



Data privacy information Telekom Deutschland GmbH („Telekom“) for using the Voicemail App (Android)

The protection of your personal data has a high priority for Telekom Deutschland GmbH. It is important to us to inform you about what personal data are collected, how they are used and what options you have in this regard.

What data are collected, how are they used and how long are they stored?

- When using the Voicemail App, hereinafter referred to as online service: When you use our online service, our servers temporarily record the domain name or IP address of your terminal device as well as other data, such as the content requested (Art. 6 para. 1b GDPR, §25 para. 2 No. 2 TTDSG (Telecommunications Telemedia Data Protection Act)).

The logged data are used exclusively for data security purposes, in particular to defend against attempted attacks on our web server (Art. 6 para. 1f DSGVO). They are neither used for the creation of individual application profiles nor passed on to third parties and are deleted after 7 days at the latest. We reserve the right to statistically evaluate anonymized data records.

- Many operating systems allow (provide the option) to dictate the text in addition to input via keyboard. When using this function, the speech is processed by a third party (e.g. Apple, Google, Microsoft) as the responsible party and the result is entered in the input field. For details of the functionality of how to enable or disable the use and the legal basis of the processing, please contact the respective operating system manufacturer.
- Usage feedback from customers: Ratings as well as your feedback may be requested (Art. 6 para. 1a GDPR). Our customers' opinions and suggestions for improvement are important components for the improvement of our online services. Only anonymous information is processed, and it is not possible to draw conclusions about the sender. At no time are personal or personalizable data transmitted. We store and evaluate the data for 24 months.
Feedback button: You can use this button to give us your feedback at any time. If you do not use this function, no data will be transmitted.

Permissions for access to data and functions of the end devices by the online service.

In order to use the online service on your terminal device, it must be able to access various functions and data on your terminal device. For this purpose, it is necessary for you to grant certain permissions (Art. 6 para. 1a GDPR, §25 para. 1 GDPR).

The permissions are programmed differently by the various manufacturers. For example, individual permissions may be combined into permission categories and you may also only agree to the permission category as a whole.

Please note that if you object to one or more permissions, you may not be able to use all the functions of our online service.

If you have granted permissions, we will only use them to the extent described below:

Contacts / Address book

The app requires access to the contacts/address book for the purpose of resolving caller numbers into contact names.

Internet communication

The app requires access to the Internet via Wi-Fi or mobile data network for the purpose of synchronizing inbox as well as greetings and settings.

Microphone

The app requires access to microphone for the purpose of recording greetings

Telephony

The app requires access to native telephony service in order for the user to call back persons who left a voicemail.

SMS

The app requires access to SMS messages for the purpose of intercepting One Time Password required to setup the box and to reply to callers via SMS if not possible to call back.

Does the online service send push notifications?

Push notifications are messages that are sent to your end device and displayed there in a prioritized manner. This online service uses push notifications in delivery state, provided that you have consented to this during installation or when using it for the first time (Art. 6 (1a) GDPR).

You can disable the receipt of push notifications at any time in the settings of your device.

Data control for the social media plug-ins or links to social media platforms used.

On our App, we only use the pictograms of the respective social media network. Only when you click on the pictogram are you directed to the company page on the respective social media platform. The social media platforms as well as the third-party content providers that can be reached via the pictograms provide these services and the processing of their data under their own responsibility.

By activating the social media plug-in or link via the pictogram, also for sharing content, (Art. 6 para. 1a GDPR), the following data may be transmitted to the social media providers: IP address, browser information, operating system, screen resolution, installed browser plug-ins such as Adobe Flash Player, the previous page when you followed a link (referrer), the URL of the current page, etc.

The next time the App is accessed, the social media plug-ins are provided again in the default inactive mode, so that it is ensured that no data are transmitted when the page is visited again.

For more information on social media plug-ins regarding the scope and purposes of the respective data processing as well as further information relevant to data privacy, please refer to the privacy policies of the respective responsible party.

Is my usage behavior evaluated, e.g. for advertising or tracking?

Explanations and definitions

We want you to enjoy using our online services and to make use of our products and services. This is in our economic interest. In order for you to find the products that interest you and for us to be able to design our online service in a user-friendly way, we analyze your usage behavior anonymously or pseudonymously. In agreement with you, the data logs can be sent to us for evaluation and analysis. Within the framework of the legal regulations, we, create usage profiles. It is not possible to track this information directly back to you. In the following, we inform you in general about the different purposes. Via the query "Consent to data processing", which appears when you call up our online service, you have the option of consenting to the processing or rejecting it in part or in full. Processing that is necessary to provide the online service (see explanation above under 1.) cannot be refused.

Required tools

These tools are necessary for you to navigate through the online service and use essential functions. They enable basic functions, such as order processing in the online store and access to secure areas of the online service. Furthermore, they serve the anonymous evaluation of usage behavior in order to continuously develop our online service for you. The legal basis for these tools is §25 para. 2 no. 2 TTDSG (Telecommunications Telemedia Data Protection Act), Art. 6 para. 1b GDPR or, in the case of third countries, Art. 44 ff. GDPR

Company	Purpose	Storage duration	Country
Telekom	Login	Session, 12 months (remain logged in)	Germany

Services from other companies (independent third-party providers)

We have integrated services from third-party providers who provide their services under their own responsibility. In the process, data are collected by means of cookies or similar technologies when using our online service and transmitted to the respective third party. Partly for Telekom's own purposes.

The legal basis for this tool is Art. 6 (1a) or Art. 49 (1a) GDPR. For information as to what extent, for what purposes and on what legal basis further processing for the third party provider's own purposes takes place, please refer to the data protection policy of the third party provider. You can find the information on the independent third-party providers below.

Google Drive

The App uses Google Drive in order to allow you to make a backup of your messages and restore them from there on your device or on another device. By embedding Google Drive your IP address is transferred to Google and a cookie stored. You can obtain information and opt out at any time from data processing by Google at <http://www.google.de/intl/de/policies/privacy>.

If you access our app via a Google ad, Google AdWords stores a cookie on your device. This cookie becomes invalid after 30 days. No conclusions can be drawn about you as a person. We use the information collected with the aid of this conversion cookie to create statistics about our conversion rate. This means that we find out how many users came to our app via a Google ad and acquire a product within 30 days. If you do not wish to participate in the tracking process, you can disable cookies for conversion tracking by specifying in your browser settings that cookies from the relevant domain are to be blocked: Google AdWords: googleadservices.com

Where can I find the information important to me?

This privacy policy provides an overview of the points that apply to Telekom's processing of your data in this online service.

Further information, including on data privacy in general and in specific products, is available at <https://www.telekom.com/en/company/data-privacy-and-security/governance-data-privacy>

Who is responsible for data processing? Who do I contact if I have questions about the data privacy policy at Telekom?

Telekom Deutschland GmbH, Landgrabenweg 151, 53227 Bonn is responsible for data. If you have any questions, please contact our Customer Service or our data privacy officer, Dr. Claus D. Ulmer, Friedrich-Ebert-Allee 140, 53113 Bonn, Germany, privacy@telekom.de

What rights do I have?

You have the right,

- a. To request **information** on the categories of data processed, the purposes of processing, any recipients of the data, or the planned storage period (Art. 15 GDPR);
- b. to demand the **correction** or completion of incorrect or incomplete data (Art. 16 GDPR);
- c. to **revoke** given consent at any time with effect for the future (Art. 7 para. 3 GDPR);
- d. to **object** to data processing that is to be carried out on the basis of a legitimate interest for reasons arising from your particular situation (Art. 21 (1) GDPR);
- e. in certain cases, within the framework of Art. 17 GDPR, to demand the deletion of data – in particular, insofar as the data are no longer required for the intended purpose or is processed unlawfully, or you

have revoked your consent in accordance with (c) above or declared an objection in accordance with (d) above;

- f. under certain conditions, to demand the **restriction of data**, insofar as deletion is not possible or the obligation to delete is disputed (Art. 18 GDPR);
- g. to **data portability**, i.e. you can receive your data that you have provided to us in a conventional machine-readable format, such as CSV, and transmit it to others if necessary (Art. 20 GDPR);
- h. to issue a complaint to the competent **supervisory authority** about the data processing (for telecommunication contracts: Federal Commissioner for Data Protection and Freedom of Information; otherwise: State Commissioner for Data Protection and Freedom of Information of North Rhine-Westphalia).

To whom does Telekom pass my data?

To **order processors**, i.e. companies that we commission with the processing of data within the scope provided by law, Art. 28 GDPR (service providers, vicarious agents). Telekom remains responsible for the protection of your data even in this case. We commission companies in the following areas in particular: IT, sales, marketing, finance, consulting, customer service, human resources, logistics, printing.

To **cooperation partners** who independently provide services for you or in connection with your Telekom contract. This is the case if you order services from such partners from us, if you consent to the involvement of the partner or if we involve the partner on the basis of legal permission.

Due to legal obligation: In certain cases, we are legally obligated to transmit certain data to the requesting government agency.

Where are my data processed?

Your data are processed in Germany and other European countries. If, in exceptional cases, processing of your data also takes place in countries outside the European Union (in so-called third countries), this will happen,

- if you have expressly consented to this (Art. 49 para. 1a GDPR). (In most countries outside the EU, the level of data protection does not meet EU standards. This applies in particular to comprehensive monitoring and control rights of state authorities, e.g. in the USA, which disproportionately interfere with the data protection of European citizens,
- or insofar as it is necessary for our provision of services to you (Art. 49 para. 1b DSGVO),
- or insofar as it is provided for by law (Art. 6 para. 1c GDPR).

Furthermore, your data will only be processed in third countries if certain measures ensure that an adequate level of data protection exists (e.g. adequacy decision of the EU Commission or so-called suitable guarantees, Art. 44ff GDPR).

Status of privacy policy 30.032023