



Data Protection Notices 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.

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

Necessary processing for the provision of the digital service (Art. 6 para. 1b GDPR, §25 para. 2 no. 2 TTDSG)

- When using eVergabe AWS hereinafter referred to as the digital service:
Log and account data: 30 days
Account data remain stored over the duration of the contractual relationship.

Additional processing in the provision of the digital service that is carried out on the basis of consent, e.g. optionally offered communication channels (Art. 6 para. 1a GDPR, §25 para. 1 TTDSG)

- We only use your personal data for the purpose of technical administration of the digital service and to fulfil your wishes and requirements. Additional personal data, such as Your name, address, telephone number or e-mail address will not be collected, unless this information is provided voluntarily by you (Art. 6 para. 1a GDPR) or in connection with your registration on the TelekomCLOUD Marketplace (Art. 6 para. 1b GDPR). The data entered by you when you contact us, the scope of which can be found in the contact form, will be processed exclusively for the purpose of structuring the response to enquiries and the provision of services by Telekom Deutschland GmbH. Only if you have previously given us your consent will we also use this data for product-related surveys and marketing purposes – but only to the extent necessary for each specific case and in accordance with the consent given (Art. 6 para. 1 a GDPR). Personal data will only be passed on to third parties with the express consent of the person concerned. Our contractual partners are contractually obliged by us to treat your data confidentially and in accordance with the statutory provisions. You can decide for yourself whether we may use your data for our own marketing purposes when you register. You will only receive promotional information from us if you consent to such use. You have the option at any time to object to such use and to revoke any consent you may have given for the future.

If you register, we process and use the contract data collected at the time of conclusion of the contract and during the term of the contract, which are necessary for the mutual, proper performance of the contract, as well as the voluntary information (contract data). The contract data includes title, surname and first name, address, date of birth, telephone number and/or e-mail addresses, data on payment processing and sales data – differentiated according to the services, products used and information about the products you use. If you set up additional users, their data will also be saved. Your contract data will only be stored beyond the end of the contractual relationship in accordance with the contractual agreements and will be limited to the minimum



necessary in each case. We will save the text of the contract and send you the order details by e-mail. Your contract data will be deleted no later than 90 days after the end of the contractual relationship by deleting your user account.

Usage and billing data: We store and use billing data for the proper provision of our services as well as for billing purposes. Billing data includes information about the start and end of each use and the services used.

Processing customer data with Salesforce:

In order to process customer service inquiries and for customer communication by e-mail or telephone in accordance with your consent, your personal customer data will be stored and processed in our CRM system. We use the services [Salesforce Service Cloud & Salesforce Marketing Cloud](#) of the processor Salesforce ([Salesforce \(Salesforce.com Germany GmbH, Erika-Mann-Str. 31-37, 80636 Munich, Germany\)](#)).

If you have given us your consent, we will collect email usage information (sending, openings, clicks) via this system in order to improve our service to you and provide you with more relevant information. If you no longer agree to this, you can object to this at any time under "My Settings".

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.

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).

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, in the Telekom Shop or under www.telekom.com/datenschutz.



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).

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.

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).

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 149, 53227 Bonn acts as the data controller. If you have any queries, please contact our Customer Services department or the Global Data Privacy Officer, Frau Susanne Eichhorn, Friedrich-Ebert-Allee 140, 53113 Bonn, datenschutz@telekom.de.

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