



Data protection principles

For us, data protection is a customer-oriented quality criterion. Safeguarding the privacy of your personal data is of great importance to us, above all in connection with protecting your personal rights when processing and using this data. We would therefore like to provide you with the following information:

1. Who is responsible for data collection and processing?

Deutsche Bahn AG collects and processes your data as the responsible body. Ms Chris Newiger is the appointed Data Protection Officer. If you have any questions, suggestions and/or criticism relating to the DB Train Simulator app, please contact:
Deutsche Bahn AG
DB Environment
Caroline-Michaelis-Straße 5-11
10115 Berlin, Germany
E-mail: db-umwelt@deutschebahn.com

If you have any questions or suggestions regarding data protection, please send an e-mail to: konzerndatenschutz@deutschebahn.com

2. When does DB Train Simulator collect and process personal data?

We know how important the careful treatment of your personal information is to you when using our services. Thank you for downloading our app. We would like to explain to you whether and when we collect and process personal information about you. We attach major importance to the principle of data economy.

All data that is collected is processed for a specific purpose. These purposes can result from technical needs, contractual requirements or express wishes of users.

For technical reasons, certain data has to be collected and saved when DB Train Simulator is downloaded (date and duration of the visit, the web pages used, the identification data of the browser and operating system type used, and the web page from which you came to visit us). If this data can be used to determine the number of visitors and use of our web pages, this is done completely anonymously.

For contractual reasons, we also need personal data in order to perform our services and to be able to fulfil the contractual relationships that we have agreed with you. In particular, the following data is collected and used:

- User identification (smart card ID; certificate; user name, etc.)
- Time of the request
- Data volume transferred
- Transactions (URLs) called
- Error messages of the authentication process and applications

3. When is your data deleted?

Your data will be deleted immediately once it has served the purpose for which it was collected (e.g. within the scope of a contractual relationship). Your data will also be deleted if its storage is prohibited (especially if the data is incorrect and cannot be updated). If data cannot be deleted for legal or factual reasons (for example, special retention provisions), the data will be blocked rather than deleted.

4. What rights do DB Train Simulator users have?

You can request information as to what personal data is stored.



You may obtain permission to correct, delete or block your personal data as long as this is permitted by law and possible within the scope of an existing contractual relationship. You may object to being approached in a promotional manner (objection to receiving promotional material).

To exercise this right, simply send us a letter to:

Deutsche Bahn AG

Potsdamer Platz 2

10785 Berlin, Germany

Alternatively, you can send us an e-mail at konzerndatenschutz@deutschebahn.com.

5. Is data disclosed?

We do not disclose data to third parties unless this is required for reasons of the business relationship. If we use subcontractors or agents to meet our contractual obligations towards you, we will have to disclose your data to these parties. However, these parties are contractually obliged to use the data solely to fulfil our order. We will explicitly inform you if we intend to exchange your data among DB companies.

6. New functionalities

We update our data protection notice whenever functions change. For this reason, we recommend that you read the data protection notice when accessing a newer version of DB Train Simulator.

7. External links

Information on external web pages

When you click any links to further information, you are navigating to web pages outside of the DB website. Deutsche Bahn AG does not assume responsibility for the content, services or products offered or the data protection and technical security on the linked web pages.

8. Is the data encrypted?

Generally, data and e-mails transmitted via the internet are not encrypted and thus not protected against unauthorised access.

Since we cannot guarantee the confidentiality of your data while the e-mail is being transmitted to us, we recommend that you only send confidential information to us by post.

As at April 2016