



**LIFE IS FOR SHARING.**

## **Telekom CR-facts**

### **Handling and processing of customer data**

Deutsche Telekom processes its customers' data generally exclusively to fulfill the contract (“for the performance of the contract”). Any additional processing activities of customer data (e. g. for secondary purposes or advertisement) is done on the basis of consent (“Opt-In”). Deutsche Telekom has obtained the consent (“Opt-In”) for a relevant number of customers and is constantly monitoring the number of users whose customer data is used for secondary purposes. Further information about the “Opt-In” possibility can be found here:

<https://www.telekom.de/kundencenter/infoservice> [1]

At Telekom, we are committed to our own ethical principles. This means that we take customer preferences into account when communicating with customers, making sure, for example, that we only address particularly young or even older customers via certain communication channels.

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