



# Data privacy information Deutsche Telekom IoT GmbH („Telekom“) for T IoT Hub

The protection of your personal data has a high priority for the Deutsche Telekom IoT GmbH. It is important for us to inform you about what personal data is collected, how they are used and what options you have in this regard.

**What data is collected, how is it used, and how long is it stored? Necessary processing for the provision of the digital service (Art. 6 para. 1b GDPR, §25 para. 2 no. 2 TDDDG)**

When using T IoT Hub (hereinafter referred to as the digital service), the data is processed as follows:

- Personal data: data such as contact details, in particular:
  - First and last name,
  - Email address,
  - Phone number (optional),
  - Company address and
  - SIM cards ID

are collected from users who have independent access to the digital service and do not use it as a guest. This data is processed when the user explicitly requests access to the digital service via the Identity and Access Management System (hereinafter referred to as IAM system).

The user can delete the access independently in the IAM system at any time. The access is then automatically deleted; the same applies if the validity of the access in the IAM system expires. Irrespective of this, the administrator of the respective tenant can manage, set up and delete accesses.

- Web form data: data such as
  - First and last name,
  - Email address and
  - Phone number (optional)

are collected from users who explicitly request support for Device-Onboardings or potential customer projects. This data is processed exclusively for the purpose of processing these requests. This data is deleted automatically after one calendar year.

**Processing in the provision of the digital service that is carried out on the basis of legitimate interest (Art. 6 para. 1 f GDPR, §25 para. 2 no. 2 TDDDG)**

When you use our digital service, our servers temporarily record the domain name or IP address of your device as well as other data, such as the requested content or the response code. The logged data is used exclusively for data security purposes, in particular to defend against attacks on our server. They are neither used for the creation of individual user profiles nor passed on to third parties and will be deleted after 7 days at the latest. Affiliated companies are not considered third parties in accordance with §15ff AktG. We reserve the right to statistically evaluate anonymized data sets.

**Is my usage behavior evaluated, e.g. for advertising or tracking?**

We want you to enjoy using our digital services and using our products and services. In order for you to find the products that interest you and for us to be able to design our digital service in a user-friendly way, we analyse your usage behaviour in pseudonymised form. User profiles are not created. Processing necessary for the provision of the digital service (see explanation above under 1.) cannot be refused.

**Basic digital service functionality**

These processing's are always active and necessary for our digital service to function properly.

**Functional**

These processing's are necessary for you to be able to navigate through the Digital Service and use essential functions. They enable basic functions, such as order processing in the online shop and access to secure areas of the digital service. In addition, they are used for the anonymous evaluation of user behavior, which we use to continuously develop our digital service for

Correct as of March 2025

you. The legal basis for this processing is §25 (2) No. 2 TDDDG, Art. 6 (1b) GDPR or, in the case of third countries, Art. 44 et seq. GDPR.

|   |  |
|---|--|
| <b>Processing purpose according to consent category</b>       | Required   |
| <b>Processing company with company address/data recipient</b> | Deutsche Telekom IoT GmbH, Landgrabenweg 149, 53227 Bonn                       |
| <b>Products used/short description of the service used</b>    | Cookie: AUTH_SESSION_ID  |
| <b>Description of specific processing purpose</b>             | It is a crucial cookie, without this the users wouldn't even be able to log in |
| <b>Responsibilities</b>                                       | Deutsche Telekom IoT GmbH, Landgrabenweg 149, 53227 Bonn                       |
| <b>Processed data</b>   | Keycloak session ID  |
| <b>Storage period</b>   | Telekom does not store any data  |
| <b>Legal basis (Processing)</b>                               | §25 para. 2 No. 2 TDDDG, Art. 6 para. 1 lit. b GDPR                            |
| <b>Third country processing</b>                               | --   |
| <b>Legal basis (Third country processing)</b>                 | --   |

|   |   |
|---|---|
| <b>Processing purpose according to consent category</b>       | Required  |
| <b>Processing company with company address/data recipient</b> | Deutsche Telekom IoT GmbH, Landgrabenweg 149, 53227 Bonn  |
| <b>Products used/short description of the service used</b>    | Cookie: AUTH_SESSION_ID_LEGACY  |
| <b>Description of specific processing purpose</b>             | It serves the same purpose as the "AUTH_SESSION_ID", but it is a fallback mechanism for older browser |
| <b>Responsibilities</b>                                       | Deutsche Telekom IoT, Landgrabenweg 149, 53227 Bonn   |
| <b>Processed data</b>   | Keycloak session ID   |
| <b>Storage period</b>   | Telekom does not store any data   |
| <b>Legal basis (Processing)</b>                               | §25 para. 2 No. 2 TDDDG, Art. 6 para. 1 lit. b GDPR   |
| <b>Third country processing</b>                               | --  |
| <b>Legal basis (Third country processing)</b>                 | --  |

|   |   |
|---|---|
| <b>Processing purpose according to consent category</b>       | Required  |
| <b>Processing company with company address/data recipient</b> | Deutsche Telekom IoT GmbH, Landgrabenweg 149, 53227 Bonn                                |
| <b>Products used/short description of the service used</b>    | Cookie: KEYCLO-AK_IDENTITY  |
| <b>Description of specific processing purpose</b>             | This cookie enables Keycloak to identify the user and maintain an authenticated session |
| <b>Responsibilities</b>                                       | Deutsche Telekom IoT, Landgrabenweg 149, 53227 Bonn                                     |
| <b>Processed data</b>   | Identity representation in Keycloak   |

|   |   |
|---|---|
| <b>Storage period</b>                         | Telekom does not store any data                     |
| <b>Legal basis (Processing)</b>               | §25 para. 2 No. 2 TDDDG, Art. 6 para. 1 lit. b GDPR |
| <b>Third country processing</b>               | --  |
| <b>Legal basis (Third country processing)</b> | --  |

|   |   |
|---|---|
| <b>Processing purpose according to consent category</b>       | Required  |
| <b>Processing company with company address/data recipient</b> | Deutsche Telekom IoT GmbH, Landgrabenweg 149, 53227 Bonn  |
| <b>Products used/short description of the service used</b>    | Cookie: KEYCLO-AK_IDENTITY_LEGACY   |
| <b>Description of specific processing purpose</b>             | It serves the same purpose as the "KEYCLOAK_IDENTITY", but it is a fallback mechanism for older browser |
| <b>Responsibilities</b>                                       | Deutsche Telekom IoT, Landgrabenweg 149, 53227 Bonn   |
| <b>Processed data</b>   | Identity representation in Keycloak   |
| <b>Storage period</b>   | Telekom does not store any data   |
| <b>Legal basis (Processing)</b>                               | §25 para. 2 No. 2 TDDDG, Art. 6 para. 1 lit. b GDPR   |
| <b>Third country processing</b>                               | --  |
| <b>Legal basis (Third country processing)</b>                 | --  |

|   |  |
|---|--|
| <b>Processing purpose according to consent category</b>       | Required   |
| <b>Processing company with company address/data recipient</b> | Deutsche Telekom IoT GmbH, Landgrabenweg 149, 53227 Bonn   |
| <b>Products used/short description of the service used</b>    | Cookie: KEYCLO-AK_SESSION  |
| <b>Description of specific processing purpose</b>             | It tracks the user's active SSO (Single Sign-On) session and links the user's session across multiple applications. It contains crucial session data |
| <b>Responsibilities</b>                                       | Deutsche Telekom IoT, Landgrabenweg 149, 53227 Bonn  |
| <b>Processed data</b>   | Tracking the user's login status and link client sessions to the Keycloak session  |
| <b>Storage period</b>   | Telekom does not store any data  |
| <b>Legal basis (Processing)</b>                               | §25 para. 2 No. 2 TDDDG, Art. 6 para. 1 lit. b GDPR  |
| <b>Third country processing</b>                               | --   |
| <b>Legal basis (Third country processing)</b>                 | --   |

|   |  |
|---|--|
| <b>Processing purpose according to consent category</b>       | Required   |
| <b>Processing company with company address/data recipient</b> | Deutsche Telekom IoT GmbH, Landgrabenweg 149, 53227 Bonn   |
| <b>Products used/short description of the service used</b>    | Cookie: KEYCLO-AK_SESSION_LEGACY   |
| <b>Description of specific processing purpose</b>             | It serves the same purpose as the "KEYCLOAK_SESSION", but it is a fallback mechanism for older browser |
| <b>Responsibilities</b>                                       | Deutsche Telekom IoT, Landgrabenweg 149, 53227 Bonn  |

|   |   |
|---|---|
| <b>Processed data</b>                         | Tracking the user's login status and link client sessions to the Keycloak session |
| <b>Storage period</b>                         | Telekom does not store any data   |
| <b>Legal basis (Processing)</b>               | §25 para. 2 No. 2 TDDDG, Art. 6 para. 1 lit. b GDPR                               |
| <b>Third country processing</b>               | --  |
| <b>Legal basis (Third country processing)</b> | --  |

**Analytical:**

These processing's are necessary for us to carry out technical analyses, usage evaluations and reach measurements, with which we can ensure the quality and services offered and improve structural defects of the digital service and its functions. The necessary analytical processing is carried out without access to your terminal device and is based on information already collected for the provision of the digital service, see functionally necessary processing. After pseudonymisation, these are further processed exclusively for the purpose of ensuring a high-quality and service-oriented service implementation, storage period 3 months. The legal basis for this processing is Art. 6 (4) GDPR.

**Where can I find the information that is important to me?**

Additional information on data protection when using our products, in particular on the purposes of use, deletion periods, etc., can be found in the data protection information for the respective product under [www.telekom.de/datenschutzhinweise](http://www.telekom.de/datenschutzhinweise).

**What rights do I have?**

You have the right to:

- to request information on categories of data processed, processing purposes, possible recipients of the data, the planned storage period (Art. 15 GDPR);
- request the **correction** or completion of incorrect or incomplete data (Art. 16 GDPR);
- to revoke a given consent at any time with effect for the future (Art. 7 para. 3 GDPR);
- to object at any time for the future to **data processing that is to be carried out on the basis of a legitimate interest, for reasons** arising from your particular situation (Art. 21 para. 1 GDPR), stating these reasons. You can object to data processing for direct marketing purposes at any time without stating these reasons (Art. 21 para. 2, 3 GDPR);
- in certain cases, request the deletion of **data within the framework of Art. 17 GDPR** - in particular if the data is no longer required for the intended purpose or is processed unlawfully, or if you have withdrawn your consent in accordance with (c) above or have declared an objection in accordance with (d) above;
- under certain conditions, to demand the restriction of data if deletion is not possible or the obligation to delete is disputed (Art. 18 GDPR);
- data **portability**, i.e. You can receive your data that you have provided to us in a commonly used machine-readable format, such as z.B. CSV, and, if necessary, transmit it to others (Art. 20 GDPR);
- to complain to the competent **supervisory authority** about the data processing (for telecommunications contracts: Federal Commissioner for Data Protection and Freedom of Information; otherwise: State Commissioner for Data Protection and Freedom of Information North Rhine-Westphalia).

**To whom does Deutsche Telekom share my data?**

To **processors**, i.e. companies that we commission to process data within the scope provided for by law, Art. 28 GDPR (service providers, vicarious agents). In this case, Deutsche Telekom remains responsible for the protection of your data. In particular, we commission companies in the following areas: IT, sales, marketing, finance, consulting, customer service, human resources, logistics, printing.

To **cooperation partners** who provide services for you on their own responsibility or in connection with your telecom contract. This is the case if you commission services from such partners with us or if you consent to the involvement of the partner or if we involve the partner on the basis of a legal permission.

**Due to legal obligation:** In certain cases, we are required by law to transmit certain data to the requesting government entity.

**Where will my data be processed?**

Your data will be processed in Germany and other European countries.

In all other respects, the following applies: If data processing takes place in third countries, this will take place insofar as you have expressly consented to this or if it is necessary for our provision of services to you or if it is provided for by law (Art. 49 GDPR).

Your data will only be processed in third countries if certain measures are taken to ensure that an adequate level of data protection is in place (e.g. adequacy decision of the EU Commission or so-called suitable safeguards, Art. 44 et seq. GDPR, [see here](#)).

**Who is responsible for data processing? Who is my contact person if I have questions about data protection at Deutsche Telekom?**

The data controller is the Deutsche Telekom IoT GmbH, Landgrabenweg 149, D-53227 Bonn. If you have any questions, you can contact our data protection officer, Dr. Claus D. Ulmer, Friedrich-Ebert-Allee 140, 53113 Bonn, [datenschutz@telekom.de](mailto:datenschutz@telekom.de).

Status of the Privacy Policy 26.03.2025