



## Data protection notice



### Who is my personal data collected and processed by?

Deutsche Bahn AG, Potsdamer Platz 2, 10785 Berlin, collects and processes your personal data as the organisation responsible for the Compliance Help Desk Hotline.

DB's data protection officer can be reached via the following e-mail address:  
[konzerndatenschutz@deutschebahn.com](mailto:konzerndatenschutz@deutschebahn.com).



### What data do you collect, and why and how do you process it?

Personal data that you send us by e-mail is saved in the e-mail file, which is encrypted and password protected.

DB keeps personal data, such as your name and other communication data and content, confidential and uses it exclusively to answer legal questions relating to compliance you send us by e-mail. If you contact us by telephone, we do not collect any personal data as a general rule. The legal basis for collecting personal data is the protection of the legitimate interests of Deutsche Bahn AG and its employees within the meaning of Article 6 (1) lit. f of the General Data Protection Regulation in order to protect Deutsche Bahn AG and its employees from potential harm.



### Do you share my data with other parties?

Only the employees at the Compliance organisation who attend to the Compliance Help Desk Hotline can see your data. All employees are required to treat data confidentially.

Depending on the content of the e-mail and the compliance issue, the compliance organisation of the relevant affiliate of DB AG will be given access to your data if the compliance inquiry relates to specific procedures at an affiliate. Data will not be forwarded to third parties outside of the DB Group.

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**Unser Anspruch:**



Profitabler Qualitätsführer  
Top-Arbeitgeber  
Umwelt-Vorreiter



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### How long do you store my data?

We store your data only for as long as is necessary to fulfil the purpose for which the data was collected and/or to comply with legal requirements. In every specific case, we use risk-oriented criteria to check whether and how long your data may be stored and/or archived before it is erased. At the latest, data is erased six years after the case it relates to is closed.



### What rights do Help Desk users have?

You have the right to information about your personal data, to have your data corrected or deleted, and to have editing restricted (locked), and you have the right to object to having your personal information processed.

You also have the right to lodge a complaint with a data protection supervisory authority. The supervisory authority responsible for DB is: Berliner Beauftragte für Datenschutz und Informationsfreiheit, Friedrichstrasse 219, 10969 Berlin, Germany; e-mail: [mailbox@datenschutz-berlin.de](mailto:mailbox@datenschutz-berlin.de). You also have the option of lodging a complaint with any data protection supervisory authority in the European Union.

If you grant us consent to use your data, you can withdraw it at any time using the same method you used to grant it. Any processing of your personal data that took place from the time at which you granted your consent to the time at which you withdrew it will still be considered to have been lawful. **Moreover, Art. 21 (1) of the General Data Protection Regulation gives you the right to object to the processing of your personal data on grounds relating to your particular situation.**

To exercise your rights, it is also sufficient to send a letter or e-mail to the data processing controller at the following address:

Deutsche Bahn AG (DB Group)  
Compliance Help Desk  
Potsdamer Platz 2  
10785 Berlin, Germany

e-mail: [Compliance.Helpdesk@deutschebahn.com](mailto:Compliance.Helpdesk@deutschebahn.com)

Last modified in May 2018

*Appendix***Declaration of consent to the processing and use of personal data**

Deutsche Bahn AG, Potsdamer Platz 2, 10785 Berlin, Germany (hereinafter referred to as "DB"), is the data processing controller for the Compliance Help Desk Hotline and collects and processes your personal data in this regard.

The purpose of the Compliance Help Desk Hotline is to receive and answer your inquiry about legal issues relating to compliance.

I hereby consent to allow my personal data, such as my name and other communication data and content, that I have sent to the Compliance Help Desk Hotline by e-mail to be processed and used by DB AG. I agree to allow my data to be shared with the compliance organisation of the relevant affiliates of DB AG for the purposes of answering my inquiry.

I am not required to give this consent, and I may withdraw it at any time as it pertains to the future processing and use of my personal data. I have several options for how to withdraw my consent, including using my BKMS postbox if I have one or submitting a new report that includes the reference number of the report in which I granted my consent. Any processing of my personal data that took place from the time at which I granted my consent to the time at which I withdrew it will still be considered to have been lawful.

Name

Date

Signature