



A1 Data Privacy Statement

We are using the following data:

General information – if you conclude a contract with us, we will process the following data:

- Your master data: surname and first name, academic title, address, subscriber number and contact details (e.g. e-mail address, telephone number), information about the type and content of our contractual relationship and your credit standing.
- Other personal data that you or any third parties provide to us with your consent or otherwise admissibly during contract initiation or during the contractual relationship, namely: date of birth or age, civil status, gender, occupation, ID card information, bank details, power of signature or representation, terminal used, contract commitment, contract term, period of notice, products of subsidiaries of A1 Telekom Austria AG, or further information regarding your person that you have apparently made public yourself. This term does not include any sensitive information in terms of data privacy law, in particular relating to racial or ethnical origin, political views, religious or ideological convictions, union affiliation, genetic or health data.

Telecommunications information – if you conclude a contract about telecommunications services with us, we will additionally process the following data according to your contract:

- Your traffic data including geo-tracking data: data that we process for the purpose of forwarding a message to a communications network or for billing purposes.
- WLAN performance data: properties of the WLAN frequency used (transmission strength, interference, signal strength), connection time, signal strength and type of individual terminals, as well as WLAN recovery and integration of mashup systems.

Basically, your content data will not be saved. Such data will only be saved temporarily if this is necessary for technical reasons, or if it concerns the provision of services, e.g. SMS, voice messages.

Smart Home data – if you conclude a contract about a Smart Home product with us, we will additionally process the following data:

- Measurement data: those data that are generated or determined by the devices or sensors linked to your Smart Home system, in connection with the Internet connection data of your Smart Home system.
- Subscriber data: you may create subscribers in order to allow different persons to interact with the Smart Home system using an app. In this context, we will save the surname and first name, e-mail address, cell phone number and determination of the position of the subscriber created by you via an app, provided that the respective subscriber accepts your invitation.
- User profile: individual user profile based on your measurement data as well as on the interaction of your subscribers with the Smart Home system for intelligent Smart Home control.

Data processing by third parties

Even if we instruct a contract data processor, we shall remain responsible for the privacy of your data. Contract data processors outside the European Union shall only be employed by us if an adequacy resolution by the European Union is available or if we have agreed on suitable guarantees or binding internal data privacy rules with the contract data processor.

We shall delete:

- your master data and other personal data in general after termination of the contractual relationship, but no later than after the lapse of all statutory duties to retain information (for instance, those under section 212 UGB (business code) or sections 207 et seq BAO (federal tax code) as amended in each case).
- your traffic data within a period of three months after payment was effected, unless you raise any objection in writing. Please note that we shall not delete your data during any pending proceedings (objection, open invoices etc.).
- your content data, as soon as processing them is no longer required to perform our communications services.
- your WLAN performance data at least three months after their being captured.
- your subscriber data, as soon as any subscriber is removed, or upon termination of your Smart Home contract.
- your measurement data six months after their being collected at the latest.
- your user profile after termination of your Smart Home contract.

There is a possibility of the data being anonymised instead of deleted. In that case, any reference to a specific person shall be eliminated irrevocably, and the mandatory deletion under data privacy law shall lapse accordingly.



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Profiling

We use automated data processing procedures to improve our products and services, to improve contacting and to analyse user behaviour. These procedures are referred to as profiling. Please find details regarding processing in the respective processing steps indicated.

Processing of your data

- We process your master, traffic, geo-tracking and content data as well as WLAN performance data, other personal data, measurement and subscriber data, as well as your user profile for the purpose of providing and billing our respective communications and other services and for contract management purposes. Upon your request, we will include your master data and other information designated by you for that purpose in our electronic subscriber list (telephone book). Please note that we are obliged under the law to pass on our subscriber lists also to other publishers of such registers.
- We will additionally process your master and traffic data as well as other personal data internally for the purpose of identifying and eliminating failures of our network or our services, for the purpose of fraud investigations, to reveal any abuse, and also for the purpose of network planning and network optimisation.
- Prior to conclusion of a contract and during any valid contractual relationship with you, we, as a business company, have a justified interest to find out more about your credit standing. If you have been our customer before and have always paid your invoices with us on time, we will carry you as a VIP customer for a period of five years after the end of the contract. In that case, we will not obtain any credit information about you. If you are not listed as a VIP customer in our company, we will use the master data provided by you in the course of registration, as well as your date of birth in order to obtain information about your credit standing from a credit agency.
This is a way of processing your data within the meaning of the above-mentioned profiling where the credit agency consulted notifies an estimate of your credit standing on the basis of the above-mentioned data. If your credit standing is too low or if information is missing, we may desist from concluding a contract with you or demand additional collateral. Should you have any objections, you can simply use our contact options and explain your point of view. If you fail to meet your contractual obligations, we may call in a debt collection agency. In that case, you will receive a notification in advance for you to be able to comment on the matter. The credit agencies that we currently cooperate with are IS Inkasso Service GmbH & Co KG, BISNODE Austria GmbH and KSV 1870 Forderungsmanagement GmbH.
- We process your measurement data for the purpose of preparing your user profile for the intelligent control of your Smart Home product as well as for the purpose of identifying and eliminating any faults in our Smart Home product.
- The above-mentioned ways of processing your data are required for the conclusion and/or performance of the contract you have concluded with us. If you fail to provide us with such data (in full), we may not be able to fully perform our contractual obligations towards you, or we cannot conclude any contract with you.
- We process the information contained in the invoice as well as your other personal data for a purpose that is compatible with the original processing, namely in order to prepare a summary of your interest in our products and services, and to assign internal user categories to you. Based on that we suggest suitable services with additional value that are tailored to your user behaviour.
- We process your WLAN measurement data as determined by means of a landline Internet product within the scope of performance and servicing of our contract with you, namely in order to recommend improvement measures in case of poor reception quality, and to generally improve the reception quality in interior spaces.
- We process your traffic data for statistical purposes, i.e. for studies the result of which are aggregated and, accordingly, anonymised data, namely for the preparation of anonymous analyses of movement flows of crowds. Due to the safety precautions taken by us, the deducibility of specific persons from the processing result is excluded. Should you not agree to such processing nevertheless, you may have yourself exempted from such processing at any time (opt out). Simply use our corresponding form on www.A1.net for that purpose.



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If you have given us appropriate consent, we will process your data in such a way that

- we are allowed to submit to you information about our services with additional value or third-party products and services even up to three years after termination of our contractual relationship. In doing so, we will use the following communication channels, if you have notified us accordingly:

Telephone, e-mail, SMS, mail service or social media channels.

- we process your measurement, master, traffic and other personal data as well as your WLAN performance data in order to recommend to you suitable A1 or third-party services with additional value that are tailored to your user behaviour.
- we process your measurement, traffic, master and other personal data together with the following contract features in order to prepare advanced anonymous analyses:

Age, gender, zip code, products and categories that we assign to you based on your user behaviour.

These anonymised data analyses are procedures and methods frequently summed up by the term “big data”. The individual identity of your person can absolutely not be inferred therefrom.

- we process your master, traffic and other personal data in order to determine, by comparing the number of persons that you are in contact with during various parts of the day, how many persons are of special importance to you based on your user behaviour. Obviously, the persons concerned are not identified, and such identification is excluded through technical measures. We collect technical information as to which terminals you are using the services on. This is called profiling. We use that information to improve our services and to even better adjust our offers to your needs.
- we may transmit your measurement, master, traffic and other personal data to Vodafone Global Enterprise Limited (England) as well as to Telekom Austria AG and its subsidiaries. **These currently are:** 3G Mobile Telecommunications GmbH, A1 digital GmbH, Telekom Liechtenstein AG, VIPnet d.o.o. (Croatia), Si.mobil d.d. (Slovenia), Mobiltel EAD (Bulgaria), one.Vip DOO Skopje (Macedonia) and Vip mobil d.o.o. (Serbia). These companies are allowed to use said data to be able to submit to you offers and information about their services, through the communication channels designated by you. The companies concerned will delete their data upon the expiry of three years after transmission at the latest. If you revoke your consent, we put those companies under an obligation to immediately delete the data again.
- we may transmit your master and other personal data to paybox Bank AG and to paybox Service GmbH, and that they may submit to you offers and information about their services through the communication channels designated by you. If you revoke your consent, paybox Bank AG and/or paybox Service GmbH will immediately delete the data again.
- **Please note:** You may revoke any declarations of consent provided to us at any time. For this purpose, you can simply use our contact options. If you revoke your consent, this will not have any influence on the performance of our contractual obligations. If you revoke your consent, we shall not use your data for the purposes stated above any longer.

You may assert the following rights with respect to the processing of your data:

Right to information: You may demand a confirmation from us as to whether and to what extent we process your data.

Contact / responsible person:

A1 Telekom Austria AG
Datenschutz (data privacy)
Lassallestrasse 9, 1020 Vienna
datenschutz@a1telekom.at

Right to rectification: If we process your personal data, and if they are incomplete or incorrect, you may demand – at any time – that we correct or supplement them.

Right to erasure: You may demand that we delete your personal data, if we process them illegally or if such processing disproportionately interferes with your justified interest of protection. Please note that there may be reasons that are opposed to immediate deletion, e.g. in case of statutory obligations to retain documents.



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Right to restriction of processing: You are entitled to demand that we limit the processing of your data, if

- you deny the correctness of the data, that is for such a period of time that we can verify the correctness of the data.
- processing the data is illegal, but you are opposed to deletion and demand limitation of data use instead.
- we no longer need the data for the intended purpose, but you still need them to assert or defend any claims, or
- you have entered an objection against the processing of the data.

You may exercise this right as of 25/05/2018.

Right to data portability: You may demand that we make the data you have entrusted to us available to you in a structured, current and machine-readable format, if

- we process such data on the basis of a revocable consent given by you or for the purpose of performing a contract between us, and
- if said processing is effected by means of automated routines.

You may exercise this right as of 25/05/2018.

Right to object: If we process your data to exercise any tasks that are in the public interest, to exercise public authority or if, during processing, we invoke the necessity to protect our justified interest, you may enter an objection against such data processing, provided there is a predominant interest in protecting your data. You may object to be sent any advertising material at any time, without stating any reasons.

Right of complaint: If you are of the opinion that we violate Austrian or European data privacy law in processing your data, we kindly ask you to get in touch with us in order to clarify any questions. Obviously you are entitled to file a complaint with the Austrian data privacy agency, and from 25/05/2018 also with a supervisory authority within the EU.

Assertion of rights:

If you want to assert any of the above-mentioned rights vis-à-vis our company, please simply make use of our contact options.

Confirmation of identity:

In case of doubt, we may request additional information to confirm your identity. This is meant to protect your rights and your privacy.

Excessive use of rights:

If you make use of any of the above-mentioned rights in a clearly unjustified way or extremely often, we may charge a reasonable handling fee or refuse to deal with your application.

Scope of consent:

- We offer our products and services under various brands (e.g. A1, bob, Yesss ...). Any consent or its revocation shall always apply to all products and services of the same brand that you procure, or have procured, from us. Please notify us accordingly (through our contact options) if your consent or your objection are meant to relate to products or services of other brands.
- Please kindly inform joint users of your connection or of the service provided by us (e.g. staff or family members) about the processing and transmission of your data within the scope of your consent. You should not provide us with any declarations of consent, unless the joint users of your connection agree.

Duty to cooperate:

Please note that we are obliged acc. to section 94 TKG (telecommunications act) to participate in the monitoring of intelligence and to provide information about telecommunication data as required in accordance with applicable legal provisions.

Term of validity:

This A1 data privacy statement applies as of 1 June 2017 and replaces the data privacy provisions in the respective valid GTC.