

Data privacy information Telekom Deutschland GmbH („Telekom“) for the Trassen Defender App

Telekom Deutschland GmbH attaches great importance to protecting your personal data. We always inform you what personal data we collect, how your data is used, and how you can influence the process.

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

a) When registering:

To register for the app, you will have to enter your first and last name incl. title, cellphone number, email address, a password, your role, as well as the name of your company, optional additional information, as well as your company's address and phone number. This data is required for authentication, to process fault reports, to contact you via mobile phone/e-mail address as part of the claim and feedback processing, for recourse processing if applicable, and automated notification by email/text message regarding the progress and completion of your fault report and is stored on our servers until your account is closed. In order to optimize the app and send push notifications, the device type, operating system (OS), OS version, and a device universally unique identifier (UUID) are read. However, this is done without making it possible to trace the data back to individual users (Art. 6 (1) a GDPR).

b) When using the app:

As part of the active preparation of a fault report by you, various additional information about your cable damage is collected to provide and report a precise description of the damage. The recorded and queried data includes the date/time of the fault report, type of the line, extent of damage, cable type, photos and address of the damage incl. the geo-coordinates, and optional additional information in a free text box. This data will only be deleted from the app or, more specifically, the connected app backend after six months (Art. 6 (1) b GDPR).

When you use the app, our servers will temporarily record your device's IP address and other technical details, such as the requested content (Art. 6 (1) b GDPR).

Apart from inputting data using the keyboard you can also use this app to dictate text. Voice input (Google) or dictation function (Apple) is a functionality which our app's operating system provides. During use, a third party processes the speech (e.g., Apple or Google) as processor and delivers the result to our app, entering it into the input field. Contact your specific operating system vendor for details on the functionality, and how you can switch on/off usage.

c) Customer feedback:

App ratings and your feedback can be surveyed (Art. 6 (1) a GDPR). Our customers' opinions and improvement suggestions crucially help us improve our app. We store and analyze the data for a period of three months.

Two different methods can be used to conduct the surveys

- I) The feedback button in the app menu. You can use this button or the sub-item in the menu at any time to provide us with your feedback. No data is transferred unless you use this function.
- II) An active feedback survey can also be displayed in the app. You can reject this survey or cancel it at any time. Answers are only sent once you have completed the survey.

Authorizations

For the app to work on your device, it needs access to various functions and data on the device. You need to grant certain authorizations to do so (Art. 6 (1) a GDPR).

The authorizations are programmed differently by the various manufacturers. Individual authorizations may e.g. be combined in authorization categories, and you can only grant consent to the authorization category as a whole.

Please remember that if you withhold consent for one or a number of authorizations, you may not have access to the full range of functions offered by our app.

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

Location data

The app requires information on your current location for the purpose of: Locating the reported cable damage.

Internet communication

The app requires access to the Internet via Wi-Fi or mobile data network for the purpose of: Sending of fault reports, account maintenance and feedback, as well as status updates.

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

The app requires access to the camera and photos (device storage) for the purpose of: Taking and selecting photos to add to the fault report. Saving of photos from the app to the gallery of your device.

Does the app send push notifications?

Push notifications are messages that the app sends to your device and that are displayed with top priority. This app uses push notifications by default, provided you have given your consent during the app installation or the first time you use the app (Art. 6 (1) a GDPR).

You can deactivate receipt of push notifications at any time in your device settings.

The data is processed by the contract data processor Almato AG.

Will my usage habits be evaluated, e.g. for advertising purposes or tracking?

This app does not use cookies or tracking to analyze your user behavior.

Services by other companies (independent third party providers)

Some pages of our app pages feature services of third party providers, who bear the sole responsibility for their services. This involves the use of tools to capture data while the app is used and transmission of the data to the respective third party provider. Some of the data may be transmitted for Deutsche Telekom's own purposes. The legal basis for these tools is Art. 6 (1) a GDPR. The scope, purpose and legal basis on which further processing is carried out for the third party's own purposes can be found in the third party's privacy notice. Information about these independent third party providers can be found in the following.

Google

We use Google Maps on some of our pages (e.g. the Shop-Finder) to display maps, location information and for route planning purposes. Google Maps is operated by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States. When you visit one of these pages, the embedded Google Maps function will transmit your IP address directly to Google servers and stored there. You can obtain information and opt out at any time from data processing by Google at <http://www.google.de/intl/de/policies/privacy>.

Where can I find the information that is important to me?

Dieser **This data privacy information** provides an overview of the items which apply to Deutsche Telekom processing your data in this app.

Further information, including information on data protection for specific products, is available at <https://www.telekom.com/en/corporate-responsibility/data-protection-data-security/data-protection> and <https://www.telekom.com/en/deutsche-telekom/privacy-policy-1744>.

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

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

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 request that incorrect or incomplete data be **rectified** or supplemented (Article 16 GDPR);
- c) To **withdraw** consent at any time with effect for the future (Art. 7 (3) GDPR);
- d) To **object** to the processing of data on the grounds of legitimate interests, for reasons relating to your particular situation (Article 21 (1) GDPR);
- e) To request the **erasure** of data in certain cases under Art.17 GDPR – especially if the data is no longer necessary in relation to the purposes for which it was collected or is unlawfully processed, or you withdraw your consent according to (c) above or object according to (d) above;
- f) To demand, under certain circumstances, the **restriction** of data where erasure is not possible or the erasure obligation is disputed (Art. 18 GDPR);
- g) To **data portability**, i.e., you can receive the data that you provided to us in a commonly used and machine-readable format such as CSV, and can, where necessary, transfer the data to others (Art. 20 GDPR);

- h) To **file a complaint** with the competent **supervisory authority** regarding data processing (for telecommunications contracts: the German Federal Commissioner for Data Protection and Freedom of Information (Bundesbeauftragter für den Datenschutz und die Informationsfreiheit); for any other matters: State Commissioner for Data Protection and Freedom of Information, North Rhine-Westphalia (Landesbeauftragter für den Datenschutz und die Informationsfreiheit Nordrhein-Westfalen).

Who does Deutsche Telekom pass my data on to?

To processors, i.e., companies we engage to process data within the legally defined scope, Article 28 GDPR (service providers, agents). In this case, Deutsche Telekom also remains responsible for protecting your data. We engage companies particularly in the following areas: IT, sales, marketing, finance, consulting, customer services, HR, logistics, and printing.

To cooperation partners who, on their own responsibility, provide services for you or in conjunction with your Deutsche Telekom contract. This is the case if you order services of these partners from us, if you consent to the involvement of the partner, or if we involve the partner on the basis of legal permission.

Owing to legal obligations: In certain cases, we are legally obliged to transfer certain data to a state authority that requests it. Example: Upon presentation of a court order, we are obliged under Section 101 of the German Copyright Act (UrhG) to provide the owners of copyrights/ancillary copyrights with information about customers who have allegedly offered copyrighted works via Internet file sharing services.

Where is my data processed?

As a general rule, your data will be processed in Germany and other European countries.

If, in exceptional cases, your data is also processed in countries outside the European Union (i.e., in third countries), this is done only if you have explicitly given your consent, if it is required so we can provide you with services, or if it is prescribed by law (Article 49 GDPR). Furthermore, your data is processed in third party countries only if certain measures ensure a suitable level of data protection (e.g., EU Commission's adequacy decision or suitable guarantees, Art. 44 et seq. GDPR).

This Data Protection Statement was last updated 28.01.2020