



Data privacy information for Business Communication and Collaboration of Telekom Deutschland GmbH

Telekom General Data Privacy Notice, which can be viewed at "[Allgemeine Datenschutzhinweise der Telekom Deutschland GmbH](#) (only in German)" applies to the processing of your personal data. In addition, the following notes apply when using the products listed below.

- **Servicenumbers** (0180call, freecall 0800, freecall International, freecall Universal, Local Service Call, Global Service Call, Shared Cost International, Fax solutions)
- **Contact Solutions** (Conversational AI, Customer Interaction Management, Interactive Voice Response Business, Multichannel Automatic Call Distribution)
- **Telephone-, web- and video conferencing solutions** (Virtuelle Events, Webex X, Zoom X)

What data is collected for what and how and for how long is it used?

Contract data and traffic data are collected.

Contract data is the data you provide to Telekom for the performance of the agreed services. These includes: Name, address, telephone number and e-mail address. Contract data also includes payment processing information, as well as username and password for password-protected tools.

Traffic data is the data generated by the use of the telecommunications services in question from the contract. This always includes the telephone number of the calling port, the selected service number or SMS speed dial including keyword, the phone number of the targeted target connection as well as the beginning and end of occupancy or connection.

For certain products, the user can also be able to capture and store optional traffic content (voicefiles, screen content).

If subcontract processors are used for product functions, the data protection resp. order processing contracts notices reported for this apply.

In addition, the data will be used for the purposes provided by law, in particular for detecting abuse and for detecting and eliminating disturbances.

Contract data will be deleted as a matter of principle at the end of the calendar year, which follows the termination of the contractual relationship. Contract data will only be stored beyond this period if there are outstanding obligations arising from the contractual relationship (receivables, objections).

Traffic data used for billing purposes will generally be deleted 80 days after billing. Traffic data used to settle with other network operators will be deleted within the legal period of six months. Traffic data used for billing purposes will only be stored beyond these periods if outstanding obligations (receivables, objections) are still in place under the contract.

Traffic data used to compile statistics will be deleted after 90 days.

Traffic data for billing purposes in the area of telephone, web and video conferencing solutions can be stored when using subcontractors in third countries for up to three years.

The legal basis is Article 6 (Paragraph 1 b) of the GDPR.

Where is my data processed?

Your data is stored and processed in systems in Germany and in other European countries. Certain data processing also takes place outside the European Union in so-called third countries.

We provide the following **telephone, web and video conferencing solutions** in third countries:

- 3rd-/Last-Level-Support in the United States
- Relationship Management in the United States
- Billing in the United States

Data processing in third countries is carried out within the legal framework on the basis of regulations that ensure a secure level of data protection ([see here](#) – only in German).