

Data privacy information on the InfoService of Telekom Deutschland GmbH and T-Systems International GmbH

Telekom Deutschland GmbH's General Data Privacy Notice, which can be viewed at www.telekom.de/datenschutzhinweise/download/000.pdf applies to the processing of your personal data. In addition, you will find information in the general terms and conditions of your contract documents. When using this service, the following additional information applies.

Individual consulting

(General consulting, advertising and market research)

If you have consented, we will process your contractual data from your contractual relationships with Telekom Deutschland and T-Systems International GmbH, your usage data from the products and services you use, and your location data for your individual consultation (general consulting, advertising, and market research). The legal basis for processing is Article 6 (1) (a) GDPR. The processing of data outside the purpose of the contract is limited with regard to scope and purpose to the scope of the consent given by you.

Contractual data

Contractual data refers to information collected upon conclusion of the contract and during its term that is necessary for proper, mutual performance of the agreement (contract conclusion/amendment/termination, billing of charges), as well as information provided voluntarily. Contractual data includes the form of address, last name, first name, address, date of birth, telephone numbers, and/or email addresses, data regarding settlement of payments, sales data – broken down according to the services, products, or rate used – and information regarding the products you have already used. Contractual data does not include data generated from communication processes (traffic, location, and usage data, or message contents).

Usage data

Usage data from the products and services used by Telekom Deutschland GmbH and T-Systems International GmbH includes, in particular, characteristics for identifying users and information on the scope of the respective use.

Taking fixed network & Internet as well as mobile communications products as an example, the data volume used is analyzed in order to submit a rate offer that is tailored to demand.

The content ordered by MagentaTV customers is analyzed, e.g., in order to provide an optimal movie offering.

In the SmartHome product area, for example, connected SmartHome components are analyzed in order to suggest suitable additional components. Customers who get their power from Deutsche Telekom may, for example, be provided with an appropriate proposal on the basis of their energy use in the previous 24 months.

For customers of cloud services, for example, the software licenses used are analyzed in order to recommend suitable supplementary software components.

In addition, we collect your online usage data when you visit Telekom websites and APPs, unless you have opposed this use elsewhere.

Online usage data includes, for example, information about the original website from which you accessed the Telekom websites, which areas of the Telekom websites you have visited, which downloads were made, including search queries, if you have used a search engine. Online usage data is collected using cookies (small text files) or similar technologies. Among other things, cookies store the user ID, which is used for personalization.

We use online usage data to create profiles of your interests and link them to your contractual data. This is exclusively for the purpose of providing you with individual product recommendations for services and products of Telekom Deutschland GmbH and T-Systems International GmbH. Information about operating systems, browser data, and the device used is also stored and used.

Habits concerning the opening and clicking from within Telekom e-mails is used to optimize target group-specific customer approaches. To do this, we register the opening of e-mails and the Telekom link contained therein. This is done via pixels, which are stored on the customer's e-mail client.

Location data

Location data is data that is used to determine your location. When services are used on the move, information about your actual location (Wi-Fi access points or mobile communications cells) is collected and processed. Location data is used for locations-specific campaigns, e.g., if you are at a trade fair/festival.

Products and services

The products and services of Telekom Deutschland GmbH and T-Systems International GmbH are generally products and services from the Fixed Network & Internet, Mobile Communications, Cloud & IT, MagentaTV, SmartHome, and Energy product areas.

Use of data for advertising purposes

Contractual data is used until the end of the calendar year following the termination of the contract.

Use of data for verification purposes

In connection with your registration for the InfoService, we store your data, limited to verification purposes, for up to 3.5 years after deregistration from the InfoService. The legal basis for this storage is our legitimate interest in the possibility of proof of the application, Article 7 (1) and Article 6 (1) (f) GDPR.

Duration of the consent

Your consent applies to currently existing contracts and those that you will conclude with Telekom Deutschland GmbH and T-Systems International GmbH in the future, provided that no changes are made when the future contract is concluded. It is valid until the end of the calendar year following the termination of the contract in question. You can revoke your consent at any time vis-à-vis Telekom Deutschland GmbH and T-Systems International GmbH.

If Telekom Deutschland GmbH or T-Systems International GmbH, to which you have given your consent, should be restructured, your consent will also apply to the company to which the customer relationships are transferred. In this case, you will be notified in writing (e.g., with your bill) or by means of another channel of electronic communication agreed upon with you about the restructuring and about your right to revoke your consent at any time.

Transfer to third parties

The data will not be forwarded to any third party, unless you have expressly agreed to this or unless we are obligated by law to do so, or if this is expressly permitted by way of statutory provisions.

Revocation

Your contractual data, usage data, or location data will not be used for consultation, marketing, or market research purposes if you revoke your consent. You may also limit revocation of your consent to individual contact channels.

This can be revoked at any time vis-à-vis Telekom Deutschland GmbH and T-Systems International GmbH. You can e-mail your revocation to widerruf@telekom.de. You can send your written revocation to the following addresses:

Telekom Deutschland GmbH, Landgrabenweg 151, 53227 Bonn, Germany;

T-Systems International GmbH, Hahnstr. 43d, 60528 Frankfurt am Main.

In addition, you will find addresses and telephone contact details in your contract documents or on the internet at www.telekom.de or www.t-systems.com

For private customers only: Alternatively, you can also change your settings in the Customer Center at www.telekom.de/info-service