an aggregate and non identifying basis with Cerence, our third-party provider of automotive voice and AI innovation products.  Cerence's privacy policy is available at: <a href="https://www.cerence.com/privacy-policy">https://www.cerence.com/privacy-policy</a>

<b>Over-the-air update information</b>	Whether or not you have activated Genesis Connected Services, current software and firmware versions of the vehicle's modem and other technical specifications associated with it.	To ensure the vehicle's modem has all necessary updates.
<b>Genesis Connected Calendar Service</b>	Email address, calendar ID, phone number, Google token/iCloud password, calendar entries (e.g. title of schedule, date/time, address, memo, attendance)	To synchronise the user's Google or Apple calendar with the vehicle's infotainment system for navigation purposes. Data put into the calendar is never stored by Genesis Motors Australia. All data that is collected is permanently deleted upon termination of the Genesis Connected Services, Genesis Connected Service account deletion, or calendar service discontinuation. Additionally, all data transmitted is protected using HTTPS encryption.