



Data privacy information Telekom Deutschland GmbH. („Telekom“) for Voicemail App

The protection of your personal data has a high priority for the Telekom Deutschland GmbH. 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 voicemail app, hereinafter referred to as the online service: When you use our online service, our servers temporarily record the domain name or IP address of your device as well as other data, such as the requested content (Art. 6 para. 1b GDPR, §25 para. 2 no. 2 TDDDG). The logged data is used exclusively for data security purposes, in particular to defend against attack attempts on our web server (Art. 6 para. 1f GDPR). They are not used to create individual user profiles or passed on to third parties and are deleted after 7 days at the latest. We reserve the right to carry out the statistical evaluation of anonymised data sets. 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 TDDDG)

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- customer feedback: Ratings and feedback can be requested. Our customers' opinions and suggestions for improvement are important components for the improvement of our digital services. Only the data that you provide to us will be processed (Art. 6 para. 1a GDPR). The data will be stored and evaluated by us for 24 months.

The surveys can be conducted in two different ways:

- Feedback button: You can use this button to give us your feedback at any time. If you do not use this function, no data will be transmitted.
- Display of an active feedback query: You can deny this query or cancel it at any time. Responses will not be sent until you complete the survey.
- Telekom helps community: Deutsche Telekom operates the Telekom hilft community for the purpose of supporting people who have questions and/or feedback about products and services from the Telekom portfolio and/or who would like to exchange ideas with other people about these topics. You have the option of requesting the deletion of your personal data from the Telekom hilft community at any time. Your profile will be purged of personal data and anonymized. Contributions you create will remain anonymous in the Telekom hilft community and will continue to be accessible to all visitors to the Telekom hilft community. This is done without naming your username. The Telekom Helps Community is based on a product from [Khoros LLC](#). As a processor, the latter has access exclusively for the purpose of operating and maintaining the platform.
- Pairing with Smartwatch: the connection of the Telekom service to smartwatch is carried out in accordance with the GDPR. Users must give their express consent. Only the necessary data is processed and users are transparently informed about the purpose and scope of data use. Data protection measures are implemented to ensure the security of data.
- 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?"

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

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.

- Fraud prevention: In order to avoid fraud in our online shop, we have commissioned the company [Risk.Ident GmbH \(Am Sandtorkai 50, 20457 Hamburg\)](#) to provide the service. Risk.Ident collects and processes data on the pages of our online shop with the help of cookies and tracking technologies to determine the end device used by the user. If IP addresses are collected by Risk.Ident, they are immediately anonymized. The data processed by Risk.Ident is stored in a database for fraud prevention. We access these as part of the ordering process for the purpose of a risk assessment. In addition, we transmit data to Risk.Ident on end devices from which (attempted) fraud has already occurred. The data is not assigned to persons at any time.

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).

Authorizations 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:

Internet connection

The app requires access to the internet connection in order to synchronize messages and settings to the App

Contacts / Address book

The app requires access to the contacts/address book to assign voicemails to contacts

Microphone

The app requires access to the microphone to record greetings

Message content

The app requires access to your messages in order to intercept the one time password needed to setup the Mobilbox and to reply to callers in case you cannot speak

Telephony

The app requires access to the telephony function in order to call back from voicemails

Does the digital service send push notifications?

Push notifications are messages that are sent to your device and displayed there in a prioritized manner. This digital service uses push notifications if you have given your consent during installation or first use (Art. 6 para. 1a GDPR).

Who or what is Utiq?**About the Utiq Service**

Utiq SA/NV ("Utiq") is a European AdTech company. Backed by several telecommunications network operators, Utiq operates a so-called Authentic Consent Service ("Utiq Service") for responsible digital marketing.

The Utiq Service provides you with more control and transparency over how your information is used when you consent to personalized experiences or analytics on Utiq's partner websites. As part of the Utiq service, you get access to a central data protection self-administration portal, the so-called Utiq [consenthub](#). There you can manage your preferences for the Utiq service and your Utiq consents and exercise your data protection rights. All in one place and at any time.

About our partnership with Utiq

Telekom Deutschland GmbH provides the network-based infrastructure for this service. This means that if you give your active consent on a participating website, your IP address will be forwarded to us. In this way, we check whether the requirements for using the service are met and, if applicable, support the activation of the Utiq service. As part of the activation, we compare your IP address with your mobile phone contract in order to generate a pseudonymous identifier, which is referred to as a **network signal**. The **Signal network** is created using a secure method (e.g. encryption). This protects their identity before the **network signal** is forwarded to Utiq. Utiq uses this signal as part of its so-called **consentpass** system. In this way, Utiq helps participating advertisers and media companies to offer a personalized experience on their websites or to create analyses. At the same time, you as a user retain control over your data. The **Signal network** is not enriched with your customer, internet usage or traffic data or other information. Nor do we create profiles of your behaviour on individual websites. Data processing by us will only take place if you have given your consent for the stated purpose on the respective partner website.

As a customer of Telekom Deutschland GmbH, you can use the Utiq service on Utiq's partner websites when you visit them. The use of the service is only possible with prior, voluntary and explicit consent (so-called opt-in procedure), as the Utiq service is inactive by default. Please note that consent must be given separately on each participating partner website.

How to manage your Utiq service

About the Utiq [consenthub](#). At any time, you can view and manage your Utiq consents, revoke any consents you have given, disable the Service or prevent its activation. If you revoke your consent there, this also means that you revoke your consent to data processing by Telekom Deutschland GmbH. For more information about the Utiq service, please visit the Utiq website [consenthub](#) or in the [Utiq's Privacy Policy](#).

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

We want you to enjoy using our digital services and using our products and services. In order for you to find the products that interest you and for us to be able to design our digital service in a user-friendly way, we analyse your usage behaviour in pseudonymised form. Within the framework of the legal regulations, user profiles are created. In the following, we provide you with general information about the various purposes of the processing. By clicking on the "Consent to data processing" query, which appears when you access our digital service, you have the option of agreeing to the processing or rejecting it in part or in full. Processing necessary for the provision of the digital service (see explanation above under 1.) cannot be refused.

Basic digital service functionality

These processing's are always active and necessary for our digital service to function properly.

Functional

These processing's are necessary for you to be able to navigate through the Digital Service and use essential functions. They enable basic functions, such as order processing in the online shop and access to secure areas of the digital service. In addition, they are used for the anonymous evaluation of user behavior, which we use to continuously develop our digital service for you. The legal basis for this processing is §25 (2) No. 2 TDDDG, Art. 6 (1b) GDPR or, in the case of third countries, Art. 44 et seq. GDPR.

Processing purpose according to consent category	Login
Processing company with company address/data recipient	Telekom Deutschland GmbH, Landgrabenweg 149, 53227 Bonn
Products used/short description of the service used	Inbox, Settings like call forwarding
Description of specific processing purpose	To grant access to the messages and to different settings
Responsibilities	Telekom Deutschland GmbH
Processed data	Telekom Login, phone number
Storage period	12 months or until user is logged out either by himself or by service
Legal basis (Processing)	§25 Abs. 2 Nr. 2 TDDDG, Art. 6 Abs. 1b DSGVO
Third country processing	--
Legal basis (Third country processing)	--

Analytical:

These processing's are necessary for us to carry out technical analyses, usage evaluations and reach measurements, with which we can ensure the quality and services offered and improve structural defects of the digital service and its functions. The necessary analytical processing is carried out without access to your terminal device and is based on information already collected for the provision of the digital service, see functionally necessary processing. After pseudonymisation, these are further processed exclusively for the purpose of ensuring a high-quality and service-oriented service implementation, storage period 3 months. The legal basis for this processing is Art. 6 (4) GDPR.

Privacy Settings: You can revisit your settings at any time to manage your preferences.

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:

- to request information on categories of data processed, processing purposes, possible recipients of the data, the planned storage period (Art. 15 GDPR);
- request the **correction** or completion of incorrect or incomplete data (Art. 16 GDPR);
- to revoke a given consent at any time with effect for the future (Art. 7 para. 3 GDPR);
- 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);
- 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;
- under certain conditions, to demand the restriction of data if deletion is not possible or the obligation to delete is disputed (Art. 18 GDPR);
- 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);
- 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 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 Telekom Deutschland GmbH. 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.

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