



Data privacy information Telekom MobilitySolutions („Telekom“) for goodride App

Telekom MobilitySolutions (DeTeFleetServices GmbH, Friedrich-Ebert-Allee 140, 53113 Bonn, Germany) attaches great importance to protecting your personal data. It is important to us to inform you what personal data we collect, how your data is used, and how you can influence the process. This data privacy information supplements Deutsche Telekom's general data privacy information.

goodride is a mobility platform that allows you to plan, book, and pay for your journeys using different modes of transport. To provide this service, we need to process your personal data and pass it on to linked providers of mobility services and other partners. The legal basis for this is Article 6 (1) b GDPR (performance of a contract) and Article 6 (1) f GDPR (overriding legitimate interest). We process other data on the basis of your consent. The legal bases for this are Article 6 (1) a GDPR and § 25 (1) of the German Telecommunications and Telemedia Data Protection Act (Telekommunikation-Telemedien-Datenschutz-Gesetz – TTDSG). The legal bases for our retention obligations are Article 6 (1) c GDPR and §§ 195 et seq. of the German Civil Code (Bürgerliches Gesetzbuch – BGB) as well as retention periods under commercial or fiscal law

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

When you use the app,

- our servers temporarily record your device's IP address, operating system type, and other technical details, such as the requested app pages, device type, and the operating system version and app version used. We need this data in order to provide our service (e.g., by adjusting the app for your device) and to ensure error-free communication between the app and backend systems (Article 6 (1) b GDPR, § 25 (2) no. 2 TTDSG). The IP address recorded is deleted automatically after seven days.
- you can decide whether you want to use OpenStreetMap (OSM) to display maps, locations, and route planning information, or the map services offered by the respective operating systems (Google Maps or Apple Maps).
 - With OSM, we use our own data privacy-compliant OSM tile server, which, for example, prevents your IP address from being passed on to the OSM map vendor.
- Google Maps is run by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. When you use Google Maps, your IP address is transmitted directly to Google. Depending on the other settings in your operating system, search queries or your location may also be passed on and linked with your Google account. You can obtain information on data processing by Google at any time at <https://policies.google.com/privacy?hl=en&q=en> and adjust your settings if required.
- Apple Maps is operated by Apple, One Apple Park Way, Cupertino, CA 95014, USA. Apple converts the exact location from a search to a more general location after 24 hours and does not store your search history or locations.

To **plan a journey**, we collect the starting point and destination, starting time and destination time, and the planning time. If you give your permission (see "Permissions" below) for us to use your location and contacts, it makes it much easier to enter the start and destination details. We only use the selected address in your contact data. You can add the calculated route you have selected to your personal calendar if you give goodride access to your calendar.

You can mark frequently used routes or start and destination points as favorites and store them so you can select them quickly in the future under "Journeys." In addition, you can subscribe to the latest information for specific routes (under "Notifications" in the menu). To obtain this information, you need to enable push notifications (see below) for the app on your device.

To **book a journey**, we use the data collected and calculated during planning and the current time data so we can purchase, book, and activate the required ticket or mode of transport. This also requires you to register and create a user profile, as well as to set up a payment method in the app. We need the following data for setting up a user account and to verify your email:

- Email address
- Password (which must not be the same as your email password).

We need the following details for your user profile

- First and last name
- Date of birth
- Address
- Title and gender, e.g., for addressing you personally
- Phone number (landline/cell phone), e.g., for customer service matters
- Payment method
- Profile picture (optional)

goodride will only process and store (retain) your personal data for as long as is necessary to meet legal and contractual obligations, e.g., your master data will be deleted at the end of the calendar year following the termination of your contractual relationship; your payment method, profile picture, email address, and phone details will be deleted as soon as they are erased from the app.

You give your consent to your personal data being passed on to the relevant partner company every time you book a service from the partner using this app.

In this context, personal data includes:

- Title
 - First name/last name
 - Email address
 - Phone number
 - Booking number and time
 - Start and end points of the mode of transport booked
- When you **purchase a ticket**, we process and store additional data concerning the ticket selected, the quantity of tickets, the payment method, the purchase or multiple purchase confirmation, the starting/stop station, the purchase time, and device information (operating system and version, app version).
- When you **use taxis**, your first name and last name, email address, your device location information, and the booking number are passed on to the partner company.

After you have used the service, we receive the booking ID, start and end location of the journey, and the usage charge back from the partner company in question for further processing.

We have outsourced the **payment processing** for purchases/booking; therefore, we will pass on your personal master data to the payment service provider that undertakes the payment processing and receivables management for the transport service purchased or provided. You give your payment details, e.g., IBAN, directly to the payment service provider, which has sole responsibility for processing your data.

If you **make a complaint or contact us**, we only pass on the personal data required (your title, first name, last name, contact details, booking number) and the reason for your complaint to the partner company or service provider.

In the event of **recourse claims** by a partner or **inquiries by investigative authorities** at the partner (e.g., damage to the vehicle rented, road traffic offense), we will pass on only the personal data required (your title, first name, last name, address, contact details) to the partner for further processing. The legal basis for this is the partner's legitimate interest.

Apart from inputting data using the keyboard, you can also dictate text in the goodride app. **Voice input (Google)** or **dictation function (Apple)** is a

functionality provided by our app's operating system. During use, a third party (Apple or Google) processes the speech as the controller and delivers the result to our app, entering it into the input field. Please contact your operating system provider for more information on how this works, how to enable and disable the function, and the legal bases for processing.

Taxi Deutschland Servicegesellschaft für Taxizentralen eG	https://taxi-deutschland.net/impressum/ (German only)
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In-app notifications with Traveler Relationship Management (TRM)

We would like to keep you informed within the app of contract updates, e.g., changes to this data privacy information, faults or malfunctions in the app, or disruptions to particular modes of transport, including in relation to your location. In this respect, your location data will only be processed locally on your device and we will not store it. This service is provided by **Hacon Ingenieursgesellschaft mbH, Lister Straße 15, 30163 Hanover, Germany.**

Customer feedback

Your opinion and suggestions for improvements are very important to us so that we can keep making the app even better for you. You can email us your feedback at any time under the "Help and Feedback" option in the menu. We will delete your personal data after 90 days at the latest.

Payment processing

We pass on your personal data (first and last name, date of birth, address, email address, phone number if applicable, and data on your respective purchases) along with any changes to LOGPAY Financial Services GmbH for the purpose of the sale and of assigning our claims against you that arise in connection with your **purchase, rental, or booking.** The legal basis for this is Article 6 (1) sentence 1 letter f GDPR. Our legitimate interest is the outsourcing of payment processing and receivables management. The legitimate interest of LOGPAY Financial Services GmbH is data processing for the purpose of payment settlement, receivables management, assessing the permissibility of payment methods, and avoidance of payment defaults.

The offer to enter into a purchase contract via a ticket will only be accepted if LOGPAY Financial Services GmbH acquires the resulting claim from the ticket sale. If LOGPAY Financial Services GmbH refuses to acquire the claim, your offer to enter into a purchase contract will be declined.

You can object to the transfer of this data to LOGPAY Financial Services GmbH at any time, but if you do so you will no longer be able to make a purchase or booking via goodride. You can access the data privacy information of LOGPAY Financial Services GmbH at <https://documents.logpay.de/en/datenschutzinformationen.pdf>.

In addition, we process personal data that we receive from LOGPAY Financial Services GmbH about you (information about the decision on whether the claim was acquired or not).

If personal data is processed to undertake tasks that are in the public interest (Article 6 (1), sentence 1, letter e GDPR) or for the purposes of a legitimate interest (Article 6 (1), sentence 1, letter f GDPR), you may object to the processing of personal data concerning you at any time with effect for the future. If you object to processing, we will no longer process your data for the aforementioned purposes, unless

- there are compelling legitimate grounds for processing which override your interests, rights, and freedoms, or
- the processing is required to assert, exercise or defend legal claims.

Partner companies

We will lawfully forward your personal data to the following mobility service providers for further processing on the legal basis of Article 6 (1) b GDPR. The data is required to provide the respective mobility service, enter into a contract, and perform the services arising from the mobility contract with the partner company. Telekom MobilitySolutions and the partner company in question have joint and individual responsibility for processing your data in this regard. We have entered into corresponding data protection agreements with the following partner companies to this end. You can find information about how the partner companies process data in their data privacy information.

You give your consent to your personal data being passed on to the partner company when you book a mobility service from the partner using goodride.

name	Link to website with data privacy information
Stadtwerke Bonn Verkehrs-GmbH	https://www.swb-busundbahn.de/datenschutz/ (German only)
TIER Mobility SA	https://about.tier.app/privacy-notice/
NextBike	https://www.nextbike.de/en/privacy/

Miscellaneous

- **Other device data:** If you allow goodride to send you push notifications (see below), we will use a pseudonymized ID (UUID) for your device in the platform. The UUID will not be linked to your customer account. Therefore, if you change to a different device, for example, you will need to enable push notifications again to generate a new UUID.
- **Search history and favorites:** You can add frequently visited destinations or frequently used routes to your favorites in your search history (by clicking the star). This lets you enter your destination more quickly. The data is stored centrally in your user account so if you change your device, you do not have to enter your favorites into the device again. You can update your search history and favorites in the app, which will be deleted at the latest when you cancel your account.

Permissions

To enable you to use the different functions of goodride, the app requests access rights to data or functions on your device. The permissions are programmed differently by the various manufacturers. Individual permissions may, e.g., be combined in permission categories, and you may only be able to grant consent for the entire permission category as a whole.

If you have granted permissions (§ 25 (1) TTDSG and Article 6 (1) a GDPR), we will only use them to the extent specified below:

Location

goodride offers many different useful functions through location detection. Your location data is processed for the following purposes:

- We use your location data so that you can easily select your current position as the starting point for your route planning and can see yourself on the map. The app can only show you nearby vehicles or the next stop/station, for example, if it knows exactly where you are at that moment. The data is deleted automatically after 90 days.
- If you use a rental vehicle, the rental company's operating area will be displayed to make it easier for you to return the vehicle. The data will only be processed locally on your device and we will not store it.
- To book a transport service and to use the "My Movement Profile" function, the start and end point of the transport method used, as well as the transaction data, must be stored in your customer account. This data will be stored for 18 months.
- We would like to show you notifications in goodride in relation to locations if there are any transport disruptions or cancellations. The data will only be processed locally on your device and we will not store it.

Activity data

We want to help you identify and optimize your mobility habits. We can create a personal movement profile for you to this end. To recognize whether you are on the move and what mode or method of onward journey you are using, e.g., walking or driving, we need permission to use your activity data (physical activity recognition in Android and motion & fitness tracking in iOS). In addition, in iOS we need permission to always use your location, and in Android we need permission for the app to run in the background. This does not waste your battery, as the data is only transmitted when you are actually on the move. This is guaranteed by the use of activity data. We also use your data in anonymized form to improve our route recommendations. It is not possible to identify you from this and you can withdraw your consent at any time in your device settings or the app settings under Settings – Data Privacy –> My Movement Profile.

Microphone

If you would like to dictate text to goodride, i.e., you would like to use the voice input (Google) or the dictation function (Apple) in goodride, the app needs access to your device's microphone. In this regard, we only use the speech recognition result of the operating system in question.

Internet communication

For you to transmit your login data or book a ticket, goodride requires access to the internet via WiFi or mobile data.

Contacts/address book

Access to your contacts allows you to use the addresses of your contacts directly in your route planning. Only the address data is accessed in your contacts and this data is only used at this time; we do not store it.

Camera and files (Android only)

If you allow goodride to access your camera, you can scan a QR code to start using a rental car or to personalize your profile or your addresses by adding a photo. If you want to use photos from your device, we also need permission to access your files in Android. Photos for personalizing the app are only stored on your device and not in the backend. The exception to this is your profile picture. This is assigned to your user profile and you can delete it yourself, or at the latest it will be removed from the backend when you delete your profile.

Calendar (iOS only)

Access to your calendar allows you to transfer your route plan easily. This access is write-only. It is not possible for our app to delete or change the calendar entry.

Does the app send push notifications?

Push notifications are messages that the app sends to your device, where they are displayed as a high priority. We use push notifications to show you the latest information, e.g., about delays or disruptions to your trip, as a high priority, provided you have given us permission to do so (Article 6 (1) a GDPR). The type of notification (silent, sound, vibration) depends on your notification settings (iOS/Android).

Notifications are sent by the data processor we have commissioned, Hacon Ingenieursgesellschaft mbH (Lister Str. 15, 30163 Hanover, Germany) using an anonymized ID for your device. You can disable the receipt of push notifications at any time in your device settings or directly in the app via Settings – Permissions –> Push Notifications.

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

We want you to enjoy using goodride. 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 we can make our app as user-friendly as possible. We create usage profiles to the extent permitted by law. This information cannot be traced back to you directly. General information on the various purposes of data processing is given below. In the app privacy settings, you have the option of agreeing to or rejecting usage of the tool. Tools that are strictly necessary to provide the online service cannot be rejected (see explanation at 1. above).

Reach measurement (opt-in)

Reach measurement provides statistics on a website's usage intensity and the number of users, along with comparable figures for all the connected services. Individual users are not identified at any time. Your identity is always protected.

Improvement of the app's technical quality (opt-in)

The program sequence and usage habits are analyzed to measure the quality of the app programming or to register crashes and their causes. Individual users are not identified.

Profiles for a user-geared presentation of the app (opt-in)

To continuously improve the app, we use the events captured in the event tracking (usage statistics). These retrace your navigation within the app. Analyzing this navigation allows us to obtain insights about the app's usage patterns, which in turn allows us to detect any problematic user experiences and improve the app accordingly. Individual users are not identified at any time.

Required tools

These tools are required to enable you to navigate through the web pages and use key functions. They enable basic functions to work, such as booking modes of transport and accessing secure areas of the app. The legal basis for these tools is § 25 (2) no. 2 TTDSG, Article 6 (1) b GDPR or Article 44 et seq. GDPR for third countries.

Company	Purpose	Retention period	Processing location
Hacon GmbH	Login, map	Until Logout	Germany
If selected			
Google Inc.	Map	Between 30 days and until the Google account is deleted; more info at https://policies.google.com/privacy?hl=en	United States

If the use of tools is optional

These tools are deployed when you use additional functions, such as push notifications. The possible functions are explained in sections 1) and 2) of this data

Company	Purpose	Retention period	Processing location
Hacon GmbH	Push notifications, My Movement Profile	24 months	Germany

Usage statistics

Usage statistics help us to ensure the quality of the app, gain a clearer understanding of your usage patterns, and continuously improve goodride for you. Therefore, we would kindly request you to enable this tool in the Settings – Data Privacy section. If you do so, we will collect device data such as the device manufacturer and model, operating system (OS) and version, language setting, and time zone and use it to build a pseudonymized usage profile. This information cannot be traced back to you or identify you directly. The legal basis for this tool is § 25 (1) TTDSG, Article 6 (1) a GDPR or Article 49 (1) a GDPR for third countries. You can of course disable the tool at any time in the app under Settings – Data Privacy –> Usage Statistics.

Company	Purpose	Retention period	Processing location
Hacon GmbH	Customized design, statistical analysis	24 months	Germany

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 app.

Further information, including information on data privacy in general and for 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>.

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

The data controller is Telekom MobilitySolutions (DeTeFleetServices GmbH, Friedrich-Ebert-Allee 140, 53113 Bonn, Germany). If you have any queries, please contact our Customer Service department (kundenservice_goodride@telekom.de) or our 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

- a) 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 (Article 15 GDPR);
- b) to request that incorrect or incomplete data be **rectified** or supplemented (Article 16 GDPR);
- c) to **withdraw** consent at any time with effect for the future (Article 7 (3) GDPR);
- d) to **object** to the processing of data on the grounds of legitimate interests, for reasons relating to your particular situation (Article 21 (1) GDPR);
- e) to request the **erasure** of data in certain cases under Article 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;
- f) to demand, under certain circumstances, the **restriction** of data where erasure is not possible or the erasure obligation is disputed (Article 18 GDPR);
- g) 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 transfer the data to others, where necessary (Article 20 GDPR);
- h) to **file a complaint** with the responsible **supervisory authority** regarding data processing (State Commissioner for Data Protection and Freedom of Information, North Rhine-Westphalia

(Landesbeauftragter für den Datenschutz und die Informationsfreiheit Nordrhein-Westfalen)).

Who does 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 remains responsible for protecting your data.

To cooperation partners, who, on their own responsibility, provide services for you. This is the case if you order services from these partners through us 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. Example: Upon presentation of a court order, we are obliged under § 101 of the German

Copyright Act (Urheberrechtsgesetz – UrhG) to provide the owners of copyrights/ancillary copyrights with information about customers who have allegedly offered copyrighted works via internet file-sharing services.

Where will my data be processed?

Your data is processed in Germany. Your data will only be processed outside the European Union (i.e., in third countries) if you decide to use the Google Maps map service. Please note that in most countries outside the EU, the level of data protection does not meet EU standards.

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