

Service specific Privacy Notice – TDC Erhverv Applications

When you use TDC Erhverv's applications, including Self-Service and Assist App (collectively referred to as the "Services"), TDC Erhverv (TDC Brands A/S), as an independent data controller, collects and processes a range of personal data about you.

TDC Erhverv is subject to several strict requirements under telecommunications legislation concerning the delivery of telecommunication services.¹

This reduces the customers' ability to issue instructions to such an extent that the relationship is not a data processor relationship, and no data processing agreement is required.

The position may be different for other services. In our Service Catalog at tdc.dk/vilkaar, you will find an overview of all our services and information on whether a data processing agreement is required or not relevant.

In this Privacy Notice, we describe the circumstances relating to our processing, use and disclosure of personal data solely in connection with the Services specified above.

It is worth noting that our Apps mirror selected data from our internal source systems for the purpose of providing customers with an overview. Thus, no new data is generated in these Services in the same way as in our other Services. However, changes can be made in Self-Service that take effect in other underlying systems, for example subscription changes.

TDC Erhverv's general Privacy Notice: tdc.dk/da/persondatameddelelse-eng

Types of personal data:

When you use the Services from TDC Erhverv, the following personal data is collected, verified or otherwise processed in our systems:

- Name

¹ This follows, inter alia, from Executive Order No. 1882/2020 on personal data security in connection with the provision of public electronic communications services and number-independent interpersonal communications services, and Executive Order No. 381/2022 on general and indiscriminate registration up to and including 29 March 2023 and retention up to and including 29 March 2024 of traffic data.

- Address
- Telephone number
- Email address
- Username
- Call list

Specifically for Self-Service, not the Assist App:

- Information about the telephone numbers called to and from, including withheld/unlisted numbers
- Voicemail messages
- Voicemail audio files
- Usage overview and subscription overview
- IMEI number (the last two digits are hidden)
- The customer's free-text notes

Purposes of our processing of personal data in connection with the Services:

- To enable the user to configure their products and services
- To enable the user to manage user access
- To enable the user to leave or listen to messages (Assist App only)
- To enable users and us to administer subscriptions, including receiving orders, changes and cancellations (Self-Service only)

The processing carried out using the personal data:

- Technical configuration of self-service solutions
- Support in connection with enquiries or technical errors
- Operation and maintenance

Our legal basis for processing the personal data:

The legal basis is our contractual obligation towards our business customers, as the processing is carried out as a prerequisite for the delivery of the Services. In addition, we process personal data on the basis of a balancing of interests, as the processing is necessary in order to make a functional and secure self-service solution available to business customers. We consider that our legitimate interests override the interests of the data subjects, as the processing is expected, limited to relevant purposes and subject to appropriate security measures.

Sources:

We collect personal data directly from you for the purpose of delivering the Service.

We also collect personal data about you from the company that makes the Service available to you.

The collection of the personal data is a prerequisite for entering into an

agreement with us. If we do not have access to the personal data, we are unable to deliver the Service. However, this is an add-on service that you are free to use or not.

Recipients of your personal data:

- TDC Erhverv discloses personal data in connection with the operation and maintenance of the Services to TDC NET A/S and Capgemini

Processing locations:

- We use TDC NET's infrastructure to host the Services, i.e. servers in Denmark
- Capgemini accesses the servers from various locations in the EU

Retention period:

We retain your personal data for as long as necessary to fulfil the purposes stated above and to comply with applicable legislation, including the Danish Bookkeeping Act.

Contact:

If you would like further details about the processing of your personal data in connection with the use of the Services from TDC Erhverv, you can contact our Customer Service on telephone number +45 70 70 90 90.

This Privacy Notice was updated August 2026