



## Data privacy information for digital services

The protection of your personal data has a high priority for DEUTSCHE TELEKOM IT 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.

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

- a. Necessary processing for the provision of the digital service (Art. 6 para. 1b GDPR, §25 para. 2 no. 2 TTDSG)
  - When using eVergabehereinafter referred to as the digital service:
    - Log and account data: 30 Day
    - Account data will be stored during the validity of the contract.
  - For the **legitimation check** in the context of the conclusion of a contract, we use the service "Video Ident" of the processor [Purpleview GmbH \(Kampstraße 6, 44137 Dortmund\)](#) within the video chat. In addition, we also offer video consultation as a contact channel for all customers. If you use this offer to contact customer service, technical data and, if applicable, contract data will be transmitted to the customer advisor when the chat is initialized in the case of Video-Ident. Communication data exchanged via video or chat during the conversation will not be stored, including the name provided. If you make an appointment, your name, e-mail address and optionally your phone number will be deleted for the period of use plus 7 days after the appointment. Cookies are set for the duration of the session, which are deleted at the end of the session or after 12 hours at the latest. Data that you provide to us in the chat will be processed exclusively for the purpose of processing your request. The deletion takes place after the end of the conversation. For translation into other languages, Deutsche Telekom uses the service of Chatlingual, 1801 Wewatta Street, Floor 11, CO 80202, Denver, USA. The data will be deleted there immediately after processing. For error identification and troubleshooting, we only store the activities and events about the session, in particular the beginning and end of the session and browser version for 14 days. In the event of improper and abusive use of the video chat (e.g. obscene gestures, repeated insults, etc.), the Consultant has the option of terminating the chat and saving the following information of the User: consent to the Terms of Use, IP address, session ID of the chat, the transmitted image (only when the camera is activated on the User's side). The storage option is only used in individual cases to protect chat employees and serves both to deter misuse and to identify the user in order to be able to initiate clarification and, after examination, possible further measures. The data will be stored for a maximum of 30 days. We reserve the right to statistically evaluate anonymized data sets.
- b. Processing in the provision of the digital service that is carried out on the basis of legitimate interest (Art. 6 para. 1 f GDPR, §25 para. 2 no. 2 TTDSG)
  - **Server records for digital services:** When you use our digital service, our servers temporarily record the domain name or IP address of your device as well as other data, such as the requested content or the response code. The logged data is used exclusively for data security purposes, in particular to defend against attacks on our server. They are neither used for the creation of individual user profiles nor passed on to third parties and will be deleted after 7 days at the latest. We reserve the right to statistically evaluate anonymized data sets.
- c. Processing in the provision of the Digital Service by third parties
  - Many operating systems provide the possibility to dictate the text in addition to input via keyboard. When using this function, the language is processed by the third party (e.g. Apple, Google, Microsoft) as the controller and the result is displayed in the input field. For details of the functionality, how you can switch the use on or off and the legal basis of the processing, please contact the respective operating system manufacturer (third party).
- d. Here, you can find further information on the topic of [newsletters](#).

### 2. Where can I find the information important to me?

Additional information on data protection when using our products, in particular on the purposes of use, deletion periods, etc., can be found in the data protection information for the respective product under [www.telekom.de/datenschutzhinweise](http://www.telekom.de/datenschutzhinweise), in the Telekom Shop or under [www.telekom.com/datenschutz](http://www.telekom.com/datenschutz).

### 3. 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 (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. 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).

#### 4. 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

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

#### 5. Where is my data processed?

Your data will be processed in Germany and other European countries. In some cases, your data is also processed in countries outside the European Union (i.e. in so-called third countries), currently for example: Storage/hosting of customer data (excluding traffic data) by Amazon Web Services EMEA SARL, Microsoft Ireland Operations Ltd., Google Cloud EMEA Limited, Ireland and Salesforce.com Germany GmbH in Europe. Only administrators with technical support access from the USA are possible. In all other respects, the following applies: If data processing takes place in third countries, this will take place insofar as you have expressly consented to this or if it is necessary for our provision of services to you or if it is provided for by law (Art. 49 GDPR). Your data will only be processed in third countries if certain measures are taken to ensure that an adequate level of data protection is in place (e.g. adequacy decision of the EU Commission or so-called suitable safeguards, Art. 44 et seq. GDPR, (see here).

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

DEUTSCHE TELEKOM IT GMBH 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, Herrn Dr. Claus D. Ulmer, Friedrich-Ebert-Allee 140, 53113 Bonn, [datenschutz@telekom.de](mailto:datenschutz@telekom.de).

This privacy information was last updated 02/2024 for application eVergabe AWS (CAPE ID APP-37745) compiled on 7/23/2024

Data privacy information for the processing of employee data

#### General

DEUTSCHE TELEKOM IT GMBH 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 processed.

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

More information on **data privacy**, in particular on intended use, deletion periods, etc. can be found in these complementary data privacy information. You can send a request for information in accordance with Art. 15 GDPR for this specific data processing to ([Datenschutz@telekom.de](mailto:Datenschutz@telekom.de)). The general information on your rights, the data privacy officer, etc. is available in the data privacy notes for employees at [myDMS-Document](#).

##### 2. Who is responsible for data processing?

DEUTSCHE TELEKOM IT GMBH Landgrabenweg 151, 53227 Bonn acts as the data controller.

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

Log and account data: 30 Day

Account data will be stored during the validity of the contract.

The legal basis for this is § 26 of the Federal Data Protection Act [Bundesdatenschutzgesetz – BDSG].

##### 4. Who does Deutsche Telekom pass my data on to?

**To processors:** We engage companies particularly in the following areas: IT

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

##### 5. Where is my data processed?

Your data will be processed in Germany.

This privacy information was last updated 07/2021 for application eVergabe AWS (CAPE ID APP-37745) compiled on 7/23/2024