

Privacy Statement

Telekom Austria AG

1. What does this Privacy Statement regulate?

For Telekom Austria AG (TAG), the safe and sensitive handling of data is of vital importance. You can trust us to handle your data securely - this is very important to us. We therefore comply with European and national data protection regulations, in particular the General Data Protection Regulation (GDPR) and the Data Protection Act (DSG). An essential part of this is to make our regulations regarding data protection transparent for all data subjects. We process your personal data to the extent that this is necessary for the functional provision of this website and our content, as well as for the processing of enquiries, but only to the extent that there is a corresponding permission within the meaning of Art. 6 (1) GDPR.

Responsible for data processing is Telekom Austria AG, Lassallestraße 9, 1020 Vienna. You can also contact our data protection officer at this address.

We take effective technical and organizational measures to protect your data, and our employees are also trained in the handling of personal data.

The following Privacy Statement explains which personal data we process about you, to what extent and for what purpose.

2. Which personal data is processed for which purpose?

a) Provision of the website and creation of log files

Each time you access our website, our system automatically collects data and information from the computer system of the accessing computer. The following data is collected:

- Information about the browser type and the version used
- The operating system of the retrieval device
- The IP address of the retrieval device
- Date and time of access
- Websites and resources (images, files, other page content) accessed on our site
- Websites from which the user's system accessed our website (referrer tracking)

This data is stored in the log files of our system. These data are not stored together with the personal data of a specific user, so that individual site visitors are not identified. Logging is done out of our legitimate interest to maintain the compatibility of our website for as many visitors as possible and to combat misuse and troubleshooting. For this purpose it is necessary to log the technical data of the accessing computer in order to be able to react as early as possible to display errors, attacks on our IT systems and/or errors in the functionality of our website. The data is also used to optimize the website and to ensure the general security of our information technology systems.

b) Statistical evaluations and third-party programs

We collect, process and store the following data when you access this website or individual files on the website: IP address, website from which the file was retrieved, name of the file, date and time of the retrieval, transferred data volume and notification of the success of the retrieval (so-called web log). We use this access data exclusively in a non-personalized form for the continuous improvement of our Internet offer and for statistical purposes. We use cookies and Google Analytics to evaluate visits to this website:

Cookies: Cookies are used on our website. Cookies are small text files placed on the device that recognize a user when they return to the site. We use cookies to tailor our offerings to your needs, to make it easier for you to use our services, and to analyze how our services work and are used. You can configure your browser settings to control the use of cookies, for example to require your consent before using a cookie, or to block cookies in general. However, our services only function properly if the use of cookies has not been deactivated.

Google-Analytics: This website uses Google Analytics, a web analytics service provided by Google Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website will generally be transmitted to and stored by Google on servers in the United States. If IP anonymization is activated on this website, however, Google will shorten your IP address beforehand within member states of the European Union or in other contracting states of the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA where it will be shortened. On behalf of the operator of this website, Google will use this information to evaluate your use of the website, to compile reports on website activity and to provide other services relating to website activity and internet usage to the website operator. The IP address transmitted by your browser as part of Google Analytics is not combined with other data from Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. You can also prevent Google from collecting the data generated by the cookie and related to your use of the website (including your IP address) and Google from processing this data by downloading and installing the [browser plugin](#) available under the following link. If there is no add-on support for your browser, you can set a cookie to prevent tracking.

This site uses the Analytics features for remarketing, reports on impressions on the Google Display Network, integration with DoubleClick Campaign Manager, Google Analytics reports for performance by demographics and interests. You can disable Google Analytics for display advertising and customize ads on the Google Display Network by viewing the [ad settings](#).

c) Contacting

If you have any questions or complaints, you can contact us through various channels, such as telephone or mail. In order to be able to answer your request, we store the contact details you use, e.g. your e-mail address, telephone number, address and the time and content of your enquiry.

3. Which legal bases are relevant for the processing of personal data?

The personal data covered by this Privacy Statement will be processed for the following purposes:

- to comply with legal or official obligations to which we are subject;
- in the pursuit of our legitimate interests.

4. Who are the recipients of the personal data?

We will not pass on your data to unauthorized third parties without your consent. However, we may be legally obliged to disclose your information to courts, prosecutors, police or other authorities.

We can't do everything on our own. We therefore commission processors to carry out certain tasks for us, e.g. for IT services, administration tools, etc. Even if we commission such a processor, we remain responsible for the protection of your data. For this reason, we naturally also contractually oblige third-party companies to keep your data confidential and to comply with data protection regulations.

5. When personal data are transferred to a third country?

We will only use processors outside the European Union if a European Commission adequacy decision has been made for the third country in question or if we have agreed appropriate guarantees or binding internal data protection regulations with the processor.

6. How long is the personal data stored?

We will not store your data for longer than is necessary to achieve the purposes set out in point 2. and, in addition, in accordance with the legal obligations to store and document data or to assert, exercise or defend legal claims.

It is possible that the data may be anonymized instead of deleted. In this case, any personal reference will be irretrievably removed, thus eliminating the data protection obligations to delete.

7. Which rights may I exercise with regard to the processing of personal data?

Right of Access: You can ask us to confirm whether and to what extent we process your personal data. Simply use our contact options on our websites. Please be aware that we cannot reveal any details about our business and trade secrets within the scope of our duty to provide information. In order to protect your data it is necessary for us to carry out an identity check.

Right to Rectification: If we process your personal data that is incomplete or incorrect, you may request that we correct or complete it at any time.

Right to Erasure: You can request us to delete your personal data if we process it unlawfully or if the processing disproportionately interferes with your legitimate protection interests. Please note that there may be reasons that prevent an immediate deletion, e.g. in the case of legally regulated storage obligations.

Right to Restriction of Processing: You can ask us to restrict the processing of your data if

- you dispute the accuracy of the data for a period of time that allows us to verify the accuracy of the data,
- the processing of the data is unlawful, but you refuse to delete it and instead demand a restriction on the use of the data,
- we no longer need the data for the intended purpose, but you still need this data to assert or defend legal claims, or
- you have objected to the processing of the data.

Right to Data Portability: You may request that we make available to you the data you have entrusted to us for storage in a structured, common and machine-readable format, provided that

- we process this data on the basis of your given and withdrawable consent or for the fulfilment of a contract between us, and
- such processing is carried out using automated procedures.

Right to Object: If we process your data for the performance of tasks in the public interest, for the exercise of official authority or if we refer to the necessity of safeguarding our legitimate interest during processing, you may object to this data processing if there is a predominant interest in protecting your data. You can object to the sending of an offer or advertisement at any time without giving reasons.

Right to Appeal: If you are of the opinion that we violate Austrian or European data protection law when processing your data, please contact us in order to clarify any questions you may have. Of course, you also have the right to complain to the Austrian Data Protection Authority (www.dsb.gv.at) as well as to a supervisory authority within the EU.

Assertion of Rights:

If you wish to assert any of the aforementioned rights against us, simply use the contact options mentioned on the respective trademark website.

Confirmation of Identity:

In case of doubt, we may request additional information to confirm your identity, e.g. a legible copy of a valid photo ID with signature. This is to protect your rights and privacy.

Excessive Claiming of Rights:

Should you exercise any of the above rights manifestly unfounded or particularly frequently, we may charge a reasonable processing fee or refuse to handle your request.