

Privacy Policy pursuant to Article 13 and 14 GDPR

This is the privacy and cookie policy for the use of the digital services WienMobil. The services include www.wienmobil.at and shop.wienmobil.at as well as the mobile application for Android and iOS WienMobil. The operator reserves the right to change the privacy policy if required by law. The privacy policy that apply are always those that can be accessed at the time of using the digital services.

Definitions:

Personal data (hereinafter also referred to as data) is information about a person whose identity is determined or at least determinable. This includes, for example, your name, your contact details, your e-mail address, but also your IP-address.

Processing or data processing means any operation or set of operations which is performed upon data, whether or not by automated means, such as collection, recording, organisation, filing, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Controller is the natural or legal person, public authority, agency or other body which alone or jointly with others determines the purposes and means of the processing of personal data.

Processor is a natural or legal person, public authority, agency or other body that processes personal data on behalf of the controller, e.g. external IT service providers.

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1. Data processing during use and account creation

1.1. Processed Data

- 1.1.1. Accounts are created via the logwien service (logwien), which is offered by logwien GmbH. logwien is a centralised registration and login solution that enables you to register once at a central location in order to access various Wiener Linien services and applications with your access data. For the purpose of carrying out a single sign-on using logwien, we process the following categories of personal data: Access and refresh token (this is a unique key used to identify you), web page to be redirected to after authentication. In addition, if WienMobil is successfully linked to your logwien account, we may retrieve the following personal data for the purpose of creating or editing your user account: E-mail address, title, first name and surname.

We would like to point out that Wiener Linien and Logwien GmbH are two separate data controllers under data protection law, so there is no joint responsibility for this processing due to the lack of a joint decision on the purposes and means of processing.

The data protection provisions for the logwien service can be found here:
<https://log.wien/datenschutz>

- 1.1.2. When using the Wiener Linien online shops (web and app), all the data that you enter in your profile with Wiener Linien will also be processed.

- 1.1.3. In addition, log data that your Internet browser transmits to us is recorded and stored in server log files. This includes the timestamp (date and time of registration and access), the type of user request and the user's IP address. In order to maintain the connection to your device, your IP address and your device metadata (device name, operating system,

operating system version, browser type, language of the browser software, app version) are stored.

1.1.4. You can create a company account. To do this, you need an existing account. The account will then be linked to your employer's personnel number, your date of birth as well as the name of your company, allowing your company account to be created.

1.1.5. To display your Climate Ticket Austria (KTÖ) in the Wien Mobil App, we process the data you provide (your KTÖ ticket number, your date of birth and your postal code) as well as the data we receive from One Mobility Ticketing GmbH (your first and last name, the validity period, the product name, your contract date, your photo and your ticket status).

1.1.6. Automated decision-making, including profiling, does not take place in these data processing activities.

1.2. Purpose of processing

1.2.1. The processing of your personal data is carried out for the purpose of performing a single sign-on using logwien.

1.2.2. Data that you provide in your profile with Wiener Linien will be processed for the purpose of using the Services and customer care services.

1.2.3. The log data is processed for the purpose of monitoring the technical function, to increase the operational security of our webhost and to increase user-friendliness.

1.2.4. The data provided as part of the company account will only be processed to maintain the company account.

1.2.5. The data mentioned under point 1.1.5 will be processed for the display of your KTÖ.

1.3. Data Transmission

This data is only processed by Wiener Linien using a processor.

1.4. Legal Basis

1.4.1. We base the processing of your personal data for the purpose of single sign-on on our legitimate interest, which we justify with the implementation of a unified login process and the implementation of a single sign-on process (Art. 6 (1) (f) GDPR).

1.4.2. Contacting you by e-mail before deleting your account is based on the legitimate interest (Art. 6 para. 1 lit. f GDPR).

1.4.3. The storage of log files by the system is necessary to enable the website or app to be delivered to the user's end device. Log files are stored to ensure the functionality of the website and app. We also use the data to optimise the website and app and to ensure the security of our information technology systems. The legal basis is the legitimate interest in the processing (Art. 6 (1) (f) GDPR).

1.4.4. The legal basis for data processing in connection with your company account is the fulfillment of contractual obligations in accordance with the General Terms and Conditions for "Digital Wiener Linien Distributions Channels" (Art. 6 (1) (b) GDPR).

1.4.5. The display of your KTÖ in the app is based on your consent (Art. 6 (1) (a) GDPR).

1.5. Deletion/Storage period

1.5.1. In principle, your personal data will be stored for as long as it is necessary in relation to the purpose it was collected for. Additionally, your personal data will be stored for as long as legal obligations require the processing or the retention is necessary for the establishment, exercise or defense of legal claims.

1.5.2. Your account and the associated personal data ("user data") will generally remain in place for the duration of the contract or until you delete it. You can delete your account in the settings under "My profile" or request its deletion in writing by letter or email (you will find the contact details in section 8). We will then delete your personal data immediately.

1.5.3. Your company account is linked to your account. As a result, this data will remain as long as you use the account. This data will be deleted when your account is unlinked or deleted or at the latest 24 hours after you leave this company.

1.5.4. The deletion of data that is processed for the display of the KTÖ takes place when it is unlinked, the validity expires, or your account is deleted.

2. Data processing during purchase

2.1. Processed Data

2.1.1. With every purchase of a Wiener Linien product, in addition to the respective purchase data, the data you provide or the data already stored in your account (e.g. first name and surname, academic degree, date of birth, email address, home address or billing address, bank and payment details) will be stored. First and last name, academic degree, date of birth, e-mail address, home address or billing address, telephone number if applicable, bank and payment details). In addition, your chosen means of payment and the last 4 numbers of the debit/credit card used will be stored. Without the data marked as mandatory, we cannot conclude the contract with you. The time of a purchase is also saved.

Please note that no credit card data, such as credit card numbers, are stored in Wiener Linien systems. You do have the option to store your credit card information in your account and the last 4 numbers of the debit/credit card are stored. It is possible to delete the stored payment method when making a purchase in the digital sales channel.

2.1.2. A photograph and bank account details (if you choose the option annual/monthly debit order) are additionally required when buying the annual ticket. If you purchase a senior annual pass, proof of age will be processed. As part of the age verification process, software is used to verify your ID and your age. After successful verification, proof of a completed age check will be stored. You also have the option to have your ID manually reviewed – in this case, the use of the software is not required.

2.1.3. When purchasing tickets for students (semester ticket), your student registration number as well as the name of the university where you are enrolled will be stored.

2.1.4. If the invoice recipient is different from the purchaser, the name and address of the invoice recipient will be stored.

- 2.1.5. If you purchase a Ticket for another person, the name and, if applicable, a date of birth of that person will also be stored.
- 2.1.6. In the event of your consent, your data specified in the consent may be used by Wiener Linien for marketing purposes.
- 2.1.7. If you give your consent, your personal data will be processed for marketing purposes, namely your name, address, contact details, contract, billing, usage and consumption data, commercial key figures, customer contact behaviour and response behaviour, and transmitted to those within the Wiener Stadtwerke Group.
- 2.1.8. If you chose to link your annual pass or your company to your online account, you have the option to redeem vouchers. These are vouchers, that you can also be obtained in paper form. When vouchers are redeemed online the activation and redemption data is processed. This data is anonymised and analysed for the purpose of the product portfolio and customer satisfaction. In order to maintain the connection to your device, your IP address and your device meta data (device name, operating system, operating system version, browser type, browser software language, app version) are stored.

2.2. Purpose of processing

- 2.2.1. The data required for the purchasing process and disclosed by you (see 2.1.) will be used only to the extent necessary for contract fulfilment, specifically for processing the purchase, the contract administration, for complying with the legal requirements for records retention as well as, in the case of an annual ticket order, for printing the card. Any proof of age will be processed for proof of eligibility for purchase. The photograph you provide will only be used to produce your Annual Pass.
- 2.2.2. Your e-mail address and telephone number are also processed for customer service purposes.
- 2.2.3. Individual purchase transactions are evaluated for problem analysis and correction on the basis of our legitimate interest in technical and support purposes.
- 2.2.4. In order to protect against fraudulent services, information about cancelled purchase transactions carried out via an account and the account itself is collected. This is done on the basis of the payment conditions set out in the General Terms and Conditions and our legitimate interest in fraud protection.
- 2.2.5. In the event of the redemption of vouchers online, the data will be processed for the purpose of providing the vouchers.
- 2.2.6. In the event of your consent, Wiener Linien will use the data provided by you during, but also after, the existence of contractual relationships in order to contact you about offers and innovations by post, e-mail, telephone/SMS, social media channels or apps (marketing purposes).
- 2.2.7. Provided that you give your consent, your personal data, specifically name, address, contact data, contract, invoicing, usage and consumption data, commercial indicators, customer contact behaviour and response behaviour for the purpose of ensuring data quality, consistency and up-to-dateness, as well as for the purpose of new product development, the categorisation of customers in groups and subsequent marketing in respect of the delivery of products and services in the energy, telecommunication, building management, IT, funeral and mobility areas during and after the termination of this contract exclusively within the Wiener Stadtwerke group will be submitted to the following companies for above mentioned purposes: 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, WienIT EDV Dienstleistungsgesellschaft mbH.

Marketing includes, among others, direct marketing via electronic means or other media, such as mail items, e-mails, SMS/MMS or phone calls. You can withdraw or deactivate your consent to the processing of your personal data for marketing purposes at any time in your profile ("manage consent").

2.3. Data Transmission

2.3.1. If payments are made by debit order, your payment relevant data will be transmitted to our bank for the purpose of payment. This includes your name, the claim, your IBAN/BIC, the reason for payment and the transaction date

2.3.2. .. In the case of credit card payments or payments via PayPal, all necessary personal data (e.g.: name and booking receipt for the purchase) are transferred to our external financial service providers in accordance with the Payment Services Directive

2.3.3. If you have changed your address at WIEN ENERGIE GmbH or WIEN ENERGIE Vertrieb GmbH & Co KG, these companies will transmit your current address to us, provided you have agreed. This will then be updated for you in the customer database of Wiener Linien.

2.3.4. In the case of semester tickets, your student registration number, your date of birth, your postal code and your name may be sent to Bundesrechenzentrum GmbH, A-1030 Wien, Hintere Zollamtsstraße 4, or the associated education institutions for an authorization check.

2.3.5. In addition, your data (name and address) will be forwarded to the shipping company contracted by us as well as to our tax consultant/auditor (purchase data) for complying with our fiscal obligations.

2.3.6. If you are in possession of a valid Annual Pass and are unable to produce it when checked by VOR or ÖBB staff, your first name, surname, date of birth and customer number may be transmitted to Verkehrsverbund Ost-Region (VOR) Gesellschaft m.b.H. and ÖBB-Personenverkehr AG for the purpose of fulfilling the contract, or we may receive them from the specified companies.

2.3.7. . If you are overdue with the payment of tickets (e.g. annual tickets) or if your account is not covered in the case of a SEPA direct debit procedure, the data you provide will be forwarded to a debt collection agency or an authorised lawyer and, if necessary, subsequently to a competent court for further legal action.

2.4. Legal Basis

The data will be processed based on the legal provisions pursuant to Article 6(1)(a) GDPR (Consent), Article 6(1)(b) GDPR (necessary for the fulfillment of a contract)) and/or Article 6 (1)(f) GDPR (legitimate interests).

2.5. Deletion/Storage period

2.5.1. In principle, your personal data will be stored for as long as it is necessary in relation to the purpose it was collected for. Additionally, your personal data will be stored for as long as legal obligations require the processing or the retention is necessary for the establishment, exercise or defence of legal claims.

- 2.5.2. Due to retention requirements for tax relevant records, your purchase or order data in connection with services provided by Wiener Linien will be deleted after 7 years. This period starts upon expiry of the calendar year in that the purchase was made. This also applies if you create or cancel an order. The photograph provided by you for the issuing of the annual ticket will be deleted 3 months from effectiveness of the contract termination.
- 2.5.3. The photograph provided by you will be automatically deleted after 3 months, calculated from the last day of validity of your Annual Pass, in the event of cancellation/termination of the contract.
- 2.5.4. After successful automatic verification of your ID, including age verification, this data will be deleted immediately. If automatic verification fails, the data will be deleted after 3 months in order to check any complaints. Biometric and photo artefacts of the ID card data are always deleted immediately. If a manual age verification is carried out, your ID will be deleted after one month at the latest.
- 2.5.5. Purchase transactions for error analysis and correction will be deleted after six months at the latest.

3. Data processing in the WienMobil App

3.1. General

- 3.1.1. When using the WienMobil app, in the event of your explicit consent, which you give to our IT service provider (Upstream - next level mobility GmbH) when opening the app for the first time, your position data, allocation to age categories (classification in 10-year steps) and your device meta data (device designation, operating system, operating system version, app version) may be processed.
- 3.1.2. The WienMobil app is available via the Apple App Store (iOS) and the Google Play Store (Android). The installation and full use require a valid account with the corresponding app platform as well as an adequate client device. We do not have any influence on the way in that personal data is used in connection with the respective app platform software. The operator of the app platform is exclusively responsible for this. For information on data privacy of these stores or any area directly connected with these, please consult their privacy policy:
- Apple App Store: Apple Privacy Policy
 - Google Play Store: Google Privacy Policy

3.2. Data processing when using the WienMobil App

We use Google Firebase in the WienMobil app. Google Firebase is part of the Google Cloud platform and offers diverse services for app developers in respect to the development, quality control and the improvement of apps.

Using the service provided by Google Firebase we process your data with the aim to continuously analyse the usage of the WienMobil app in order to improve the service stability and usability of the app for our users.

Firebase is used to collect information on the usage of our application. This information is transmitted to Google and stored in a computer centre within the European Union. However, we cannot exclude that the usage data is transmitted to third countries. Standard-Contractual Clauses under Article 46 (2c) GDPR are signed.

Wiener Linien is not able to draw conclusions about specific users. Accordingly, no personalization or linking with your user data takes place.

When using Google Firebase, data may be transferred outside the EU. This is done on the basis of standard contractual clauses (Art. 46 (2) c GDPR) which were concluded on our behalf with Google. The specific legal basis according to Article 6 DSGVO for the respective Firebase function can be found in points 3.3.1 to 3.3.6.

There is an adequacy decision under Article 45 (3) GDPR between the US and the EU, the so-called Data Privacy Framework. Google LLC is certified under this Framework.

For more information on the protection of your data in Firebase and the agreements concluded with Google regarding the processing of data visit: [Privacy and Security in Firebase](#).

In the following, we would like to inform you about the Firebase functions that we use in the WienMobil app.

3.2.1. Firebase Cloud Messaging

We use Firebase Cloud Messaging to be able to send you push notifications with information on current interruptions. Push notifications are messages that are displayed on your device without opening the app.

During the installation of the app, a pseudonymised reference ID (Firebase installation ID) is assigned to your mobile device, which serves as the target for the Push notifications. When you uninstall the app, this ID will still be used for a certain period after which it will be deleted permanently. Should you reinstall the app, a new ID will be assigned to your mobile device.

You can (de)activate this function yourself in the setting of your mobile device at any time. If you deactivate the function, you will not receive any notifications on interruptions.

The lawfulness of processing is the legitimate interest pursuant to Article 6(1)(f) GDPR. The legitimate interest pursued is being able to send you information on interruptions.

For more information on Firebase Cloud Messaging, specifically the processing period, please refer to the Privacy Statement of Google Firebase: Data Processing and Security Terms.

3.2.2. Firebase Remote Configuration

Firebase Remote Configuration is used for configuring and sending important, up-to-date notifications, e.g. to be able to show you information on error messages or maintenance in the app. The notifications are only displayed when you have opened the app.

During the installation of the app, a pseudonymized reference ID (Firebase installation ID) is assigned to your mobile device. Remote Configuration uses the Firebase installation IDs to select configuration values and sent notifications to the respective client devices. When you uninstall the app, this ID will still be used for a certain period after which it will be deleted permanently. Should you reinstall the app, a new ID will be assigned to your mobile device.

The lawfulness of processing is the legitimate interest pursuant to Article 6(1)(f) GDPR. The legitimate interest pursued is being able to display important information for you in the app.

For more information on Firebase Remote Configuration, specifically the processing period, please refer to the Privacy Statement of Google Firebase: Data Processing and Security Term.

3.2.3. Firebase Crashlytics

We use Firebase Crashlytics to control and promptly remedy any errors that might occur in our app.

Should the app crash, certain information on the crash such as time of the crash, device type, operating system and other technical data (including installation UUID and crash traces) of your mobile device will be sent to Crashlytics. These crash reports do not include the IP address or personally identifiable information.

The lawfulness of processing is the legitimate interest pursuant to Article 6(1)(f) GDPR. The legitimate interest pursued is being able to continuously improve the app to offer you an error-free and functional application.

For more information on Firebase Crashlytics, specifically the processing period, please refer to the Privacy Statement of Google Firebase: Data Processing and Security Term.

3.2.4. Firebase Performance Monitoring

We use Firebase Performance Monitoring to obtain information on the performance of our app. This enables us to determine whether issues occur with specific user segments, and to respond to these if necessary.

Certain information about your device, information on the app, network information and other technical data (including Firebase installation ID) will be sent from your mobile device to the performance monitoring. In addition, Google uses your IP address to allocate performance incidents to the countries where they originate. Google provides us only with anonymized information that cannot be used to identify a person.

The lawfulness of processing is the legitimate interest pursuant to Article 6(1)(f) GDPR. The legitimate interest pursued is being able to continuously improve the app to offer you an error-free and functional application.

For more information on Firebase performance monitoring, specifically the processing period, please refer to the Privacy Statement of Google Firebase: Data Processing and Security Term.

3.2.5. Google Analytics for Firebase

Provided that you give your consent, Wiener Linien uses the Google Analytics service for Firebase to process anonymized usage data. This data will not be linked with your account data, accordingly, we are unable to use it to identify a specific person.

The following usage data will be processed for improving and continuously optimizing the WienMobil app and will be stored for a period of 14 months:

- Data on the frequency of use provide us with information on the general acceptance of the app and whether developments will result in more frequent or longer use.
- Information on session/visiting periods help us to detect shortcomings in the usability and optimize contents.
- Used buttons and viewed contents permit us to improve frequently used features and to optimize the accessibility.
- Screen flows or the sequences of the use of individual screens help us to better understand cases of use and objectives of our users and to accelerate frequently used sequences in the app.
- For some evaluations, we make use of demographic characteristics provided by Google to gain a better understanding of our target group.

The lawfulness of processing is your consent pursuant to Article 6(1)(a) GDPR.

You can withdraw your consent to this processing at any time in the WienMobil app under “Settings/General/Share usage data”.

Your decision not to give your consent has no direct effect on the function of the app. However, the lack of statistical data makes the further development of the WienMobil app more difficult for us.

For more information on Google Analytics for Firebase, specifically the processing period, please refer to the Privacy Statement of Google Firebase: Data Processing and Security Terms.

3.3. Data Processing of Google Maps in the WienMobil App

We process your personal data using the Google Maps service for the purpose of displaying interactive maps in our app. By using Google Maps, we can display your chosen route, our stations and the locations of the mobility services we offer on the map.

When using Google Maps, your user data (e.g. location and movement data), your IP address and the (start) address entered by you are transmitted to Google Ireland Limited resp. Google Cloud EMEA Limited (hereafter Google). The data collected is used by Wiener Linien exclusively for the creation of the map.

You can deactivate the location access by Google and GPS at any time in the location settings of your device. In that event, you will only have restricted use of the map function.

The lawfulness of processing the data is Article 6(1)(1)(b) and (f) GDPR.

Google and Wiener Linien are separate controllers. The agreement concluded with Google can be found [here](#).

More information on how Google processes your data under its own responsibility can be found here. We would like to point out that we do not obtain knowledge of the content of the transmitted or stored data or its use by the service.

4. Data processing when accessing, Cookies/Local Storage and Third Parties on www.wienmobil.at and shop.wienmobil.at

4.1. General Information

4.1.1. When websites are displayed, information and data are automatically collected from the computer system of the accessing end device (log files). The processing of this information and data is necessary to ensure secure and convenient use and also serves to monitor the technical function, in particular with regard to information security (e.g.: detection and prevention of attacks on the website). The content/URL accessed, information on browser type and version, operating system used, date and time of access, type of request, amount of data transferred, referrer URL, status code of the request and IP address are processed.

4.1.2. The websites listed also store personal data and information in cookies and in local storage on the user's device. Cookies are small text files that are exchanged between the web server and the web browser used (e.g. on a PC/laptop, tablet or smartphone) and stored locally on the system device. Cookies make it possible to recognise the device used when the website is visited again and to save certain settings or actions (e.g. language, login

status, shopping basket). Local storage is a browser-based storage technology that makes it possible to store data in the browser - even beyond a single session.

4.1.3. Functional cookies are activated for the use of the services with a browser, as they are required and necessary for the basic functions of the website. Areas such as login, the shopping basket, viewing and managing your products and the checkout only work with the help of these cookies. This also includes functional flash cookies for various confirmation and error messages. All these cookies contribute to the convenient, secure and compliant use of the site. If these cookies are deactivated, the functionality of our website may be limited.

4.1.4. The legal basis for the processing of these functional cookies is § 165 para. 3 TKG 2021 in conjunction with Art. 6 para. 1 lit. f GDPR, as the setting of cookies is absolutely necessary. The data processing is necessary to ensure information security and monitor the technical function (in particular to prevent misuse) and is carried out on the basis of our legitimate interests (Section 165 (3) TKG in conjunction with Art. 6 (1) (f) GDPR). If you give your express consent, cookies from the provider Google are also used on the websites (§ 165 para. 3 TKG in conjunction with Art 6 para. 1 lit a GDPR).

4.1.5. If you withdraw your consent to optional cookies, you can do so by deactivating the cookies set for these pages in your browser. You can also manage your consent to optional cookies under 'Privacy', 'Manage browser data' and 'Edit privacy settings'.

4.2. Cookies www.wienmobil.at

Name	Origin	Purpose/Content	Validity	Legal basis
dtCookie	Dynatrace	Cookie for user recognition over several page views.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
dtPC	Dynatrace	Cookie for load balancing and session monitoring.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
LB_STICKY_SESSION	Load Balancer	Cookie from the load balancer. A load balancer distributes the utilisation of network traffic across several servers. This divides the tasks of a single active server among several connected servers.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
LEGALWEB_COOKIE_SETTING	LegalWeb	Save selected settings for cookie / local storage use	1 year	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
rxVisitor	Dynatrace	Cookie from Dynatrace for recognising visitors.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
rxvt	Dynatrace	Dynatrace cookie that controls the timeout of a user session.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
Rxvisitid	Dynatrace	Saves the VisitorID	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
dtSa	Dynatrace	Cookie for user navigation and error tracking.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__ssds	Radware	This cookie is set to distinguish between bots and humans.	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__ssuzjsr2	Radware	A cookie that is set by Bot Manager JavaScript. This is a unique, tamper-proof cookie that uses a combination of various other	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR

		cookie fields. It is set in the root domain.		
__uzma	Radware	We set this cookie after we have created a unique fingerprint for the user based on their journey within your application.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmaj2	Radware	Unique session identifier for the Javascript connector. We set this JS cookie after we have created a unique fingerprint for the user based on their journey within your application	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmb	Radware	Unique identifier of the Unix timestamp of the first request. We set this cookie by capturing the user's first request sent from to your web server	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmbj2	Radware	Unique identifier of the Unix timestamp of the first request for the JavaScript connection. We set this cookie by recording the first request sent by the user to your web server	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmc	Radware	This cookie is used to store how many times the end user has made the server-side call.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmcj2	Radware	This JS cookie is used to store the number of calls made by the end user to the Core Bot Engine via the JavaScript connector.	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmd	Radware	Unique identifier of the Unix timestamp of the current request. This cookie is set for the last request that received from an end user.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmdj2	Radware	This JS cookie uniquely identifies the last request received by the Javascript connector on the Core Bot Engine.	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzme	Radware	This cookie is used to recognise cookie manipulation.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmf	Radware	This cookie is used to recognise cookie manipulation.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmfj2	Radware	This cookie is used to recognise cookie manipulation.	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmlj2	Radware	A cookie set by the bot manager JavaScript, which contains the identifier generated on the client side, is sent to the client as a JavaScript response for setting by the browser.	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
_ga	Google Analytics	Used to differentiate between individual users.	2 years	§ 165 (3) TKG 2021 iVm Art 6 (1) (a) GDPR
ga<container-id>	Google Analytics	Used to save the session status.	2 years	§ 165 (3) TKG 2021 iVm Art 6 (1) (a) GDPR

4.3. Cookies shop.wienmobil.at

Name	Origin	Purpose/Content	Validity	Legal basis
INGRESSCO OKIE	liferay	Pod identification. Ensures the correct and error-free display of the CSS as part of updates.	48 hours	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR

JSESSIONID	liferay	The 'JSESSIONID' cookie is used by web applications to maintain the user's session. It contains a unique identifier that enables the application to identify the user and store their login data and other session information.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
dtCookie	Dynatrace	Cookie for user recognition over several page views.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
dtPC	Dynatrace	Cookie for load balancing and session monitoring.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
LB_STICKY_SESSION	Load Balancer	Cookie from the load balancer. A load balancer distributes the utilisation of network traffic across several servers. This divides the tasks of a single active server among several connected servers.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
LEGALWEB_COOKIE_SETTING	LegalWeb	Save selected settings for cookie / local storage use	1 year	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
rxVisitor	Dynatrace	Cookie from Dynatrace for recognising visitors.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
rxvt	Dynatrace	Dynatrace cookie that controls the timeout of a user session.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
Rxvisitid	Dynatrace	Saves the VisitorID	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
dtSa	Dynatrace	Cookie for user navigation and error tracking.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__ssds	Radware	This cookie is set to distinguish between bots and humans.	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__ssuzjsr2	Radware	A cookie that is set by Bot Manager JavaScript. This is a unique, tamper-proof cookie that uses a combination of various other cookie fields. It is set in the root domain.	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzma	Radware	We set this cookie after we have created a unique fingerprint for the user based on their journey within your application.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmaj2	Radware	Unique session identifier for the Javascript connector. We set this JS cookie after we have created a unique fingerprint for the user based on their journey within your application	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmb	Radware	Unique identifier of the Unix timestamp of the first request. We set this cookie by capturing the user's first request sent from to your web server	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmbj2	Radware	Unique identifier of the Unix timestamp of the first request for the JavaScript connection. We set this cookie by recording the first request sent by the user to your web server	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR

__uzmc	Radware	This cookie is used to store how many times the end user has made the server-side call.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmcj2	Radware	This JS cookie is used to store the number of calls made by the end user to the Core Bot Engine via the JavaScript connector.	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmd	Radware	Unique identifier of the Unix timestamp of the current request. This cookie is set for the last request that received from an end user.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmdj2	Radware	This JS cookie uniquely identifies the last request received by the Javascript connector on the Core Bot Engine.	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzme	Radware	This cookie is used to recognise cookie manipulation.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmf	Radware	This cookie is used to recognise cookie manipulation.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmfj2	Radware	This cookie is used to recognise cookie manipulation.	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
__uzmlj2	Radware	A cookie set by the bot manager JavaScript, which contains the identifier generated on the client side, is sent to the client as a JavaScript response for setting by the browser.	180 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
uzmx	Radware	Ein Bot-Managment gesetztes Cookie, das zur Identifizierung von Bot-/Scraper-Verkehr dient.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
uzmxj	Radware	A cookie that is set by Bot Manager JavaScript. This is a unique, tamper-proof cookie that uses a combination of various other cookie fields. It is set in the root domain.	182 days	§ 165 (3) TKG 2021 iVm Art 6 (1) (f) GDPR
AUTH_SESSION_ID	Logwien	Used to track the current user session. Unique key, for the purpose of performing authentication and for the purpose of creating a centralised user account and controlling the registration and login solution.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (b) GDPR
AUTH_SESSION_ID_LEGACY	Logwien	Similar to AUTH_SESSION_ID, used for older systems. Unique key, for the purpose of performing authentication and for the purpose of creating a central user account and controlling the registration and login solution.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (b) GDPR
KEYCLOAK_IDENTITY	Logwien	Stores user identity for authentication purposes. Unique key, for the purpose of performing authentication and for the purpose of creating a central user account and controlling the registration and login solution.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (b) GDPR
KEYCLOAK_IDENTITY_LEGACY	Logwien	Similar function to KEYCLOAK_IDENTITY, but for older versions. Unique key, for the purpose of performing authentication and for the purpose of creating a central user account and controlling the registration and login solution.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (b) GDPR

KEYCLOAK_LOCALE	Logwien	Saves the user's language setting, such as 'DE' Unique key, for the purpose of performing authentication and for the purpose of creating a central user account and controlling the registration and login solution.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (b) GDPR
KEYCLOAK_SESSION	Logwien	Manages the user session in Keycloak. Unique key, for the purpose of performing authentication and for the purpose of creating a central user account and controlling the registration and login solution.	1 year	§ 165 (3) TKG 2021 iVm Art 6 (1) (b) GDPR
KEYCLOAK_SESSION_LEGACY	Logwien	Similar to KEYCLOAK_SESSION, but for older versions. Unique key, for the purpose of performing authentication and for the purpose of creating a central user account and controlling the registration and login solution.	1 year	§ 165 (3) TKG 2021 iVm Art 6 (1) (b) GDPR
KEYCLOAK_LOADBALANCEID	Logwien	Used to ensure load distribution (load balancing) within the infrastructure. Randomly generated, hashed session ID with timestamp for the validity period.	Session	§ 165 (3) TKG 2021 iVm Art 6 (1) (b) GDPR
_ga	Google Analytics	Used to differentiate between individual users.	2 years	§ 165 (3) TKG 2021 iVm Art 6 (1) (a) GDPR
_ga_conversion-id	Google Analytics	Used to save the session status.	2 years	§ 165 (3) TKG 2021 iVm Art 6 (1) (a) GDPR

4.4. Use of the search function

4.4.1. If you give your consent, your last searched locations will be processed so that you can quickly find the start/destination destinations you entered in the search function.

4.4.2. The legal basis is your consent pursuant to Art. 6 (1) lit a DSGVO. You can revoke your consent in the cookie settings.

4.4.3. These data will be deleted after 365 days.

4.4.4. If you do not give your consent, we will not be able to display previous search entries.

4.5. Third Parties

4.5.1. LEAGALWEB.IO

We use the consent management tool from LEAGLWEB.IO, legalweb GmbH, Fürbergstraße 42a, 5020 Salzburg, Austria on our website. This tool sets a cookie on your end device to store the services you have selected or not selected. This cookie is not provided with any user-related ID and does not store any other personal data. The content is stored for a maximum of 1095 days and is then automatically deleted.

The legal basis for storing this data is paragraph 165 (3) TKG 2021.

4.5.2. Google Maps

If you give your consent, we process your personal data with the service Google Maps, Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland as joint controllers for the purpose of displaying interactive maps on our website. This may also involve the

transfer of personal data to a country outside the European Union. The transfer of data to the USA is based on Art. 45 GDPR in conjunction with the European Commission's adequacy decision C (2023) 4745, as the data recipient has undertaken to comply with the data processing principles of the Data Privacy Framework (DPF).

We enable the service to collect connection data, collect data from your web browser and place an advertising cookie. By placing advertising cookies, Google is able to calculate an individual user ID for each user. This personal data, which is suitable for unique identification, is then processed within the framework of the advertising network operated by Google.

Insofar as Google carries out further independent processing of the data, in particular within the framework of Google's advertising network, Google is solely responsible for this. Details can be found in Google's privacy policy.

The only consequence of not giving your consent is that the Google Maps service will not be made available to you.

The legal basis for the data processing is your consent according to Art. 6 (1) a DSGVO. The legal basis for the transfer of data to the USA is the Commission's adequacy decision with the USA, the so-called Data Privacy Framework under which Google LLC is certified.

4.5.3. Vimeo

If you give your consent, we will process your personal data with the service Vimeo, Vimeo Inc., 555 West 18th Street, New York, New York 10011, USA, as the joint controller, for the purpose of playing videos on our website.

We enable the service to collect connection data, collect data from your web browser and place an advertising cookie. By placing advertising cookies, Vimeo is able to calculate an individual user ID for each user. This personal data, which is suitable for clear identification, is then processed within the framework of the advertising network operated by Vimeo.

Insofar as Vimeo carries out further independent processing of the data, in particular within the framework of the Vimeo advertising network, Vimeo is solely responsible for this. Details can be found in Vimeo's privacy policy.

The only consequence of not giving your consent is that the Vimeo service will not be made available to you.

The legal basis for data processing is your consent in accordance with paragraph 165 (3) TKG 2021 and Article 6 (1) (a) GDPR.

The legal basis for the transfer of data to the USA is your consent pursuant to Art. 49 (1) a in conjunction with Art. 6 (1) a DSGVO. Vimeo Inc. is not certified under the so-called Data Privacy Framework, the Commission's adequacy decision with the USA.

4.5.4. YouTube

If you give your consent, we will process your personal data for the purpose of playing videos on our website with the service YouTube, Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland as joint data controller.

We enable the service to collect connection data, collect data from your web browser and place an advertising cookie. By placing advertising cookies, Google is able to calculate an individual user ID for each user. This personal data, which is suitable for unique identification, is then processed within the framework of the advertising network operated by Google.

Insofar as Google carries out further independent processing of the data, in particular within the framework of Google's advertising network, Google is solely responsible for this. Details can be found in Google's privacy policy.

The legal basis for the data processing is your consent according to Art. 6 (1) a DSGVO. The legal basis for the transfer of data to the USA is the Commission's adequacy decision with the USA, the so-called Data Privacy Framework under which Google LLC is certified.

The only consequence of not giving your consent is that the YouTube service will not be made available to you.

The legal basis for data processing is your consent in accordance with paragraph 165 (3) TKG 2021 and Article 6 (1) (a) GDPR.

4.5.5. Google Analytics

With your consent, we process personal data using the Google Analytics service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, for the purposes of anonymisation and compiling statistics, analysing user behaviour and optimising content.

Technical connection data of server access (IP address, date, time, requested page, browser information) and data on the use of the website as well as the logging of clicks on individual elements of personal data are processed.

The legal basis for the processing is your consent in accordance with Art. 6 (1) a GDPR and Section 165 (3) TKG 2021. Data is transferred to the independent controller Google LLC, Amphitheatre Parkway, Mountain View, CA 94043, USA. The legal basis for the transfer of data to Google LLC and thus to the USA is Art. 45 GDPR in conjunction with the European Commission's adequacy decision C(2023) 4745, as the data recipient has undertaken to comply with the data processing principles of the Data Privacy Framework (DPF).

The only consequence of not granting consent is that no analyses can be carried out.

The privacy policy of Google Ireland Limited can be found here:

<https://business.safety.google/privacy/>

4.5.6. Google Analytics

If you give your consent, we process personal data (data on the use of the website and the logging of clicks on individual elements for the purpose of investigating user behaviour, analysing the effect of online marketing measures and selecting online advertising on other platforms, which are automatically selected by means of real-time bidding based on user behaviour) using the Google GTag service from Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland.

The legal basis for the processing is your consent in accordance with Art. 6 (1) a GDPR and Section 165 (3) TKG 2021. Data is transferred to the independent controller Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. The legal basis for the transfer of data to Google Ireland Limited is your consent. This may also involve the transfer of personal data to a country outside the European Union. The transfer of data to the USA is based on Art. 45 GDPR in conjunction with the European Commission's adequacy decision C(2023) 4745, as the data recipient has undertaken to comply with the data processing principles of the Data Privacy Framework (DPF).

The privacy policy of Google Ireland Limited can be found here:

<https://business.safety.google/privacy/>

Failure to give consent merely means that no analyses can be made.

5. Data security

Wiener Linien implements adequate technical and organisational measures to protect your personal data and to prevent unauthorised access to or disclosure of this data. Unless otherwise indicated, your data will be stored within Europe.

6. Other processors

Wiener Linien uses the following categories of processors:

- Server hoster
- Technical service providers for the operation of the online ticket shop
- Technical service providers for the management of annual and semester tickets
- Technical service providers for the operation of WienMobil
- Technical service provider for the software for ID and age verification

7. Your rights

7.1. Right of access

You have the right to request access to your processed personal data.

7.2. Right to rectification

Should your data be incorrect or incomplete you have the right to rectification or completion.

7.3. Right to object

If the processing of your personal data is based on legitimate interest, you have the right to object to this processing. Provided that there are no compelling reasons worthy of protection for the processing on our part, the processing of your data will be stopped on the basis of this legal basis. The lawfulness of the data processed until the objection is not affected by the objection.

7.4. Right to withdraw consent

If the data processing by Wiener Linien GmbH & Co KG is based on your consent, you may withdraw such consent at any time. The withdraw will not affect the lawfulness of data processed before such objection.

7.5. Right to erasure

You may demand the erasure of your data under certain circumstances, e.g. if the data is no longer required for the purpose for that it was collected and/or processed.

7.6. Other rights

You may demand to restrict the use of your data. This is e.g. possible in cases where you have revoked your consent to the use of the data and no decision was yet made on this revocation. As a consequence of such restriction, the data will only be stored, but will not be processed in any other way.

If the lawfulness of the processing of your personal data is based on your consent or a contract concluded with you, you additionally have the right to data portability.

7.7. Exercise of your rights

To exercise your rights, please send an e-mail to dataschutz@wienerlinien.at or a letter to Wiener Linien GmbH & Co KG, Department of Compliance & Checks, Erdbergstraße 202, 1030 Vienna.

Please note that your identity must unambiguously be determined for processing your request. In case of doubt, we will request you to sign your request and to attach or submit a copy of your identity document with photograph.

7.8. Right of appeal to the data supervisory authority

In addition, you have the right to submit a complaint to the Austrian Data Protection Authority; you may exercise this right in the event of any data protection violations.

8. Contact controller and data protection officer

For more information please contact:

Wiener Linien GmbH & Co KG
Erdbergstraße 202
1030 Vienna
Tel.: +43 (0)1 7909 100
Fax: +43 (0)1 7909 73009
e-mail: kundendialog@wienerlinien.at

You can reach the **data protection officer** of Wiener Linien at:

WIENER LINIEN GmbH & Co KG
Stabsstelle Compliance & Checks
Erdbergstraße 202
1030 Wien
Tel.: +43 (0)1 7909 100
E-Mail: datenschutz@wienerlinien.at