



Updated: April 2026

Österreichische Post AG's YELLOW Data Protection Policy

Information on the use of data in accordance with the General Data Protection Regulation (GDPR):

Mandatory information according to Art 13 and 14 DSGVO with a purely informative character

Updated: April 2026

The general data protection policy of Österreichische Post AG ("Post", "we", "us") can be found here:
Data protection policy - PostAG – there you will also find further links to information about
other data processing by Post.

1. What information is available on this page?

Österreichische Post AG ("Austrian Post", "we", "us") processes your personal data exclusively in accordance with the provisions of data protection law, in particular the General Data Protection Regulation (GDPR), the Austrian Data Protection Act (DSG), the Austrian Telecommunications Act (TKG), and all other applicable laws.

On this page, you will find information about data processing that concerns YELLOW.
This document includes the following sections:

- **To whom is this information addressed?** (item 2)
- **Who is responsible for processing your data?** (item 3)
- **Information about possible data processing** (item 4), insbesondere
 - Execution of mobile communications as well as additional services (4.1)
 - YELLOW-Online-Account (4.2)
 - Identification and Mobile SIM card registration (4.3)
 - Mobile phone user directory (4.4)
 - Our customer management (4.5)
 - Processing of inquiries and complaints (4.6)
 - Customer satisfaction measurement (4.7)
 - Advertising activities and sending newsletters (4.8)
 - Information provision to public authorities (4.9)
- With whom are we allowed to share your data? (item 5)
- Automated decision-making and profiling (item 6)
- What rights do you have? (item 7)
- How can you get in touch with us? (item 8)
- Information about cookies (item 9)

If you are looking for information on group accounting and related processing, you will find it in the general data protection policy of Post: Data protection policy - PostAG – in item 4.5 "accounting and bookkeeping".

If you are looking for information on our IT-applications and IT-systems and related processing, you will find it in the general data protection policy of Post: Data protection policy - PostAG – in item 4.19 "IT applications and IT systems".

If you need printed copies of the information provided on this page or on additional pages, please contact the staff at our service locations.

2. To whom is this information addressed?

The information that you will find on this page is addressed to interested parties and customers in the context of YELLOW.

3. Who is responsible for processing your data?

The responsible party for all processing described in the data protection policy available on this page is

Österreichische Post AG
Rochusplatz 1
1030 Vienna
Austria

4. Information about possible data processing

4.1. Execution of mobile communications as well as additional services (mobile customers)

Your data will be processed for the provision (execution and fulfilment) of mobile communications as well as additional services. This includes, among other things, your telephone number registration in RTR GmbH's central database and, if necessary, the provision of your personal master data to the operators of emergency services.

If you redeem a price discount code or a promotional code, for example because you are a bank99 customer or philatelist, we will check your eligibility for a discount or promotion. Since the discount can only be used if you are entitled, we regularly check your eligibility status.

Which of your data can we process for this purpose?

For this purpose, we may process the following data:

Personal master data, address data, contact data, login/account data, telephony data, order and invoice data, payment data, contractual agreements, signature, traffic data*, other documents relating to the contract as well as the number portability information if necessary, ID data

For price discount codes or promotional codes, we may additionally process your eligibility status.

What is the legal basis for this processing?

The legal bases for this processing are

- The contract for mobile communications as well as additional services (Art 6 (1) (b) GDPR), which we have concluded with you;
- Our legal obligations (Art 6 (1) (c) GDPR) according to the Austrian Telecommunications Act (TKG), particularly as regards number portability (Section 119 TKG in conjunction with the Austrian Number Portability Regulation 2022), the provision of an itemised bill (Section 138 TKG in conjunction with the Austrian Itemised Bill Regulation 2011), the implementation of service blocks (Section 142 TKG, Section 121 TKG), the provision of information in the context of contract execution (Section 129 TKG, Section 130 TKG, Section 133 TKG, Section 135 TKG), the provision of information to operators of emergency services (Section 124 TKG) and the telephone number recording in RTR-GmbH's central database (Section 114 TKG in conjunction with the Austrian Central Number Database Regulation).

How long can your data be stored?

Depending on the category, your data may be stored for the purpose of executing the contract until the termination of the contractual relationship, at the latest until the expiry of invoice objection periods or until all fees have been fully charged and paid, as well as any customer complaints have been processed or until other legal obligations have been fulfilled.

Any number portability information that may be available will be stored for up to 1 year from receipt/creation.

Your itemised bills and your traffic data will be deleted after up to 6 months, provided that the payment process has been completed and the fees have not been objected to in writing within an open time. In the event of an objection, your data may be stored for up to 3 years from the due date of payment until the expiry of the period within which the billing can be legally contested. If proceedings have been initiated regarding the amount of the fees, your data will only be deleted after a legally binding decision.

Your tax-relevant data will be stored for up to 7 years due to statutory retention obligations (Section 132 of the Austrian Federal Tax Code, Section 212 of the Austrian Commercial Code), or longer if there are other legal reasons or pending proceedings in this context.

With whom are we allowed to share your data?

For this purpose, your data may be transmitted to the following categories of recipients:

- **Processors**
- **Public authorities**
- **Other external recipients**

Other information about this processing:

If you do not provide the aforementioned data (except for the data for price discount codes and promotional codes), it will not be possible to conclude a contract for mobile communications as well as additional services.

If you do not provide the data for price discount codes or promotional codes, the discount or promotion for the mobile contract cannot be granted.

The mobile communication services and additional services offered by Post are provided via the A1 Telekom Austria AG network. For processing that takes place in connection with the provision of the mobile network, this other company is responsible under data protection law.

* Traffic data is data that is processed for the purpose of providing you with a mobile communication service or billing for this service (e.g. connection times and connection duration, data volume, telephone number).

4.2. YELLOW online account (mobile communications customers)

We process your data as part of the account creation and provision. You can view and manage your customer data on mobile communications and additional services via the YELLOW online account.

Which of your data can we process for this purpose?

For this purpose, we may process the following data:

Personal master data, contact data, address data, login/account data, telephony data, order and invoice data, payment data, contractual agreements, traffic data*, other documents relating to the contract as well as the number portability information if necessary, ID data

What is the legal basis for this processing?

The legal bases for this processing are

- The contract for mobile communications as well as additional services (Art 6 (1) (b) GDPR), which we have concluded with you;
- Our legal obligations (Art 6 (1) (c) GDPR) according to the Austrian Telecommunications Act (TKG), particularly as regards number portability (Section 119 TKG in conjunction with the Austrian Number Portability Regulation 2022), the provision of an itemised bill (Section 138 TKG in conjunction with the Austrian Itemised Bill Regulation 2011) and the implementation of service blocks (Section 142 TKG and Section 121 TKG).

How long can your data be stored?

Depending on the category, your data may be stored for the purpose of executing the contract until the termination of the contractual relationship, at the latest until the expiry of invoice objection periods or until all fees have been fully charged and paid, as well as any customer complaints have been processed or until other legal obligations have been fulfilled.

Any number portability information that may be available will be stored for up to 1 year from receipt/creation.

Your itemised bills and your traffic data will be deleted after up to 6 months, provided that the payment process has been completed and the fees have not been objected to in writing within an open time. In the event of an objection, your data may be stored for up to 3 years from the due date of payment until the expiry of the period within which the billing can be legally contested. If proceedings have been initiated regarding the amount of the fees, your data will only be deleted after a legally binding decision.

Your tax-relevant data will be stored for up to 7 years due to statutory retention obligations (Section 132 of the Austrian Federal Tax Code, Section 212 of the Austrian Commercial Code), or longer if there are other legal reasons or pending proceedings in this context.

With whom are we allowed to share your data?

For this purpose, your data may be transmitted to the following categories of recipients:

- **Processors**

Other information about this processing:

If you do not provide the aforementioned data, it will not be possible to conclude a contract for mobile communications as well as additional services.

*Traffic data is data that is processed for the purpose of providing you with a mobile communication service or billing for this service (e.g. connection times and connection duration, data volume, telephone number).

4.3. Identification and Mobile SIM card registration (mobile communications customers)

We process your data for identification and SIM card registration as part of your mobile communications contract.

Depending on the channel you choose, different identification methods are used. If you appear in person at a post office or one of our partners, the identification will be carried out by your

- Official photo identification document

In our webshop you can choose from the following identification methods:

- Digital signature: Here you will be identified by your ID Austria of the Austrian state;
- Bank ID method: Here, your mobile communications customer data is identified via the bank account of your banking institution.
- Photo ID method: Here you will be identified by means of a short video or facial photo ("selfie") via webcam and your official photo ID. Biometric procedures are used to determine whether the selfie matches the photo of your ID.

Which of your data can we process for this purpose?

For this purpose, we may process the following data:

Personal master data, identification status and type, reference number, contact data, password

and, depending on the identification method you have chosen, additionally:

- Official photo identification document: the ID data provided by the identity check (name, date of birth, address, nationality, type/authority/land/validity and number of the ID);
- Photo ID method: Image/video data for biometric identification, ID data

What is the legal basis for this processing?

The legal bases for this processing are

- The contract for mobile communications (Art 6 (1) (b) GDPR), which we have concluded with you;
- Our legal obligations (Art 6 (1) (c) GDPR) according to the Austrian Telecommunications Act (Section § 166 TKG and Austrian Identification Regulation (IVO));
- If you have chosen the Photo ID method, we process your image/video data for biometric identification exclusively to comply with a legal obligation (Section 166 TKG, IVO) in conjunction with Art 9 (2) (g) GDPR.

Please note that the biometric comparison takes place immediately and in real time after the selfie has been uploaded. Biometric data is not stored.

How long can your data be stored?

In the case of on-site identification, your ID data may be stored for the purpose of identification and SIM card registration for a maximum of 13 months after registration, depending on the category.

In the case of online identification, your data (except for the data mentioned in the next paragraph) for the purpose of identification and SIM card registration will be deleted immediately after successful identification. If the photo ID identification method is aborted, your data can be stored for up to 3 months. In the context of the photo ID method, there is no storage of biometric data.

The identified and registered data (personal master data, contact data) as well as reference number, identification status and type are stored as part of the contract execution until the termination of the mobile communications contract.

With whom are we allowed to share your data?

For this purpose, your data may be transmitted to the following categories of recipients:

- **Processors**
- **Public authorities**
- **Other external recipients**

Other information about this processing:

If you do not provide the aforementioned data, it will not be possible to identify you and register your SIM-card.

If errors occur during the identification process or if you do not wish to use the identification procedures available online, you have the option of identifying yourself in person with our employees at a post office branch or in person with one of our partners.

4.4. Mobile phone user directory ("phonebook")

Your data may be processed for the purpose of collecting, providing and managing a public user directory ("phonebook").

Which of your data can we process for this purpose?

For this purpose, we may process the following data:

Personal master data, address data, contact data, professional title

What is the legal basis for this processing?

The legal basis for this processing is

- Your consent (Art 6 (1) (a) GDPR and TKG), which we obtain at a suitable point in accordance with the law. You can withdraw this consent at any time without giving reasons with future effect.

How long can your data be stored?

Your data, for the purpose of collecting, providing and managing a public user directory ("phonebook"), will be deleted immediately from the time of your withdrawal

With whom are we allowed to share your data?

For the purpose of collecting, providing and managing a public user directory ("phonebook"), your data may be transmitted to the following categories of recipients:

- Processors
- Other external recipients

Other information about this processing:

You are not contractually or legally obligated to provide your data for the purpose of collecting, providing and managing a public user directory ("phonebook").

If you do not provide the aforementioned data, you cannot be entered in the phonebook.

4.5. Customer management (mobile communications customers)

We process your data for the purpose of managing your customer data in the course of initiating and executing your contract

Which of your data can we process for this purpose?

For this purpose, we may process the following data:

Personal master data, login/account data, address data, contact data, telephony data, traffic data*, contractual agreements, payment data, order and invoice data, , other documents relating to the contract as well as the number portability information if necessary

What is the legal basis for this processing?

The legal basis for this processing is

- The contract for mobile communications as well as additional services (Art 6 (1) (b) GDPR), which we have concluded with you.

How long can your data be stored?

Depending on the category, your data may be stored for the purpose of customer management until the termination of the contractual relationship. Any number portability information that may be available will be stored for up to 1 year from receipt/creation.

Your itemised bills and your traffic data will be deleted after up to 6 months, provided that the payment process has been completed and the fees have not been objected to in writing within an open time. In the event of an objection, your data may be stored for up to 3 years from the due date of payment until the expiry of the period within which the billing can be legally contested. If proceedings have been initiated regarding the amount of the fees, your data will only be deleted after a legally binding decision.

Your tax-relevant data will be stored for up to 7 years due to statutory retention obligations (Section 132 of the Austrian Federal Tax Code, Section 212 of the Austrian Commercial Code), or longer if there are other legal reasons or pending proceedings in this context.

With whom are we allowed to share your data?

For the purpose of customer management, your data may be transmitted to the following categories of recipients:

- Processors**Other information about this processing:**

If you do not provide the aforementioned data, it will not be possible to conclude a contract for mobile communications as well as additional services.

*Traffic data is data that is processed for the purpose of providing you with a mobile communication service or billing for this service (e.g. connection times and connection duration, data volume, telephone number).

4.6. Inquiries and complaints (mobile communications customers)

We may process your data in the context of inquiries and complaints. In order to ensure that you are allowed to make inquiries or complaints about your contract, as part of the customer service we ask for your customer password (e.g. service password, PIN, PUK or SMS-TAN) or your official photo identification document.

Which of your data can we process for this purpose?

For this purpose, we may process the following data:

Personal master data, login/account data, address data, contact data, identification document, order and invoice data, telephony data, traffic data*, conversation/correspondence content, audio recording, contractual agreements, payment data, other documents related to your request

What is the legal basis for this processing?

The legal bases for this processing are

- The contract for mobile communications as well as additional services (Art 6 (1) (b) GDPR), which we have concluded with you;
- Our legitimate interest in processing your inquiries and complaints and quality improvement (Art 6 (1) (f) GDPR).

How long can your data be stored?

Depending on the category, your data may be stored for the purpose of inquiries and complaints until your objection or up to 3 years from the last contact we had with you.

Your itemised bills and your traffic data will be deleted after up to 6 months, provided that the payment process has been completed and the fees have not been objected to in writing within an open time. In the event of an objection, your data may be stored for up to 3 years from the due date of payment until the expiry of the period within which the billing can be legally contested. If proceedings have been initiated regarding the amount of the fees, your data will only be deleted after a legally binding decision.

Your tax-relevant data will be stored for up to 7 years due to statutory retention obligations (Section 132 of the Austrian Federal Tax Code, Section 212 of the Austrian Commercial Code), or longer if there are other legal reasons or pending proceedings in this context.

With whom are we allowed to share your data?

For the purpose of inquiries and complaints, your data may be transmitted to the following categories of recipients:

- Processors**Other information about this processing:**

You are not contractually or legally obliged to provide your data for processing. If the data is not provided, your inquiries or complaints cannot be processed.

To improve quality, the conversation with the YELLOW customer service is recorded and automatically written down. You have the option to object this processing at any time. You can find more information on how to file such an objection under items 7 and 8.

*Traffic data is data that is processed for the purpose of providing you with a mobile communication service or billing for this service (e.g. connection times and connection duration, data volume, telephone number).

4.7. Customer satisfaction measurement (mobile communications customers)

We may process your data as part of customer satisfaction measurement in order to continuously improve our customer service.

Which of your data can we process for this purpose?

For this purpose, we may process the following data:
Contact data, participation data

What is the legal basis for this processing?

The legal basis for this processing is

- Your consent (Art 6 (1) (a) GDPR and TKG), which we obtain at a suitable point in accordance with the law. You can withdraw this consent at any time without giving reasons with future effect.

How long can your data be stored?

Depending on the category, your data will be deleted for the purpose of measuring customer satisfaction immediately after your withdrawal or the creation of the aggregated survey results.

With whom are we allowed to share your data?

For the purpose of customer satisfaction measurement, your data may be transmitted to the following categories of recipients:

- Processors

Other information about this processing:

You are not contractually or legally obliged to provide your data for customer satisfaction measurement.

4.8. Advertising activities and sending newsletters

We process your data within the scope of advertising activities and/or newsletter sending for direct marketing purposes in order to be able to offer maximum benefit from our products, services

Which of your data can we process for this purpose?

For this purpose, we may process the following data:

Contact data, personal master data, address data, consumption behaviour, internet/online usage data

What is the legal basis for this processing?

The legal basis for this processing is

- Your consent (Art 6 (1) (a) GDPR and TKG), which we obtain at a suitable point in accordance with the law. You can withdraw this consent at any time without giving reasons with future effect.

How long can your data be stored?

Depending on the category, your data used for the purpose of advertising activities and/or sending newsletters will be deleted in the case of unconfirmed advertising/newsletter registration after a maximum of 2 weeks, immediately after your withdrawal or after a maximum of 3 years from the end of the business relationship/the last contact with you.

With whom are we allowed to share your data?

For the purpose of advertising activities and/or newsletter sending, your data may be transmitted to the following categories of recipients:

- Processors

Other information about this processing:

You are under no contractual or legal obligation to provide your data for the purpose of advertising and/or newsletter sending. If you do not provide the aforementioned data, we will not be able to send you information about our products and services.

4.9. Information provision to public authorities (mobile communications customers)

We are legally obliged to contribute to governmental requests to provide information about your data to the competent authorities. The reason for the governmental request may be reasons such as the suspicion of administrative offences or criminal offences, national security, extended threat research and protection against attacks endangering the constitution, intelligence reconnaissance as well as defence against attacks and protection of military legal interests, defence against a concrete danger to a person's life, health or freedom.

Which of your data can we process for this purpose?

For this purpose, we may process the following data:

Personal master data, address data, contact data, contractual agreements, traffic data*

What is the legal basis for this processing?

The legal bases for this processing are

- Our legal obligations (Art 6 (1) (c) GDPR) according to the Austrian Telecommunications Act (TKG), inter alia Sections 162, 166, 167, 181 TKG in conjunction with Section 135 Austrian Criminal Procedure Code, Section 99 Austrian Financial Criminal Law, Section 11 Austrian State Protection and Intelligence Service Act, Section 53 Austrian Security Police Act, Section 22 Austrian Military Authorisation Act.

How long can your data be stored?

Your data will be stored in accordance with the previously mentioned storage periods. There is no separate storage for the purpose of providing information to public authorities.

With whom are we allowed to share your data?

For the purpose of providing information to public authorities, your data may be transmitted to the following categories of recipients:

- **Processors**
- **Public authorities**

Other information about this processing:

The aforementioned data will only be processed for this purpose if there is a legal obligation on our part.

The mobile communication services and additional services offered by Post are provided via the A1 Telekom Austria AG network. For processing that takes place in connection with the provision of the mobile network, this other company is responsible under data protection law.

*Traffic data is data that is processed for the purpose of providing you with a mobile communication service or billing for this service (e.g. connection times and connection duration, data volume, telephone number).

5. With whom are we allowed to share your data?

You can see in the section "Information about possible data processing" to which categories of recipients your data may be transmitted. A detailed description of the recipients or recipient categories of Post can be found in item 5 under post.at/datenschutz.

6. Automated decision-making and profiling

No automated decision-making or profiling pursuant to Art 22 (1) and (4) of the GDPR is performed in the data processing by Post described on this page.

7. What rights do you have?

You have the **right of access** to your personal data that we process as a controller. For more information, please refer to Article 15 of the GDPR.

Under certain conditions, you may request the **restriction of processing as well as the rectification and deletion of your personal data**. For more information, please refer to Articles 16 to 19 of the GDPR.

In addition, under certain conditions, you also have the right to **data portability**, meaning that we would give you all personal data you have disclosed to us in a structured, standard, and machine processable format. For more information, please refer to Article 20 of the GDPR.

As a data subject, you have the right to **object** to the use of your data if the processing serves the purpose of direct marketing. In addition, you have the right to object at any time to the processing of your data carried out in the legitimate interests of Austrian Post or third parties if reasons arise from your specific circumstances. For more information, please refer to Article 21 of the GDPR. The processing of your personal data may be based on your consent pursuant to Article 6 (1) (a) of the GDPR. You can withdraw this consent at any time without giving reasons with future effect; until then, we will process your data lawfully.

For information about the legal basis of our data processing, please see item 4 "**Information about possible data processing**").

Would you like to exercise your rights or do you have further questions, suggestions, or feedback? In this case, please go to item 8 ("**Contact us**") and contact the indicated person.

In addition, you have the option of filing a complaint with the Austrian Data Protection Authority:

Austrian Data Protection Authority,
Barichgasse 40-42
1030 Vienna
Austria

Telephone: +43 1 52 152-0
E-mail: dsb@dsb.gv.at

8. Contact us

To contact the data protection officer of Österreichische Post or to exercise your rights, please use one of the following options:

- visit post.at/dataprotectioninquiry
- or write to
Postkundenservice,
To the attention of the Data Protection Officer
Bahnsteggasse 17-23,
1210 Vienna
Austria
- or write to the e-mail-address team-datenschutz@post.at.

To ensure that your request to exercise your data protection rights is complete and can be assigned and processed properly in our databases, we require the following information in every case:

- Description of your request
- First name, last name
- Date of birth (especially to exclude similarities of names in connection with processing your request)
- Postal address
- • YELLOW telephone number (if you are a customer of YELLOW, the provision of your telephone number is necessary for the proper processing of your request)
- E-mail address (in so far as you have provided an E-Mail address to Post in connection with a service or in order to contact Post)
- Proof of identity – as proof of identity, either a digitally signed request or a (redacted) official ID or other (redacted) official documents such as registration forms, birth certificates can be submitted, provided that at least the name, date of birth, and issuing authority are visible.

No photo ID or digital signature is required when exercising the following rights: "Withdrawal of Consent/objection for advertising purposes" and "Erasure of data for third-party marketing purposes".

Should you request information according to Article 15 of the GDPR and there are doubts about your identity because you neither provide us with proof of identity nor are you otherwise considered to be clearly identified, we can, upon request, send you the information by post (registered and to be signed for) upon disclosure of your address and date of birth.

Your request will be processed based on the data you provide in the contact form. Please pay attention to the correctness of your data, especially to the usage of hyphens, commas, spaces etc. in your name and address.

9. Use of cookies

Several parts of our websites rely on cookies and similar technologies (hereinafter referred to as "cookies"). They make our offer more user-friendly and more efficient.

Cookies are small text files that are saved on your computer or smartphone and that your browser will store. They usually provide information about what pages/parts of our website were visited by users and can, among others, save user settings so that returning users will be recognised and do not have to log in again. Also, they allow for the targeted displaying of information to users as well as the analysis of website views.

Our business partners, so-called cookie providers, may also place cookies on our websites. These are used to improve our own products and services as if we had placed these cookies ourselves. For instance, to understand how our websites are used, we work with analysis partners including Google and Facebook (for additional information, please see item 9.4). However, cookie providers may also rely on cookies used on our websites for their own purposes, e.g., to place (their own or third-party) advertising on our websites and to measure their effectiveness. In such case, Österreichische Post has no influence on the purpose and means of the cookie-based data processing while also not benefiting from this data processing.

Cookies from such third-party providers may fall into any of the categories of cookies listed in the cookie management tool (Cookie Settings).

We inform you about the use, scope and type of cookies by means of a cookie banner, where you can edit your cookie preferences.

9.1. Cookie settings and management, legal basis

Other than technically required cookies (functionally necessary cookies) that may be placed on our websites even without your consent pursuant among others to Section 165 of the Telecommunications Act and because of our legitimate interest (providing a functional online service offer) pursuant to Article 6 (1) (f) of the GDPR, you can actively accept or reject the use of cookies for marketing purposes before they are placed.

A cookie can be classified as "strictly necessary" if it is absolutely necessary for the provision of the website. This means that without the cookie, the website would not function properly (e.g. cookies required to provide the shopping cart or store login status).

To that effect, we have created a cookie consent management tool that displays a cookie banner with additional information about the cookies we use when you access the website in question for the first time (especially name, purpose, lifespan, provider.). Via this cookie banner, you have the option of generally agreeing to the use of cookies or to make a more detailed selection depending on the cookie category. You can even select specific cookies or cookie providers within a specific cookie category. You can change your consent or selection at any time by going to cookie "Edit cookie settings" in the cookie consent management platform.

If, after you have provided your consent, more cookies or cookie providers are added, the cookie banner will be displayed once again and you will be able to make your selection. In the cookie consent management tool, all cookie providers are listed individually and links to their privacy policies are provided. These policies include additional information, including without limitation, information about additional options for deactivating these cookies.

After you have given your consent and made your selection, you can revoke or change these "cookie settings" at any time by going to the cookie management platform (on yellow.at: at the bottom of the Website).

If you have activated an ad blocker in your browser, it will also affect the behaviour of the cookie banner. The ad blocker prevents cookie banners from being displayed and that you can configure individual cookies by going to "Edit cookie settings". Provided that the ad blocker is enabled, only required cookies are set, without which the website would not function properly. To see detailed information about required cookies, you would need to disable the ad blocker for this purpose.

In addition, you have the option of going to your browser settings to determine whether you want to allow cookies or not. Your device might also allow you to manage your cookies. To learn how this works, please see the user manual provided by the manufacturer of your device.

If users opt out of storing cookies, certain functions of the website might not be available.

9.2. Additional information about the advertising functions of Google Inc.

Once we have understood what is important to you and what you are interested in, we can show you relevant and helpful information. To place and manage our ads, we rely on Google Display & Video as well as Google Adwords (Google Ads).

We use the services of Google Ads to place advertising (so-called Google ads) on external websites and highlight our attractive offerings. By linking the data to the advertising campaign, we can determine how successful specific advertising efforts have been. In doing so, we strive to show you advertising that is relevant to you, to make our website more interesting for you and to reach a fair calculation of advertising costs. These advertising materials are delivered by Google via so-called "Ad Servers". We use Ad Server cookies which measure certain success parameters, including how many times the ads were shown and how many clicks they obtained from users. Provided that you have accessed our website via a Google ad, Google Ads will place a cookie on your device. Such cookies are usually valid for 30 days only and are not used to identify you personally. However, specific users can be grouped via browser recognition. If you have registered for one of the services provided by Google, Google can link your visit to your account. Even if you have not registered or logged on, the service provider might obtain information about our IP address and save it. After you have given your consent and made your selection, you can revoke or change these "cookie settings" at any time by going to the cookie management platform.

9.3. Additional information about Google Remarketing

In addition to Google Adwords, we use an application called Google Remarketing. This is a procedure that we use to target you once again. This application allows us to display our ads on your device after you have visited our website and continue using the Internet. This is done via cookies saved on your browser. These cookies allow Google to identify and analyse your user behaviour when you access different websites. This is how Google can determine that you have previously visited our website. According to information provided by Google, data collected as part of remarketing activities will not be associated with any of your personal data that Google may have saved. Google also highlights that it uses pseudo-anonymization for its marketing activities. For more information about Google's data protection policy, please visit <https://www.google.com/intl/de/policies/privacy>. After you have given your consent and made your selection, you can revoke or change these "cookie settings" at any time by going to the cookie management platform.

9.4. Additional information about Facebook, Instagram, Amazon, LinkedIn, TikTok, Reddit, Snapchat, Twitter, Pinterest & Microsoft

For the same purpose, i.e., displaying customised ads, Instagram Ads, Facebook Ads, Amazon Ads, LinkedIn Ads, TikTok Ads, Reddit Ads, Snapchat Ads, Twitter Ads, Pinterest Ads & Microsoft Ads may be activated provided that you give your consent. This is not personal information. Personal information will be saved on servers located both in the European Union (Ireland) and in third countries. The information will be stored for a period of 90 days.

Facebook Pixel, Instagram Pixel, Amazon Pixel, LinkedIn Pixel, TikTok Pixel, Reddit Pixel, Snapchat Pixel, Twitter Pixel, Pinterest Pixel as well as Microsoft Pixel allow us to check if users were redirected to our website after having clicked on an Instagram, Facebook, Amazon, LinkedIn, TikTok, Reddit, Snapchat, Twitter, Pinterest or Microsoft ad. Among other processes, Instagram Pixel, Facebook Pixel, Amazon Pixel, LinkedIn Pixel, TikTok Pixel, Reddit Pixel, Snapchat Pixel, Twitter Pixel, Pinterest Pixel and Microsoft Pixel use cookies, which are small text files that are stored locally in your web browser's cache memory on your device. If you have logged on to Instagram, Facebook, Amazon, LinkedIn, TikTok, Reddit, Snapchat, Twitter, Pinterest or Microsoft with your user account, your visit to our online offerings will be registered in your user account. All data collected about you is anonymous for us and therefore will not allow us to identify users. However, Instagram, Facebook, Amazon, LinkedIn, TikTok, Reddit, Snapchat, Twitter, Pinterest and Microsoft can associa-

te this data with your user account on these platforms.

Personal information may be saved on servers located both in the European Union (Ireland) and in third countries. These saved cookies can remain in place for up to 2 years from the time they are placed.

Information about Microsoft's ad privacy policy is available here:

<https://about.ads.microsoft.com/en-us/resources/policies/microsoft-advertising-privacy-policy>

Information about Facebook's privacy policy is available here:

<https://www.facebook.com/privacy/explanation>

Information about Amazon's privacy policy is available here:

https://advertising.amazon.com/en-gb/legal/privacy-notice?ref =a20m_us fnav lngsw en-gb

Information about Instagram's privacy policy is available here:

<https://www.facebook.com/help/instagram/155833707900388>

Information about LinkedIn's privacy policy is available here:

<https://www.linkedin.com/legal/privacy-policy>

Information about TikTok's privacy policy is available here:

<https://support.tiktok.com/en/account-and-privacy>

Information about Reddit's privacy policy is available here:

<https://www.reddit.com/policies/privacy-policy>

Information about Snapchat's privacy policy is available here:

<https://values.snap.com/privacy/privacy-policy?lang=en-GB>

Information about Twitter's privacy policy is available here:

<https://privacy.x.com/en>

Information about Pinterest's privacy policy is available here:

<https://policy.pinterest.com/en/privacy-policy>

After you have given your consent and made your selection, you can revoke or change these "cookie settings" at any time by going to the cookie management platform.