

USE OF „WhatsApp“ AT DEUTSCHE TELEKOM

Deutsche Telekom AG

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ERLEBEN, WAS VERBINDET.

USE OF WHATSAPP AT DEUTSCHE TELEKOM

The use of the service by our employees is voluntary. Nobody has to use WhatsApp. However, we have recognized that many actually use or want to use the service. That's why we established rules:

1. NO CONFIDENTIAL COMMUNICATION VIA WHATSAPP

The use of WhatsApp was approved for business use on August 25, 2017 after review by the Board of Management's Data Privacy, Legal Affairs and Compliance department. However, this does not apply to confidential information or data. The use of WhatsApp, e.g. for confidential customer, employee and financial data, is still not permitted.

2. HANDLING OF CUSTOMER CONTACTS IN A PRIVACY-COMPLIANT MANNER

Our employees have also been notified that the phone numbers from their phone book will be transferred to WhatsApp. This is permitted for employees' business telephone numbers. In the case of customer contact, the consent of the respective customer to use WhatsApp must be obtained. Employees who are bound by contractual confidentiality agreements with other companies must observe these agreements when using the service. We also explained to our staff how to use WhatsApp passively, i.e. without uploading phone contacts to WhatsApp.

3. USE OF WHATSAPP IS VOLUNTARY (TRANSMISSION OF METADATA)

We also explained that WhatsApp receives the metadata of the communication, i.e. who communicated with whom and when. Whether employees use the service under these circumstances is up to them.



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