



Data privacy information Deutsche Telekom AG („Telekom“) for Heatable Capsule Collection App

The protection of your personal data has a high priority for the Deutsche Telekom AG. It is important for us to inform you about what personal data is collected, how they are used and what options you have in this regard.

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

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

- When using the “Heatable Capsule Collection”-app hereinafter referred to as the digital service: The app only stores personal data (such as email, name, temperature preferences, acceptance of privacy policies, etc.) when users register and create a profile. This data is stored in the backend.
- The storage period is generally linked to the existence of the user account:
- If users actively delete their account in the app, the associated data is automatically and immediately deleted, both in the frontend and backend.
- Backups are also deleted by the system within 30 days.
- Pseudonymized analysis data (via Matomo Analytics) remains in the system but cannot be directly assigned to a user and is therefore not subject to the same deletion rules.

Pairing with other digital services:

Pairing with third-party services is not planned and not technically implemented. There are no interfaces or data flows to third parties, in particular not to Amazon, telecom services, or other external systems.

Stay logged in:

If you log in with your email address or mobile phone number and password, the browser can remember this information. As soon as you check the box, you do not have to log in every time you want to use your Telekom account. However, you will be asked to re-enter your password if you have not used the Telekom login for more than 6 months or if special personalized services request it.

You can log out of your Telekom account at any time by clicking on the “Unsubscribe” link in the navigation bar. Once you’re logged out, you can log in again and check or uncheck the box again.

Remember your username:

Your browser can remember your username when you log in with Telekom Login if you select the checkbox. This means you don’t have to re-enter your username the next time you log in. If you have not used Telekom Login for more than 180 days, you will still be asked to re-enter your username. You can log in to Telekom Login at any time with a different user name. To do this, simply click on the link “Not your username?”

availability check

During the availability check, your address data is stored as a hash value in a cookie for 14 days

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

Correct as of April 2025

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 \(Salesforce.com Germany GmbH, Erika-Mann-Str. 31-37, 80636 Munich, Germany\)](#).

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 TDDDG)

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).

Newsletter:

Here you will find further information on the topic of [Newsletter](#).

Authorisations for access to data and functions of the end device by the digital service

In order to be able to use the digital service on your device, it must be able to access various functions and data on your device. To do this, it is necessary for you to grant certain permissions (Art. 6 para. 1a GDPR, §25 para. 1 TDDDG).

The permissions are programmed differently by the different manufacturers. For example, individual permissions can be grouped into permission categories, or you can agree to only the permission category as a whole.

Please note that in the event of a conflict between one or more authorizations, you may not be able to use all the features of our digital service.

If you have granted permissions, we will only use them to the extent described below:

Location

We need information about your current location for the following purpose
The outside temperature is displayed – compared to the microclimate.

Contacts / Address Book

Are not needed.

Internet Communications

The digital service requires access to the Internet via Wi-Fi or mobile communications for the following purposes Not required – pairing works via Bluetooth.

Camera, microphone, USB, photos, videos, message content, etc.

Are not needed.

Additional Permissions

The Digital Service requires access to Functional Description for the following purpose Pairing the app with the jacket.

Does the digital service send push notifications?

No.

Data control of the social media plug-ins used or links to social media platforms

No.

Is my usage behavior evaluated, e.g. for advertising or tracking?

No.

Where can I find the information that is 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 to:

- a) to request information on categories of data processed, processing purposes, possible recipients of the data, the planned storage period (Art. 15 GDPR);
- b) request the **correction** or completion of incorrect or incomplete data (Art. 16 GDPR);
- c) to revoke a given consent at any time with effect for the future (Art. 7 para. 3 GDPR);
- d) to object at any time for the future 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 para. 1 GDPR), stating these reasons. You can object to data processing for direct marketing purposes at any time without stating these reasons (Art. 21 para. 2, 3 GDPR);
- e) in certain cases, request the deletion **of data within the framework of Art. 17 GDPR** - in particular if the data is no longer required for the intended purpose or is processed unlawfully, or if you have withdrawn your consent in accordance with (c) above or have declared an objection in accordance with (d) above;
- f) under certain conditions, to demand the restriction of data if deletion is not possible or the obligation to delete is disputed (Art. 18 GDPR);
- g) data **portability**, i.e. You can receive your data that you have provided to us in a commonly used machine-readable format, such as z.B. CSV, and, if necessary, transmit it to others (Art. 20 GDPR);

- h) to complain to the competent **supervisory authority** about the data processing (for telecommunications contracts: Federal Commissioner for Data Protection and Freedom of Information; otherwise: State Commissioner for Data Protection and Freedom of Information North Rhine-Westphalia).

To whom does Deutsche Telekom share my data?

To **processors**, i.e. companies that we commission to process data within the scope provided for by law, Art. 28 GDPR (service providers, vicarious agents). In this case, Deutsche Telekom remains responsible for the protection of your data. In particular, we commission companies in the following areas: IT, sales, marketing, finance, consulting, customer service, human resources, logistics, printing.

To **cooperation partners** who provide services for you on their own responsibility or in connection with your telecom contract. This is the case if you commission services from such partners with us or if you consent to the involvement of the partner or if we involve the partner on the basis of a legal permission.

In addition, Deutsche Telekom is striving to cooperate with other service providers (e.g. smart home services). If you are also a user of these services, you can link your respective account to them. This linking must be done by you separately for each service. Once you have made a link, the personal data listed in this Privacy Policy may be used from your respective account for the relevant service. The respective service provider will inform you about the processing of your personal data.

Due to legal obligation: In certain cases, we are required by law to transmit certain data to the requesting government entity.

Where will my data be 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 is my contact person if I have questions about data protection at Deutsche Telekom?

The data controller is the Deutsche Telekom AG, Friedrich-Ebert-Allee 140, 53113 Bonn. If you have any questions, you can contact our customer service or our data protection officer, Dr. Claus D. Ulmer, Friedrich-Ebert-Allee 140, 53113 Bonn, datenschutz@telekom.de.

Status of the Privacy Policy April 14th, 2025