

## 1. Name and contact details of the Controller and the Data Protection Officer

Hallesche Verkehrs-AG, Freimfelder Straße 74, 06112 Halle (Saale)  
Tel: 0345 581-0, Email: [post@havag.com](mailto:post@havag.com)  
Hallesche Verkehrs-AG is part of the Stadtwerke Halle Group.  
You can reach our Data Protection Officer by post at the above address with the addition -Data Protection Officer- or by email at: [datenschutz@stadtwerke-halle.de](mailto:datenschutz@stadtwerke-halle.de).

## 2. Purpose and legal basis of the data processing

Within the framework of the provision and use of the Deutschlandticket in the HAVAG subscription (Abo) and for further proper processing personal data is collected by HAVAG. Failure to provide this data would mean that an order, change or notice of termination may not be processed or processed properly. The data processing is basically performed to ensure the fulfilment of a contract as well as for the implementation of pre-contractual measures (Article 6 paragraph 1 lit. b of the German GDPR). Within certain forms, you have the option of deciding on the desired subscription issue (chip card and/or mobile phone ticket in the app) as well as on the activation for our online administration (that you can access at <https://abo.havag.com>). If you do so, we will transfer the necessary details to the relevant systems so that you can benefit from the respective advantages in a timely manner. The email address is required to activate your personal ABO online account and the mobile ticket.

The processing of your data for the sending of contractual information (fare changes, timetable changes, etc.) via the specified contact channels and for marketing measures by post is based on legitimate interests (Article 6 paragraph 1 lit. f of the German GDPR). You have the right to object to the use of your data for these purposes at any time.

If you agree to be contacted via these channels by entering your telephone number and/or email address, this is performed on the basis of your consent (Article 6 paragraph 1 lit. a of the German GDPR). We point this out to you directly in the order form. You have the right to revoke your consent to advertising at any time. If you only object to the use of your telephone number, we will have to delete your entire consent to advertising for system-related reasons. This will result in a complete revocation of your consent to advertising.

## 3. Categories of recipients

Recipients of the data are the HAVAG departments involved in the fulfilment of the purpose (in particular marketing, sales and customer service). Where applicable, service providers employed by us will receive access to your data if this is necessary to fulfil the aforementioned purposes, or access cannot be excluded, or you have given your prior consent. The data will only be disclosed to the extent necessary to perform the contract. For example, the exchange of chip cards is performed after a specified period of time by a service provider on behalf (SINC NOVATI- ON Falkenstein GmbH; Hammerbrückerstr. 3, 08223 Falkenstein).

Your data is generally processed on servers of IT-Consult Halle GmbH, also a company of the SWH Group. In order to make it possible for tickets to be inspected, HAVAG will send the companies of the Mitteldeutscher Verkehrsverbund (Central German Transport Association) that take part in electronic fare management: e-ticket number, HAVAG identification number, product, validity status, geographic and temporal validity and, in the case of personal tickets, also the encrypted name and date of birth.

## 4. Duration of storage or deletion of personal data

We store your personal data for the specified purposes. We delete these when the contractual relationship with you is terminated, all mutual claims have been fulfilled and there are no

other statutory retention obligations or justification reasons for storage. These are the data retention obligations under the German Commercial Code (Section 257 of the Handelsgesetzbuch, HGB) and the German Tax Code (Section 147 Abgabenordnung, AO). This means that we will delete your personal data at the latest when the legal retention periods have expired (usually 10 years from the start of the contract plus the duration of the deletion process). The processing of your data and thus general access shall be restricted as soon as your contractual relationship with us has ended.

If you have provided us with consent to send you promotional information by email and/or telephone, we will use this consent for a maximum period of 2 years after the end of the contract. The start of this storage period is based on the last advertising approach. We may also use certain information for analysis purposes in anonymised form in order to permanently improve our products and services and to adapt them to the needs of our passengers.

## 5. Rights of the data subject

You have the right to request confirmation from us as to whether personal data concerning you is being processed. If this is the case, they have a right of information about this personal data (Article 15 GDPR).

Moreover, you have the right to demand that we correct any inaccurate personal data relating to you and, if necessary, complete any incomplete personal data without delay (Article 16 GDPR).

You have the right to demand that we delete personal data relating to you without delay, provided that one of the reasons listed in Article 17 of the GDPR applies, e.g. if the data is no longer required for the purposes pursued (right to erasure). You also have the right to demand that we restrict the processing if one of the preconditions listed in Article 18 of the GDPR applies.

You have the right to object at any time, on grounds relating to your particular situation, to the processing of personal data concerning you. We will then no longer process the data unless we can demonstrate compelling legitimate grounds for the processing that outweigh your interests, or the processing serves to assert, exercise or defend legal claims (Article 21 GDPR). Without prejudice to any other administrative or judicial remedy, you have the right to lodge a complaint with a supervisory authority if you consider that the processing of personal data concerning you violates the GDPR (Article 77 GDPR). You may exercise this right before a supervision authority in the Member State of your place of residence, workplace or the place of the alleged infringement. In Saxony-Anhalt, the competent supervisory authority is the Saxony-Anhalt State Commissioner for Data Protection.