



# General Privacy Notice of Deutsche Telekom Business Solutions GmbH („Telekom“)

## General

Deutsche Telekom Business Solutions GmbH attaches great importance to protecting your personal data. We inform you what personal data we collect, how your data is used, and the options available to you.

## Where can I find the information important to me?

This General Privacy Notice provides an overview of the aspects that generally apply to the processing of your data by Deutsche Telekom Business Solutions GmbH.

Additional information on privacy in the Group or associated with the use of our products, particularly regarding the intended purpose, deletion periods etc., can be found in the privacy information for that particular product at <https://www.telekom.com/en/corporate-responsibility/data-protection-data-security/data-protection>

## On what legal basis does Deutsche Telekom Business Solutions GmbH process my data?

We process your data in line with the regulations of European and German privacy laws (the regulations cited below refer to the EU General Data Protection Regulation, GDPR), i.e. only to the extent that and insofar as

- it is necessary for performance of a contract with you or to carry out steps at your request prior to entering into a contract (Art. 6 sec. 1b GDPR) or
- you have given your consent to the processing of your data (Art. 6 sec. 1a GDPR) or
- processing is necessary in order to protect our own or third party legitimate interests. According to recital 47 GDPR “Such legitimate interest could exist for example where there is a relevant and appropriate relationship between the data subject and the controller in situations such as where the data subject is a client or in the service of the controller” or “...a data subject can reasonably expect at the time and in the context of the collection of the personal data that processing for that purpose may take place”. Furthermore, “The processing of personal data for direct marketing purposes may be regarded as carried out for a legitimate interest”, or
- e.g. in the following cases: to assert claims, to defend our interests in lawsuits, to recognize and eliminate misuse; to prevent and investigate criminal offenses; to ensure secure IT operations at Telekom; Art. 6 sec. 1f GDPR. or
- for compliance with legal requirements, e.g. the retention of documents for commercial and fiscal purposes (Article 6 sec. 1c GDPR), or where it is in the public interest (Article 6 sec. 1e GDPR).

## What are my rights?

You have the right,

- a) to demand information regarding the categories of data being processed, the purpose of processing, the recipients of the data, and the planned duration of data storage (Art. 15 GDPR);
- b) to demand the rectification or completion of inaccurate or incomplete data (Art. 16 GDPR);
- c) to withdraw your consent at any time with future effect (Art. 7 sec. 3 GDPR);
- d) to object to data processing on the basis of a legitimate interest based on your particular situation (Art. 21 sec. 1 GDPR);
- e) in specific cases as outlined in Art. 17 GDPR, to demand the erasure of data, particularly where the data is no longer necessary for the intended purposes, or was processed unlawfully, or you have withdrawn your consent in accordance with (c) above, or have objected to data processing in accordance with (d) above;
- f) under certain circumstances, to demand the restriction of data processing, to the extent that erasure is not possible, or the obligation to erase data is disputed (Art. 18 GDPR);

- g) to data portability, i.e. you may receive your disclosed data in a commonly used, machine-readable format, such as CSV, and where applicable, transmit it to others (Art. 20 GDPR)
- h) to complain to the competent supervisory authority (for telecommunications contracts: the Federal Officer for Privacy and Freedom of Information; in other cases: the North Rhine-Westphalia Commissioner for Data Protection and Freedom of Information (LDI NRW).

## Will my data be used for advertising or consulting purposes?

If you have given your consent, we will use the data you have voluntarily provided for your general consultation and for advertising services and products. If Deutsche Telekom Business Solutions 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 informed about the restructuring and about your right to revoke your consent at any time.

We store the granting or revocation of your consent for evidence purposes for up to 60 months after revocation of consent. The legal basis for this storage is the proof of registration in accordance with Art. 7 (1) GDPR.

The use of your data for consulting and advertising will cease if you revoke your consent. The revocation can also be made only with regard to individual contact channels through which you wish to be addressed.

The revocation is possible by e-mail to [FMB\\_Meine\\_Datenverwaltung@telekom.de](mailto:FMB_Meine_Datenverwaltung@telekom.de) at any time

## Will the usage behavior be evaluated?

If necessary, Deutsche Telekom Business Solutions GmbH evaluates usage behavior for e.g. advertising, tracking. This evaluation only takes place with your explicit consent. A distinction is made between two areas:

- a) Websites: we want you to enjoy using our websites and making use of our products and services. We have an economic interest in this. We analyze your usage behavior anonymously so that you can find the products that interest you and so that we can design our websites in a user-friendly way. Within the framework of the legal regulations, we, or companies commissioned by us within the framework of order data processing, create user profiles. In the privacy notices of the individual web portals we inform you about the various purposes, techniques, storage periods and processing countries. You have the option of agreeing to or rejecting the use of cookies via the cookie query that appears when you visit our website. Cookies that are necessary for the provision of the web service cannot be rejected.
- b) E-mail and newsletter: If you have consented to the evaluation of your usage behavior, we use your data resulting from the opening and clicking behavior of e-mails and newsletters so that new content and advice can be better targeted to your personal interests. With this usage data from personal tracking, interest profiles are created and used as a basis for individual product recommendations.

## Who does Deutsche Telekom Business Solutions GmbH share my data with?

hat we commission with the processing of data within the scope provided by law, Art. 28 GDPR (service providers, vicarious agents). In this case, Deutsche Telekom Business Solutions GmbH remains responsible for the protection of your data. We commission companies in the following areas in particular: IT, sales, marketing, finance, consulting, customer service, human resources, logistics, printing.

**With cooperation partners** who provide services for you or in connection with your Deutsche Telekom Business Solutions contract on their own responsibility. This is the case if you order the services of such partners from us or if you consent to the involvement of the partner or if we involve the partner on the basis of legal permission.

**Due to legal obligation:** In certain cases, we are legally obliged to transmit certain data to the requesting government agency.

**Where is my data processed?**

Your data is processed in Germany and in the European Union. If, in exceptional cases, your data is also processed in countries outside the European Union (in so-called third countries), this will take place,

- a) insofar as you have expressly consented to this (Art. 49 para. 1a GDPR). (In most countries outside the EU, the level of data privacy does not meet EU standards. This applies in particular to comprehensive monitoring and control rights of state authorities, e.g. in the USA, which disproportionately interfere with the data privacy of European citizens,
- b) or insofar as it is necessary for our provision of services to you (Art. 49 para. 1b GDPR),
- c) or insofar as it is provided for by law (Art. 6 para. 1c GDPR).

In addition, your data will only be processed in third countries if certain measures ensure that an adequate level of data privacy exists (e.g. adequacy

decision of the EU Commission or so-called suitable guarantees, Art. 44ff GDPR).

**Where can I find further information regarding data protection at Deutsche Telekom Business Solutions GmbH?**

Further data protection information is available at <https://public.telekom.de/hilfe-support>

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

The controller is Deutsche Telekom Business Solutions GmbH, Landgrabenweg 151, 53227 Bonn.

If you have any queries, please contact our Customer Services department or our Data Protection Officer, Dr. Claus D. Ulmer, Friedrich-Ebert-Allee 140, 53113 Bonn, [datenschutz@telekom.de](mailto:datenschutz@telekom.de).

**This translation is intended solely for informational purposes; the original German text shall be legally binding.**

This privacy information was last updated 10/07/2021