

General Data Privacy Information of Telekom Deutschland GmbH („Telekom“)

General

Telekom attaches great importance to protecting your personal data. We inform you what personal data we collect, how your data is used, and the options available to you.

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

This General Data Privacy Information provides an overview of the aspects that generally apply to the processing of your data by Telekom.

Additional information on data privacy associated with the use of our products, particularly regarding the intended purpose, deletion periods etc., can be found in the data privacy information for that particular product at www.telekom.de/datenschutzhinweise and in the Telekom Shop.

2. On what legal basis does Telekom process my data?

We process your data in line with the regulations of European and German data privacy laws (the regulations cited below refer to the EU General Data Protection Regulation, GDPR), i.e. only to the extent that and insofar as

- it is necessary for performance of a contract with you or to carry out steps at your request prior to entering into a contract (Art. 6 sec. 1b GDPR) or

- you have given your consent to the processing of your data (Art. 6 sec. 1a GDPR) or

- processing is necessary in order to protect our own or third party legitimate interests, e.g. in the following cases: to assert claims, to defend our interests in lawsuits, to recognize and eliminate misuse; to prevent and investigate criminal offenses; to ensure secure IT operations at Telekom; Art. 6 sec. 1f GDPR. Or - for compliance with legal requirements, e.g. the retention of documents for commercial and fiscal purposes (Article 6 sec. 1c GDPR), or where it is in the public interest (Article 6 sec. 1e GDPR).

3. What are my rights?

You have the right

- a) to demand information regarding the categories of data being processed, the purpose of processing, the recipients of the data, and the planned duration of data storage (Art. 15 GDPR);
- b) to demand the rectification or completion of inaccurate or incomplete data (Art. 16 GDPR);
- c) to withdraw your consent at any time with future effect (Art. 7 sec. 3 GDPR);
- d) to object to data processing on the basis of a legitimate interest based on your particular situation (Art. 21 sec. 1 GDPR);
- e) in specific cases as outlined in Art. 17 GDPR, to demand the erasure of data, particularly where the data is no longer necessary for the intended purposes, or was processed unlawfully, or you have withdrawn your consent in accordance with (c) above, or have objected to data processing in accordance with (d) above;
- f) under certain circumstances, to demand the restriction of data processing, to the extent that erasure is not possible, or the obligation to erase data is disputed (Art. 18 GDPR);
- g) to data portability, i.e. you may receive your disclosed data in a commonly used, machine-readable format, such as CSV, and where applicable, transmit it to others (Art. 20 GDPR)
- h) to complain to the competent supervisory authority (for telecommunications contracts: the Federal Officer for Data Privacy and Freedom of Information; in other cases: the North Rhine-Westphalia Commissioner for Data Protection and Freedom of Information (LDI NRW).

4. Does Telekom conduct credit checks and does it collaborate with

credit agencies such as Schufa?

Before signing a contract, Telekom will carry out a creditworthiness check for services which are invoiced at a later date, in order to protect itself from non-payment. To check your creditworthiness, we use data about you personally and your payment history with existing contracts, including those with other companies in the Telekom Group. Such data include your name, address, date of birth and customer number, the duration of your contracts, your order history, payment settlement and sales figures. If the data available is insufficient to carry out such a check, we will also obtain information from credit agencies and debt collection companies, and will share with them your name, address, date of birth and IBAN. Where data is received from credit agencies or debt collection companies, where necessary we will additionally employ a scoring system and use it to calculate the probability of a customer meeting his contractual payment obligations. Scoring is based on a trusted, recognized mathematical-statistical procedure.

We collaborate with the following credit agencies and debt collection companies:

SCHUFA Holding AG; CRIF Bürgel GmbH; infocore Consumer Data GmbH; Creditreform Boniversum GmbH; Creditreform Bonn Domschke & Rossen KG; Bisnode Deutschland GmbH; EOS Deutscher Inkasso-Dienst GmbH; KSP Kanzlei Dr. Seegers; Dr. Frankenheim Rechtsanwaltsgesellschaft mbH; Sirius Inkasso GmbH; Inkasso Tesch Forderungsmanagement GmbH; Intrum Deutschland GmbH.

We save the results of a credit check for one year.

Article 6 (1 b) and Article 6 (1 f) of the GDPR set out the legal basis for these forms of data processing.

Additionally, we share personal data obtained within the context of the contractual relationship during the course of applying for, executing and terminating a contract, as well as any data about non-compliant or fraudulent behavior, with SCHUFA Holding AG and CRIF Bürgel GmbH.

Article 6 (1 b) and Article 6 (1 f) of the GDPR set out the legal basis for these forms of data processing.

SCHUFA and CRIF Bürgel process the data received and also use it in a scoring process to supply their contractual partners in the European Economic Area and Switzerland, and where applicable other third-party countries (where the European Commission has decided that there is an adequate level of data protection), with information. This may also include an assessment of the creditworthiness of natural persons. Regardless of credit scoring, SCHUFA assists its contractors with profile formations in identifying conspicuous facts (e.g. for the purpose of fraud prevention in mail order). For this purpose, an analysis of requests from SCHUFA contractors is carried out in order to check them for potential abnormalities. In this calculation, which is made individually for the respective contractor, also address data, information whether and in what function in generally accessible sources an entry on a person of public life with matching personal data Include aggregated statistical information from the SCHUFA database. This procedure does not have an impact on the credit rating and the credit rating. Further information on the activities of SCHUFA and CRIF Bürgel can be found at www.schufa.de/datenschutz and www.crifbuergel.de/de/datenschutz respectively. Article 6 (1 f) of the GDPR set out the legal basis for these forms of data processing

5. Will my data be used for advertising or market research purposes?

We will use your personal data for advertising or market research purposes if you have given your consent; you may withdraw your consent at any time for the future. The opportunity of withdrawing your consent is also pointed out to you when we obtain it. Alternative provisions apply when you are online, so when you are surfing our website or using our apps. Information on the relevant provisions can be found in the data privacy information for the respective online services.

6. Who does Telekom share my data with?

With so-called commissioned data processors, i.e. companies we have contracted to process data within the relevant statutory framework, see Article 28 of the GDPR (assistant, auxiliary persons). In these cases, Telekom is still responsible for protecting your data. We subcontract to companies mainly in the following areas: IT, sales, marketing, finance, consulting, customer service, human resources, logistics, printing.

With cooperation partners who provide services on your behalf or in conjunction with your Telekom contract at their own responsibility. This applies if you have requested the services of such partners from us, or if you consent to the involvement of a partner, or if we involve the partner on the basis of a lawful permit.

On the basis of our statutory legal obligations: In selected cases, we are legally obliged to transmit certain data to the requesting government agency. Example: Upon presentation of a court order, we are obliged under § 101 of the German Copyright Act (Urheberrechtsgesetz) to provide the owners of copyrights/ancillary copyrights with information about customers who have allegedly offered copyrighted works via Internet file sharing services. Telekom additionally seeks cooperation with other service providers (e.g. Smart Home Services). If you are also a user of these services, you can connect your respective account with them. You must carry out this connection separately for each service. As soon as you have carried out a connection,

the personal data that is listed in these data privacy notes can be used from your respective account for the appropriate service. The relevant service provider will inform you about the processing of your personal data.

7. Where is my data processed?

In general, your data is processed in Germany and elsewhere in Europe.

In exceptional cases, if your data is processed in countries outside of the European Union (so-called third countries), this will be because you have given your explicit consent, or because it is necessary for performance of our contract with you, or because the law so permits (Art. 49 GDPR). Above and beyond this, your data will only be processed in third countries provided certain measures are taken to ensure an adequate level of data privacy (for example, an adequacy decision by the EU Commission or appropriate safeguards, Art. 44ff. GDPR). Detailed explanations, where relevant, can be found in the supplementary data privacy information for the relevant product.

8. Where can I find further information regarding data protection at Telekom?

Further information, including data protection information for specific products, is available at www.telekom.de/datenschutzhinweise and at www.telekom.com/datenschutz

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

The controller is Telekom Deutschland GmbH, Landgrabenweg 151, 53227 Bonn, Germany. If you have any queries, please contact our Customer Services department or our Data Protection Officer, Dr. Claus D. Ulmer, Friedrich-Ebert-Allee 140, 53113 Bonn datenschutz@telekom.de

This translation is intended solely for informational purposes; the original German text shall be legally binding.