

# Privacy Policy

## Dynamic Voice Exchange

(Customer Privacy Policy for the use of DVX)

### 1 General

Telekom attaches great importance to protecting your personal data. We inform you about personal data that we collect during your visit to our websites, how it is used and how you can influence the process. This data privacy information provides answers to the most important questions.

### 2 What data is collected and how is it used?

#### a In the provision of our services

##### - Technical features:

When you visit our websites, our web servers temporarily record the domain name or IP address of your computer, the client's file request (file name and URL), the http response code and the Internet site from which you are visiting us. This data is deleted when your Internet session is concluded.

##### - Cookies:

- For certain offers we use cookies, which are only stored on your computer for the duration of your Internet session. These **session cookies** are required for transactions (for example to complete a purchase) and simply contain a transaction ID.
  
- For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our Site and to deliver a better and more personalized service. They enable us:
  - to estimate our audience size and usage pattern;
  - to store information about your preferences, and so allow us to customise our Site according to your individual interests;
  - to speed up your searches; and
  - to recognise you when you return to our Site.
  
- You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our Site.

##### - Information we may collect from you:

We may collect and process the following data about you in order to carry out our obligations arising from any contracts entered into between you and us:

- information that you provide by filling in forms on our Site. This includes information provided at the time of registering to use our Site, applying to be a Customer, your advertising, buying and selling of destinations on Dynamic Voice Exchange, your use of the payment escrow arrangements and otherwise posting material;

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- information obtained from third parties as part of our vetting process.
- if you contact us, we may keep a record of that correspondence;
- details of transactions you carry out through our Site and of the fulfilment of your orders;
- details of your visits to our Site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access;
- information supplied and gathered during the setting up and testing of virtual interconnect links;
- information about your fulfilment of agreed contracts (including, but not limited to, analyses of service quality);
- information about your payment profile into escrow; and
- information about your buying patterns.

We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

#### - Other personal details

such as your name, address, telephone number or e-mail address will not be recorded unless you provide this information voluntarily.

#### b For purposes provided for by law

We use your data for purposes provided for by law. We store your IP address for seven days to enable us to identify cases of misuse and to detect and eliminate faults and malfunctions in our telecommunications systems.

### 3 Where is my data processed?

Your data is in general processed in Germany. Data is only processed outside Germany in individual cases and in line with legal provisions.

### 4 How secure is my data?

We have taken extensive technical and operational precautions to protect your data against unauthorized access and misuse.

### 5 Is my data passed on to third parties, e.g., public authorities?

Yes, certain data has to be passed on; this is governed by strict contractual and legal regulations:

#### a To external contractors for data processing:

Contractors only come into contact with our customers' personal data within the framework of what is known as commissioned data processing. This is explicitly provided for by law (§ 11 Federal Data Protection Act [*Bundesdatenschutzgesetz*]). Telekom remain responsible for protecting your data. The contractor has to follow and follows our instructions at all times when working with your data. We ensure that by strict contractual regulations, technical/organizational measures and extra checks.

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### **b Owing to legal obligations:**

In certain cases, we are legally obliged to transfer data to a state authority on request. Upon presentation of a court order, we are obliged under § 101 of the German Copyright Act (*Urheberrechtsgesetz*) to provide the owners of copyrights/ancillary copyrights with information about customers who have allegedly offered copyrighted works via Internet file sharing services. In these cases, the information we provide comprises the user ID of the IP address assigned at the requested time/date as well as the customer's name and address, if known.

We do not pass on your data to third parties for any other purpose, unless you have given express permission for us to do so or this is permitted by law.

### **6 Will my IP address be saved?**

We will store your IP address for seven days after a connection ends to enable us to identify cases of misuse (spam, viruses, worms, etc.) and to detect and eliminate faults and malfunctions in our telecommunications systems.

### **7 Will my usage habits be evaluated, e.g., for advertising purposes?**

We create usage profiles under pseudonyms to the extent permitted by law. We can evaluate these for the purposes of advertising and market research. No direct conclusions can be drawn about your person. The profile data is not linked to any other information about your person. You can object to the creation of usage profiles at any time. Contact us at [dvx@telekom.de](mailto:dvx@telekom.de).

We use information held about you in the following ways:

- to ensure that content from our Site is presented in the most effective manner for you and for your computer;
- to provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;
- to carry out our obligations arising from any contracts entered into between you and us;
- to allow you to participate in interactive features of our service, when you choose to do so; and/or
- to notify you about changes to our service.

We may also use your data to provide you with information about goods and services which may be of interest to you and we may contact you about these by electronic means (see below), post or telephone.

If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale to you.

If you are a new customer we will contact you by electronic means (e-mail) only if you have consented to this.

If you do not want us to use your data in this way, please [tick the relevant box situated on the form on which we collect your data (the [order form OR registration form])] [Contact us at [dvx@telekom.de](mailto:dvx@telekom.de)].

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**8 Is my data transmitted to Facebook if the website I visit includes the Facebook "Like" button?**

No, your data is not transmitted to Facebook i. e. this is not applicable to Dynamic Voice Exchange.

**9 What is conversion tracking and how is it used?**

There is no conversion tracking on Dynamic Voice Exchange i. e. this is not applicable.

**10 Can I obtain information about my data which is stored?**

You may request, free of charge, information on the scope, origin and recipients of the stored data as well as the purpose of storage.

**11 Can I have data corrected?**

You may request that incorrect data be corrected at any time.

**12 Where can I find further information regarding data protection at Telekom?**

You will find more information, including data protection in specific products, at [www.telekom.com/datenschutz](http://www.telekom.com/datenschutz) and at [www.telekom.de/agb/direkt?AGBID=1162](http://www.telekom.de/agb/direkt?AGBID=1162).

**13 Who is my contact for any questions regarding data protection at Telekom?**

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