

## **Data Protection Regulations for the Use of the Digital Services of and Online Purchases from Wiener Linien**

These are the data protection and cookie regulations for the use of Wiener Linien digital services and for online purchases from Wiener Linien. Included are the Wiener Linien online ticket shop ("Browser version" - available at [shop.wienerlinien.at](http://shop.wienerlinien.at) and via the ticket app), as well as the mobile applications for Android and iOS WienMobil.

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#### **1. Data processed upon use of website**

1.1. By using the digital services you agree to the resulting data processing in accordance with the present Data Protection Regulations. The provider reserves the right to amend the Regulations if so required by law. The Data Protection Regulations shall at any given point of time apply as amended in the version displayed and retrievable at the time of the use of the digital services.

1.2. In the course of creating a new account (please note that no matter whether you create an account using the WienMobil service or via the online ticket shop it can be used for both services) the personal data you provide (such as your name, your email address, your date of birth, address, and your telephone number) will be stored.

If you do not want to create an account, you can only make purchases via the browser version of the online ticket shop.

1.3. When using the WienMobil app subject to your explicit consent your positional data, your assignment to an age category (utilizing 10-year increments), device meta data (i.e. mobile phone type, operating system, version of the operating system, app version), route queries, and bookings can be anonymized and processed. Your consent can be revoked at any time as described under 3.9 below.

1.4. If you use the WienMobil feedback function, your inquiries and any photos you might have sent as well as your device meta data (mobile phone type, operating system, version of the operating system, app version) will all be processed. However, you can delete the device meta data in your feedback section.

1.5. Cooperation partners for the WienMobil-App include the following (for further information concerning the degree of cooperation please refer to the "GENERAL TERMS AND CONDITIONS FOR WIENER LINIEN – DIGITAL SERVICES - Part 2)

- TAXI 31300 VermittlungsgmbH, A-1230 Vienna, Zetschegasse 15
- Taxi 40100 Taxifunkzentrale GmbH, A-1230 Vienna, Pfarrgasse 54
- DriveNow GmbH & Co. KG, D-80335 Munich, Seidlstrasse 26
- car2go Österreich GmbH, A-1030 Vienna, Hintere Zollamtsstrasse 9, and
- Gewista Werbegesellschaft m.b.H, A-1030 Vienna,, Litfasstrasse 6

## **2. Data processed upon purchase activities**

2.1. With each purchase of a Wiener Linien product, regardless of whether you have created an account or not, the data you provide will be stored (first and last name, academic degree, date of birth, email address, residential address and/or billing address, telephone number). Your chosen form of payment will also be stored. We cannot conclude the contract with you unless you provide us with the full data set marked as mandatory.

Please note that no credit card data including credit card numbers are stored in Wiener Linien systems. You also have the possibility to deposit credit card data - however, with this function only a reference number is stored via which the commissioned payment provider can verify the payment data for the next purchase. The stored payment method details can in turn be deleted in the digital sales channel in the course of a purchase.

2.2. If using the "annual season ticket service" in the online ticket shop a photo and the bank details will also be stored for the annual season ticket (if the option of annual / monthly debit has been selected). Your data will also be stored in the annual season ticket management application.

2.3. If you purchase tickets for students, your matriculation number and the name of the university you are enrolled in will also be stored. All your data will also be stored in the

semester pass management application.

2.4. If the invoice recipient is not identical with the buyer the name and address of the invoice recipient will be stored.

2.5. In order to be able to maintain the connection to your device we will store your IP address and possibly your browser type.

### **3. Purposes of the data processing**

3.1. The data provided during your registration will only be processed to maintain the account.

3.2. If you purchase a Wiener Linien product via the digital services the data required for completing the purchase and provided by you (purchase data) will be stored directly in the Wiener Linien online ticket shop. If you purchase annual seasonal tickets or semester passes, the data will be stored in the respective annual season ticket or semester pass management application and only in the extent required to fulfill the contract, in particular for purchase execution, contract management, complying with statutory storage obligations and in the case of an annual season ticket for printing the associated card.

3.3. Data you provide to us as part of a "feedback" will be exclusively used to respond to your request or for an improvement.

3.4. If you deposit your car-sharing account data in WienMobil, such data will be processed for the purpose of maintaining this functionality.

3.5. Services booked with a cooperation partner via WienMobil will be administered and settled directly with the cooperation partner. In this case the data protection provisions of the respective cooperation partner shall apply.

3.6. If you register for the services of Gewista Werbegesellschaft m.b.H (Citybikes) for the first time via WienMobil the registration data will be transmitted to this cooperation partner and stored only with them. In this case as well the data protection provisions of Gewista Werbegesellschaft m.b.H shall apply.

3.7. Subject to your express consent, Wiener Linien will use the data provided by you both during the contractual relationship as well as following its termination to contact you about offers and innovations using the post, email, telephone/text message, social media channels and/or apps (marketing purposes). Your consent to the processing of your personal data for marketing purposes may be revoked or deactivated at any time in your profile ("Personal Data").

3.8. Subject to your express consent your personal information, namely name, address, contact information, contract, billing, usage and consumption data, business indicators, customer contact behavior and response behaviour will be transmitted exclusively within the Vienna Stadtwerke Group to the following companies to ensure data quality, consistency and currentness for the purposes of new product development, the classification of customers into groups, and subsequent marketing concerning the provision of products and services in the energy, telecommunications, building management, IT, funeral, and mobility

sectors both during and after the termination of the respective contract

WIENER STADTWERKE GmbH, WIEN ENERGIE GmbH, WIEN ENERGIE Vertrieb GmbH & Co KG, Wiener Netze GmbH, WIENER LINIEN GmbH & Co KG, WIPARK GmbH, Aktiengesellschaft der Wiener Lokalbahnen, Wiener Lokalbahnen Verkehrsdienste GmbH, Upstream - next level mobility GmbH, FACILITYCOMFORT Energie- und Gebäudemanagement GmbH, BESTATTUNG WIEN GmbH, Friedhöfe Wien GmbH, and WienIT EDV Dienstleistungsgesellschaft mbH.

Marketing includes, but is not limited to, direct marketing via electronic means or other media such as mailings, emails, text messages / multimedia messaging services or phone calls. You may withdraw and/or deactivate your consent to the processing of your personal data for marketing purposes at any time in your profile ("Personal Data").

3.9. Subject to your express consent to the processing of your anonymized data as in art. 1.3. UPSTREAM - NEXT LEVEL MOBILITY GMBH (Thomas-Klestil-Platz 13, A-1030 Vienna) may use such anonymous data for the purposes of analysis and statistical evaluations for storage as well as for commercial use and exploitation on traffic flow level .

Your consent to this processing can be revoked at any time in WienMobil under "Profil" → "Datenbereitstellung" (Data provision).

Data processing takes place on the basis of the statutory provisions of Section § 96 (3) TKG (Austrian Telecommunications Act) and Article 6 Para 1 (a) "consent" and / or (b) ("necessary for fulfillment of the contract") of the DSGVO (Austrian General Data Protection Regulations)

#### **4. Data transfers**

4.1. If payments are made by means of debit orders we will transmit your payment-relevant data to our bank for the purpose of payment.

4.2. For credit card payments, your payment details will be transmitted encrypted to our external financial services provider.

4.3. In the case of tickets for students, your matriculation number, your date of birth, your postal code (if your main place of residence is in Vienna) and your name will be sent to the Bundesrechenzentrum GmbH (Hintere Zollamtsstrasse 4, A-1030 Vienna) or to the involved study institutions for the purposes of authorisation checks.

4.4. If you are in arrears with ticket payments (e.g. for annual season tickets) your data will be handed over to a debt collection agency or a legal representative for the purposes of further legal proceedings.

4.5. Furthermore, your data will be transmitted to the shipping company commissioned by us for the delivery of purchased products as well as to our tax consultant / tax auditor in order to fulfill our tax obligations.

4.6. Data associated with the annual ticket (name, date of birth, address) will be delivered to Verkehrsverbund Ost-Region only for the purpose to fulfill the contract.

## 5. Deletion of Data

5.1. Your account will be stored until further notice. You can request the deletion of your account or your access at any time by informing us by e-mail to [ticketshop@wienerlinien.at](mailto:ticketshop@wienerlinien.at) or by post to Wiener Linien GmbH & Co KG, Abteilung Vertrieb und Beratung, Erdbergstrasse 202, A-1030 Vienna.

5.2. Your purchase and/or order data derived in connection with services of Wiener Linien will be deleted at the end of a period of 7 years due to legal obligations for retaining data for tax purposes. This period starts at the end of the calendar year in which the purchase was made. The photo provided for the production of your annual season ticket will be deleted after a period of 3 months from the termination of the contract.

5.3. Your browser type will be deleted after completing your order process. The deletion of your IP address is performed after a period of 12 months.

## 6. Cookies

6.1. The digital applications and browser variants use cookies to store certain information. Cookies are files that a website or app transfers to your hard disc or mobile device. Although they identify a user's device, cookies do not identify users personally.

We use cookies to make our services user-friendly. They allow us to recognize your browser on your next visit.

If you do not want this to happen, you can configure your browser so that it informs you before cookies are transferred and you can decide to accept these only on a case-by-case basis.

In order to use the services with a browser function cookies are activated which are required and necessary for basic functions of the website. Areas such as the login, the shopping cart, the viewing and management of your products, and the checkout require these cookies to function. These also include functional flash cookies for various confirmation and error messages. All these cookies contribute to the comfortable, safe, and correct use of the site.

Disabling these cookies may limit the functionality of our website.

Our website uses functions of the "etracker GmbH (Erste Brunnenstrasse 1, D-20459 Hamburg web analysis service. For this purpose, cookies are used which allows an analysis of the website usage by their users.

You can prevent this by configuring your browser so that no cookies will be stored.

Cookie-Overview:

name	type	function/content	validity
shop	function	it consists of a randomly generated number- and letter string and is used as session cookie for the online-shop. It is used for giving the user the same session after each step, even after redirected to an extern website (payment). The session-data does not exist in the cookie itself, it exists only on the server.	session
_et_coid	eTracker	it consists of a randomly generated number- and letter string to identify an anonymous user and its behavior which is used for statistic reporting purposes.	2 years
et_id	eTracker	it consists of a randomly generated number- and letter string to identify an anonymous user and its behavior which is used for statistic reporting purposes.	2 years

## **7. Data security**

Wiener Linien takes appropriate technical and organisational measures to protect your personal data and to prevent unauthorised access to or disclosure of such data.

## **8. Additional contract data processors / transfer recipients**

Wiener Linien uses the following categories of contract processors:

- Server hoster
- Technical service provider for the operation of the online ticket shop
- Technical service provider for the management of annual seasonal tickets and semester passes
- Technical service provider for the operation of WienMobil
- Payment provider / financial services provider
- Webanalyst
- Shipping company

## **9. Your rights**

9.1. You have the right to request information concerning the personal data stored about you.

9.2. If your data are found to be incorrect or incomplete, you may request rectification or completion to be performed.

9.3. Likewise, under certain conditions you may request the deletion of your data, for example if the data are no longer needed for the purposes for which they were collected and / or processed.

9.4. You also have the right to have your data made available in digital form. You can then yourself transfer these data to third parties. Alternatively, as far as it is technically feasible, you may request that your data be transmitted directly to a third party.

9.5. If the data are processed by Wiener Linien GmbH & Co KG as a consequence of a consent, you can revoke your consent at any time.

9.6. You may request that the use of your data be restricted. For instance, this is possible if you have revoked your consent to the use of the data and this objection has not yet been decided upon. The consequence of such a restriction is that the data continue to be stored, but not further processed in any other way.

Please contact us as follows concerning the exercise of your rights in accordance with art 9.1. to 9.6. by e-mail to [datenschutz@wienerlinien.at](mailto:datenschutz@wienerlinien.at) or by post to Wiener Linien GmbH & Co KG, Compliance & Checks Unit, Erdbergstrasse 202, A-1030 Vienna, Austria.

We hereby point out that any request concerning your rights requires proof of identity to be provided (a signed request plus a copy of your identification document).

9.7. Furthermore you have the right to appeal to the Austrian Data Protection Authority to be used in the event of data protection infringements.

## **10. Contact**

10.1. Your customer, account and contract data can be viewed at any time following your successful registration in the online ticket shop.

10.2. For further information please contact:

Wiener Linien GmbH & Co KG  
Attn. Abteilung Vertrieb und Beratung  
Erdbergstrasse 202  
A-1030 Vienna  
Tel.: +43 (0)1 7909 100  
Fax: +43 (0)1 7909 73009  
E-Mail: [tarif@wienerlinien.at](mailto:tarif@wienerlinien.at)