



Data privacy information Telekom Deutschland GmbH and Deutsche Telekom Business Solution GmbH („Telekom“) for Collaboration and Customer Touchpoints

[Telekom General Data Privacy Notice](#), which can be viewed at applies to the processing of your personal data. In addition, the following notes apply when using the products listed below.

- Collaboration: Cisco Webex und Zoom X
- Customer Touchpoints: Service numbers and Customer Contact Solutions

What data is collected for what and how and for how long is it used?

Contract data and traffic data are collected.

Contract data is the data you provide to Telekom for the performance of the agreed services. These include Name, address, telephone number and e-mail address. Contract data also includes payment processing information, as well as username and password for password-protected tools.

Traffic data is the data generated by the use of the telecommunications services in question from the contract. This always includes the telephone number of the calling port, the selected service number or SMS speed dial including keyword, the phone number of the targeted target connection as well as the beginning and end of occupancy or connection.

For certain products, the user can also be able to capture and store optional traffic content (voicefiles, screen content).

If subcontract processors are used for product functions, the data protection notices and the [Supplementary Terms and Conditions for Order Processing \(ErgB-AV\)](#) reported for this apply.

In addition, the data will be used for the purposes provided by law, in particular for detecting abuse and for detecting and eliminating disturbances.

Contract data will be deleted as a matter of principle at the end of the calendar year, which follows the termination of the contractual relationship.

Contract data will only be stored beyond this period if there are outstanding obligations arising from the contractual relationship (receivables, objections).

Traffic data used for billing purposes will generally be deleted 80 days after billing. Traffic data used to settle with other network operators will be deleted within the legal period of six months. Traffic data used for billing purposes will only be stored beyond these periods if outstanding obligations (receivables, objections) are still in place under the contract.

Traffic data used to compile statistics will be deleted after 90 days.

Traffic data for billing purposes in the area of telephone and web conferences can be stored when using subcontractors in third countries for up to one year.

The legal basis is Article 6 (Paragraph 1 b) of the GDPR.Text)

Where is my data processed?

Your data will be processed in Germany and other European countries. If, in exceptional cases, the processing of your data also takes place in countries outside the European Union (i.e. in so-called third countries), this will be done if you have expressly consented to it or if it is necessary for our provision of services to you. Is or is provided for by law (Article 49 GDPR). In addition, your data will only be processed in third countries to the extent that certain measures ensure that there is an appropriate level of data protection for this purpose. For data processing in the USA, an adequate level of protection was established by agreement of the [EU standard contractual clauses](#).

Status of the Privacy Policy 02/11/2025