Data privacy information Telekom MobilitySolutions („Telekom“) for goodride App

Telekom MobilitySolutions (DeTeFleetServices GmbH, Friedrich-Ebert-Allee 140, 53113 Bonn, Germany) attaches great importance to protecting your personal data. We always inform you about what personal data we collect, how this data is used, and how you can influence the process. This data privacy information supplements Deutsche Telekom's general data privacy information.

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

Description:
The goodride app is a tool for you to plan, book, use, and pay for your journeys from A to Z while making effective use of the (transport) services provided by our partners. The legal basis for processing and passing on personal data is Article 6 (1) b GDPR (performance of a contract) and Article 6 (1) f GDPR (overriding legitimate interest). The legal basis for your location-sharing is Article 6 (1) a GDPR and the legal basis for our retention obligations is Article 6 (1) c GDPR and §§ 195 et seq. of the German Civil Code (Bürgerliches Gesetzbuch – BGBl) as well as retention periods under commercial or fiscal law.

When registering:
To register for the app, we need the following data from you:

- First and last name,
- Email address,
- Date of birth,
- and a password (which must not be the same as your email password).

These details are required for setting up a user account and to verify your email.

If you would like to launch the app quickly in day-to-day use (repeat login), we will store your username and password on your device in encrypted form. You can withdraw your consent to this at any time in the settings. If you do so, you will still be able to use the app, but you will have to enter your username and password every time you wish to order a mobility service.

Provision of the following data is voluntary, but for you to use the full range of goodride services we may require additional data from you that you can later store in your profile settings. This includes:

- Title (optional): for addressing you personally; you can change it at any time in your profile settings
- Professional title (optional): for addressing you personally; you can change it at any time in your profile settings
- Contact details (landline/cell phone number), e.g., for customer service matters.
- Addresses (home, work), e.g., for personalized billing
- Payment method (selection and, if applicable, settings) for ticket purchasing, rental, or booking of a mode of transport
- Passport details
- Driver's license details for using vehicles requiring a driver's license

goodride will only process and store (retain) your personal data for as long as it is necessary to meet legal and contractual obligations, e.g., your master data will be deleted at the end of the calendar year following the termination of your contractual relationship; your payment method, email, and phone details will be deleted as soon as they are erased from the app.

When using the app:
When you use the app,

- we display maps from OpenStreetMap (OSM) on some pages. In this regard, we use our own data privacy-compliant OSM tile server, which, for example, prevents your IP address from being passed on to the OSM map vendor.
- our servers temporarily record your device’s IP address and other technical details, such as the requested app pages, device type, and the operating system version and app version used. We need this data so we can continue developing the app and ensure its quality (Article 6 (1) b GDPR). The IP address recorded is deleted automatically after seven days.

To plan a journey, we collect the starting point and destination, starting time and destination time, and the planning time. If you give your permission (see "Permissions" below) for us to use your location and contacts, it makes it much easier to enter the start and destination details. We only use the selected address in your contact data. You can add the calculated route you have selected to your personal calendar if you give (or have already given) the app access (permission) to your calendar.

You can use additional filter settings (cost-effective, fast, environmentally friendly) to narrow down the options for a faster selection. You can store your filter settings as a preference in your profile and use them for future plans.

You can mark frequently used routes or start and destination points as favorites in your search history and store them in your active customer profile so you can select them quickly in the future.

To book a journey, we use the data collected and calculated during planning and the current time data so we can purchase, book, and activate the required ticket or mode of transport.

You give your consent to your personal data being passed on to the relevant partner company when you first book a service from the partner using this app.

In this context, personal data includes:

- Title
- First name/last name
- Email address
- Booking number and time
- Start and end points of the mode of transport booked

When you purchase a ticket, we process and store additional data concerning the ticket selected, the quantity of tickets, the payment method, the purchase or multiple purchase confirmation, the starting/stop station, the purchase time, and the following device information (operating system and version, app version).

When you use rental cars or taxis, your first name and last name, username (email address), your device location information, and the booking number are passed on to the partner company. If a vehicle requiring a driver's license is booked, we will also pass on the following information:

- Driver's license number and category
- Expiry date and date of last verification (see identity check)

When using the app in general, you can obtain live information about your journey. To do so, the app needs to pass on your current location and movement data (see "Permissions") (similar to a navigation app).

- For bus and rail travel, we use data from the relevant partner systems to continually update your arrival time for the bus/rail connection used and, if necessary, suggest an alternative connection so that you can reach your destination as punctually as possible. To obtain this information, you need to enable push notifications (see below) for the app on your device.

After you have used the service, we receive the booking ID, start and end location of the journey, and the usage charge back from the partner company in question for further processing.

We have outsourced the payment processing for purchases/booking; therefore, we will pass on your personal master data to the payment service provider that undertakes the payment processing and receivables management for the transport service purchased or provided. You give your payment details, e.g., IBAN, directly to the payment service provider, which has sole responsibility for processing your data.

If you make a complaint or contact us, we only pass on the personal data required (your title/professional title, first name, last name, contact details, booking number) and the reason for your complaint to the partner company or service provider.
In the event of recourse claims by a partner or inquiries by investigative authorities at the partner (e.g., damage to the vehicle rented, road traffic offense), we will pass on only the personal data required (your title/professional title, first name, last name, address, contact details) to the partner for further processing. The legal basis for this is the partner’s legitimate interest.

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 provided by our app’s operating system. During use, a third party processes the speech (e.g., Apple or Google) as the controller and delivers the result to our app, entering it into the input field. Contact your specific operating system vendor for details on functionality, and how you can switch on/off usage

**User surveys/customer feedback with Traveler Relationship Management (TRM)**

This app uses a service from Hacon Ingenieurgesellschaft mbH, Lister Straße 15, 20163 Hannover, Germany for customer surveys. App ratings and your feedback can be obtained (Article 6 (1) a GDPR). Our customers’ opinions and improvement suggestions crucially help us improve our app. Only anonymous information is processed and there is no way of identifying the sender. Personal data or personally identifiable data is not transferred at any time. We store and analyze the data for a period of 24 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.

**Payment processing**

We pass on your personal data (first and last name, date of birth, address, email address, phone number if applicable, and data on your respective purchases) along with any changes to LOGPAY Financial Services GmbH for the purpose of the sale and of assigning our claims against you that arise in connection with your purchase, rental, or booking. The legal basis for this is Article 6 (1) sentence 1 letter f GDPR. Our legitimate interest is the outsourcing of payment processing and receivables management. The legitimate interest of LOGPAY Financial Services GmbH is data processing for the purpose of payment settlement, receivables management, assessing the permissibility of payment methods, and avoidance of payment defaults.

The offer to enter into a purchase contract via a ticket will only be accepted if LOGPAY Financial Services GmbH acquires the resulting claim from the ticket sale. If LOGPAY Financial Services GmbH refuses to acquire the claim, your offer to enter into a purchase contract will be declined.

You can object to the transfer of this data to LOGPAY Financial Services GmbH at any time, but if you do so you will no longer be able to place an order via the electronic sales channel.

You can access the data privacy information of LOGPAY Financial Services GmbH at https://www.swb-busundbahn.de/datenschutz/(German only) or [here](https://www.swb-busundbahn.de/datenschutz/).

The legal basis for this is (Article 6 (1), sentence 1 letter f GDPR). Our customers’ opinions and improvement suggestions crucially help us improve our app. Only anonymous information is processed and there is no way of identifying the sender. Personal data or personally identifiable data is not transferred at any time. We store and analyze the data for a period of 24 months.

Additional privacy information is available at [here](https://www.swb-busundbahn.de/datenschutz/).

**Miscellaneous**

- **Push tokens (anonymized identifier) from the App Store. Your device uses an anonymized identifier (universally unique identifier or UUID) on the platform so information can be sent to your device. If you enable push notifications (see below), we will be able to send you the latest information (delays, disruption, connection recommendations) about your journey, for example. The UUID is not linked to your customer account. Therefore, if you change to a different device, for example, you will need to enable push notifications again to generate a new UUID.**

- **Other device data:** We collect the following device data: app name, app version, device manufacturer and model, operating system (OS) and version, language setting, time zone. We need this data for app development and quality assurance purposes. The data is processed in anonymized form.

- **Search history and favorites:** You can add frequently visited destinations or frequently used routes to your favorites in your search history (by clicking the star). This lets you enter your destination more quickly. The data is stored centrally in your user account so if you change your device, you do not have to enter your favorites into the device again. You can update your search history and favorites in the app, which will be deleted at the latest when you cancel your account.

- **Promotion code** (not user-specific): If you enter a partner-specific code, we will activate their service.

**Permissions**

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

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

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

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

**Location and movement data**

The app requires information on your current location for the following purpose:

- Finding available modes of transport in your vicinity and showing them on the integrated map along with your own location. The app can only show you nearby vehicles or the next stop/station, for example, if it knows exactly where you are at that moment. The data is deleted automatically after 90 days.

- If you use a rental vehicle, the rental company’s operating area will be displayed to make it easier for you to return the vehicle. The data will only be processed locally and will not be stored in the app.

- To book a transport service and display your travel history, the start and end point of the transport method used, as well as the transaction data, must be stored in your customer account. This data will be stored for 38 months.

To collect movement data, the app needs information about your physical activity for the following purpose:

- Reduction of battery consumption
Improvement of the app’s technical quality (opt-in)
The program sequence and usage habits are analyzed to measure the quality of the app programming or to register crashes and causes. Individual users are not identified.

Profiles for a user-gear ed presentation of the app (opt-out)
To continuously improve the app, we use the events captured in the event tracking. These retrace your navigation within the app. Analyzing this navigation allows us to obtain insights about the app’s usage patterns, which in turn allows us to detect any problematic user experiences and improve the app accordingly. Individual users are not identified at any time.

Profiles for personalized recommendations (opt-in)
Telekom would like to offer you individually targeted and personalized take-action and click recommendations for special offers, services, or products. This involves our service providers compiling a pseudonymous profile about the app events triggered by you (e.g., services and pages accessed by you) and assigning categories to the profile. The system displays content or information that matches your profile.

Required tools
These tools are required to enable you to navigate through the web pages and use key functions. The tools enable basic functions, such as order processing in the online shop and access to secured areas of the app. They also serve the purpose of performing an anonymous analysis of user habits, which we use to continuously develop our app for you. The legal basis for these tools is Article 6 (1) b GDPR, or Article 49 (1) b GDPR for third countries.

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

<table>
<thead>
<tr>
<th>Company</th>
<th>Purpose</th>
<th>Retention period</th>
<th>Processing location</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Login</td>
<td>Until Logout</td>
<td>Germany</td>
</tr>
<tr>
<td>Hacon GmbH</td>
<td>&quot;Tag management&quot;</td>
<td>12 months</td>
<td>Germany</td>
</tr>
</tbody>
</table>

If the use of tools is optional
These tools are activated when you use additional functions, e.g., the chat. The possible functions are explained in section 1 of this data privacy information. The legal basis for these tools is Article 6 (1) a GDPR, or Article 49 (1) a GDPR for third countries.

### Analytical tools
These tools help us to improve our understanding of user behavior.

Analysis tools allow for the compilation of usage and identification data by the original provider or third-party providers into pseudonymous usage profiles. We use analysis tools, e.g., to determine the number of individual users of an app or to collect technical information when an app crashes, and to analyze the users’ usage habits and app interactions on the basis of anonymous and pseudonymous information. This information cannot be traced back to a person. The legal basis for these tools is Article 6 (1) a GDPR, or Article 49 (1) a GDPR for third countries.

### Services by other companies (independent third-party providers)
Some pages on our app feature the services of third-party providers, who bear the sole responsibility for their services. During the process, tools are used to collect data while our app is used, and this data is sent to the respective third parties. Some of the data may be transmitted for Telekom’s own purposes. The legal basis for these tools is Article 6 (1) a GDPR, or Article 49 (1) a GDPR for third countries. 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 data privacy information. Information about these independent third-party providers can be found in the following.

Google
On individual web pages we use Google Maps to display maps and locations
and for route planning. Google Maps is run by Google Inc., 1600
Amphitheatre Parkway, Mountain View, CA 94043, USA. By embedding
Google Maps, your IP address is transferred directly to Google and stored as
soon as you visit this kind of web page. You can obtain information and opt
out from data processing by Google at any time at

Apple (iOS devices)
Integration of Apple Maps: On individual pages we use Apple Maps to
display maps and locations and for route planning. You can find further
details about Apple’s services if you click on the “Legal Information” link at
the bottom right in the map view.

Where can I find the information that is important to me?
This data privacy information provides an overview of the items which apply
to Telekom processing your data in this app.

Further information, including information on data privacy in general and for
specific products, is available at https://www.telekom.com/en/corporate-
responsible-data-protection-data-security/data-protection; and

Who is responsible for data processing? Who should I contact if I have any
queries regarding data privacy at Telekom?
The data controller is Telekom MobilitySolutions (DoTeFleetServices GmbH,
Friedrich-Ebert-Allee 140, S5113 Bonn, Germany). If you have any queries,
please contact our Customer Service or the Global Data Privacy Officer, Dr.
Claus D. Ulmer, Friedrich-Ebert-Allee 140, S5113 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 (Article 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
(Article 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
Article 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 (Article 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 (Article 20 GDPR);

h) to file a complaint with the responsible supervisory authority
regarding data processing (for telecommunications contracts:
the German Federal Commissioner for Data Protection and
Freedom of Information, North Rhine-Westphalia (Landesbeauftragter 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 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,
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 from these partners through 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 § 101 of the German
Copyright Act (Urheberrechtsgesetz – 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 will my data be processed?
Your data will be processed in Germany and other European countries. If, in
exceptional cases, your data is processed in countries outside the European
Union (known as “third countries”), this will take place only

a) if you have given your express consent (Article 49 (1) a GDPR) (in
most countries outside the EU, the data protection level is not
the same as that in the EU. This concerns in particular
comprehensive monitoring and control rights of state
authorities, e.g., in the United States, which disproportionately
interfere with the data protection of European citizens);

b) or to the extent necessary for our service provision to you (Article
49 (1) b GDPR);

c) or to the extent required by law (Article 6 (1) c 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, Article 44 et seq. GDPR).

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