



Data privacy information Deutsche Telekom AG („Telekom“) for eTTS webticket

Deutsche Telekom AG attaches great importance to protecting your personal data. We always inform you what personal data we collect, how your data is used, and how you can influence the process.

What data is recorded, how is it used, and how long is it stored?

Technical characteristics:

When you visit our websites, the web server temporarily records the domain name or your computer's IP address, the file requested (file name and URL) by the client, the http response code, and the website from which you are visiting us.

The recorded data is used solely for data security purposes, particularly to protect against attempted attacks on our web server (Article 6 (1f) GDPR). We do not use it to create individual user profiles nor do we share this information with third parties. It is erased after seven days at the latest. We reserve the right to statistically analyze anonymized data records.

Where can I find the information that is important to me?

This data privacy information provides an overview of the items which apply to Deutsche Telekom processing your data in this web portal.

Further information, including information on data protection in general and in specific products,

is available at <https://www.telekom.com/en/corporate-responsibility/data-protection-data-security/data-protection> and <https://www.telekom.com/en/deutsche-telekom/privacy-policy-1744>.

Will my usage habits be evaluated, e.g. for advertising purposes or tracking?

Explanations and definitions

We want you to enjoy using our websites and take advantage of our products and services. We have an economic interest in ensuring this is the case. We analyze your usage habits on the basis of anonymized or pseudonymized data so you can find the products that interest you and so we can make our websites user-friendly. Deutsche Telekom or its contract data processors create usage profiles that comply with the legal requirements. This information cannot be traced back to you directly. The following information is intended to provide you with general information on the various purposes of processing data.

Tag management (strictly necessary)

Tag management allows us to manage the use of tools on the different web pages of our web portal. A tag is set for each page to do this. The tag content determines which tools will be used for this page. Tag management is used to assure that the tools are in each individual case only used where appropriate.

Required cookies

These cookies are required to enable you to navigate through the web pages and use key functions. They support basic functions, such as order processing in the online shop and access to secured areas of the web page. They also serve the purpose of performing an anonymous analysis of user patterns, which we use to continuously develop and improve our web pages for you. The legal basis for these cookies is Article 6 (1) b GDPR respectively for third Countries Art. 49 (1) b GDPR.

Company	Purpose	Storage period	Country of processing
Telekom	Login	Session cookie	Germany

Who is responsible for data processing? Who should I contact if I have any queries regarding data privacy at Deutsche Telekom?

Deutsche Telekom AG, Landgrabenweg 151, 53227 Bonn acts as the data controller. If you have any queries, please contact our Customer Services department or the Global Data Privacy Officer, Dr. Claus D. Ulmer, Friedrich-Ebert-Allee 140, 53113 Bonn, Germany, datenschutz@telekom.de.

What rights do I have?

You have the right

- To request **information** on the categories of personal data concerned, the purposes of the processing, any recipients of the data, and the envisaged storage period (Art. 15 GDPR);
- To request that incorrect or incomplete data be **rectified** or supplemented (Article 16 GDPR);
- To **withdraw** consent at any time with effect for the future (Art. 7 (3) GDPR);
- To **object** to the processing of data on the grounds of legitimate interests, for reasons relating to your particular situation (Article 21 (1) GDPR);
- To request the **erasure** of data in certain cases under Art. 17 GDPR – especially if the data is no longer necessary in relation to the purposes for which it was collected or is unlawfully processed, or you withdraw your consent according to (c) above or object according to (d) above;
- To demand, under certain circumstances, the **restriction** of data where erasure is not possible or the erasure obligation is disputed (Art. 18 GDPR);
- To **data portability**, i.e., you can receive the data that you provided to us in a commonly used and machine-readable format such as CSV, and can, where necessary, transfer the data to others (Art. 20 GDPR);
- to **file a complaint about the data processing** with the responsible **supervisory authority** (for telecommunications contracts: the German Federal Commissioner for Data Protection and Freedom of Information (Bundesbeauftragter für den Datenschutz und die Informationsfreiheit); for any other matters: State Commissioner for Data Protection and Freedom of Information, North Rhine-Westphalia (Landesbeauftragter für den Datenschutz und die Informationsfreiheit Nordrhein-Westfalen)).

Who does Deutsche Telekom pass my data on to?

To processors, i.e., companies we engage to process data within the legally defined scope, Article 28 GDPR (service providers, agents). In this case, Deutsche Telekom also remains responsible for protecting your data. We engage companies particularly in the following areas: IT, sales, marketing, finance, consulting, customer services, HR, logistics, and printing.

To cooperation partners who, on their own responsibility, provide services for you or in conjunction with your Deutsche Telekom contract. This is the case if you order services of these partners from us, if you consent to the involvement of the partner, or if we involve the partner on the basis of legal permission.

Owing to legal obligations: In certain cases, we are legally obliged to transfer certain data to a state authority that requests it

Where is my data processed?

Your data will be processed in Germany and other European countries. If, in exceptional cases, your data is processed in countries outside the European Union (in so-called third countries), this will take place

- if you have expressly consented to this (Article 49 (1) a GDPR). (In most countries outside the EU, the level of data protection does not meet EU standards. This concerns in particular comprehensive monitoring and control rights of state authorities, e. g. in the USA, which disproportionately interfere with the data protection of European citizens,
- or to the extent necessary for our service provision to you (Article 49 (1) b GDPR),
- or to the extent required by law (Article 49 (1) c GDPR).

Furthermore, your data will only be processed in third countries if certain measures ensure a suitable level of data protection (e.g., EU Commission's adequacy decision or suitable guarantees, Art. 44 et seq. GDPR).

This privacy information was last updated 01.12.2021