

# Privacy Policy pursuant to Article 13 and 14 GDPR

## for the Wiener Linien Fanshop

By using the online Fanshop you acknowledge the data processing procedures. The operator reserves the right to change the privacy policy if required by law. The privacy policy that apply are always those that can be accessed at the time of using the digital services.

### Definitions:

**Personal data** (hereinafter also referred to as data) is information about a person whose identity is determined or at least determinable. This includes, for example, your name, your contact details, your e-mail address, but also your IP address.

**Processing or data processing** means any operation or set of operations which is performed upon data, whether or not by automatic means, such as collection, recording, organisation, filing, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

**Controller** is the natural or legal person, public authority, agency or other body which alone or jointly with others determines the purposes and means of the processing of personal data.

**Processor** is a natural or legal person, public authority, agency or other body that processes personal data on behalf of the controller, e.g. external IT service providers.

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## 1. Data processed during use

1.1. The account is created via the logwien service. Please refer to the privacy policy for logwien here: [log.wien/legal](https://log.wien/legal)

1.2. You can purchase Fanshop items without a registration too.

## 2. Data processed during purchase

2.1. With every purchase of a product of Wiener Linien, regardless of whether you have created an account or not, the data provided by you (first and last name, academic title, date of birth, e-mail address, residential address or invoice address, phone number, if applicable) will be stored.

In addition, the mode of payment selected by you will be stored. If you fail to enter data in the fields marked as mandatory, we will be unable to conclude a contract with you. The time of a purchase will also be stored.

Please note that no credit card data, such as credit card numbers, will be stored in systems of Wiener Linien. You also have the option to store your credit card data; if you use this function, only a reference number will be stored based on which the used payment provider can verify the payment data for the next purchase. It is possible to delete the stored payment method when making a purchase in the digital sales channel.

2.2. If the invoice recipient is different from the purchaser, the name and address of the invoice recipient will be stored.

2.3. To be able to maintain the connection to your device, your IP-address and your device metadata (device name, operating system, operating system version, browser type, app version) will be stored.

2.4. Your customer, account and contract data can be viewed in the online ticket shop after registering.

### 3. Purposes of processing

3.1. The data disclosed by you during registration will only be processed for maintaining the accounts. For further information see here: [log.wien/legal](https://log.wien/legal)

3.2. Should you purchase a product of Wiener Linien via the digital services, the data required for the purchasing process and disclosed by you (purchase data) will be used and stored directly in the Wiener Linien online Fanshop and only to the extent necessary for contract fulfilment, specifically for processing the purchase, the contract administration, for complying with the legal requirements for records retention.

3.3. Individual purchase transactions are evaluated for problem analysis and correction on the basis of our legitimate interest in technical and support purposes.

### 4. Data transmissions

In addition, your data (name and address) will be forwarded to the shipping company contracted by us for delivering the items as well as to our tax consultant/auditor (purchase data) for complying with our fiscal obligations.

### 5. Legal basis

The data will be processed based on the legal provisions pursuant to Article 6(1)(b) GDPR (necessary for contract execution) and/or Article 6 (1)(f) GDPR (legitimate interests).

### 6. Deletion/Storage period

6.1. In principle, your personal data will be stored for as long as it is necessary in relation to the purpose it was collected for. Additionally, your personal data will be stored for as long as legal obligations require the processing or the retention is necessary for the establishment, exercise or defence of legal claims.

6.2. Your account will be stored until you object. You can request the deletion of your account at any time by sending an e-mail to [ticketshop@wienerlinien.at](mailto:ticketshop@wienerlinien.at) or by letter to Wiener Linien GmbH & Co KG, Department for Sales & Consulting, 1030 Vienna, Erdbergstraße 202.

6.3. Due to retention requirements for tax relevant records, your purchase or order data in connection with services provided by Wiener Linien will be deleted after 7 years. This period

starts upon expiry of the calendar year in that the purchase was made. This also applies if you create or abort an order. The photograph provided by you for the issuing of the annual ticket will be deleted 3 months from effectiveness of the contract termination.

6.4. Your browser type will be deleted upon completion of your order process. Your IP address will be deleted after 12 months.

6.5. Purchase transactions for error analysis and correction will be deleted after six months at the latest.

## 7. Cookies

The website of our Fanshop (shop.wienerlinien.at) uses cookies to store certain information. Cookies are text files transmitted by a website on your hard drive or your mobile device. Cookies identify the device of a user, but do not identify the user personally.

If you do not wish this to happen, you can adjust your browser settings so that you will be informed on the placing of cookies and can accept these only in individual cases.

To use the services with a browser, function cookies are enabled, as they are required and necessary for basic functions of the website. Only with the help of these cookies, the areas such as the login, the shopping cart, the view and management of your products and the checkout function. This also includes functional flash cookies for various confirmation and error messages. All these cookies contribute to a convenient, secure and compliant use of the website.

Disabling these cookies may limit the functionality of our website.

### Cookie overview:

Name	Type	Purpose/content	Validity
Shop	Function	consists of a randomly generated string of numbers and letters; it is used as the session data cookie for the shop. It serves to permit the user to resume the same session with each step even when they are redirected to an external page (Payment). However, the actual session data is not stored on the cookie itself but on the server.	1 Tag
COOKIE_SUPPORT	Function	This cookie determines whether the browser accepts cookies.	Session
JSESSIONID	Function	Preserves users states across page requests.	Session
JSESSIONID	Function	Preserves users states across page requests.	Session
tAde	Function	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog /picture sliders, color themes and other website settings.	Persistent
tAE	Function	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog /picture sliders, color themes and other website settings.	Persistent

tMQ	tMQ	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog /picture sliders, color themes and other website settings.	tMQ
tC	Function	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog /picture sliders, color themes and other website settings.	Persistent
tnsApp	Function	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog /picture sliders, color themes and other website settings.	Persistent
tSP	Function	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog /picture sliders, color themes and other website settings.	Persistent
tTDe	Function	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog /picture sliders, color themes and other website settings.	Persistent
tTDu	Function	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog /picture sliders, color themes and other website settings.	Persistent
tTE	Function	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog /picture sliders, color themes and other website settings.	Persistent
tTf	Function	This cookie is part of a bundle of cookies which serve the purpose of content delivery and presentation. The cookies keep the correct state of font, blog /picture sliders, color themes and other website settings.	Persistent
What-intent	Function	Determines the device used to access the website. This allows the website to be formatted accordingly.	Session

GUEST_LANGUAGE_ID	Language	Determines the preferred language of the visitor. Allows the website to set the preferred language upon the visitor's reentry.	1 year
cv-conf-KbYx3HaUFQ	Function	This cookie renders layouts and presentation.	Session
Cvsid	Function	This cookie renders layouts and presentation.	1 year
cv-sid	Function	This cookie renders layouts and presentation.	Session
Cvvid	Function	This cookie renders layouts and presentation.	1 year
LB_STICKY_SESSION	Function	Cookie from LoadBalancer. A load balancer distributes the load of your network traffic among several servers. This distributes tasks of a single active server to several connected servers. Cookie from LoadBalancer. A load balancer distributes the load of your network traffic among several servers. This distributes tasks of a single active server to several connected servers.	Session

## 8. Data security

Wiener Linien implements adequate technical and organisational measures to protect your personal data and to prevent unauthorised access to or disclosure of this data.

## 9. Processors

Wiener Linien uses the following categories of processors:

- Server hoster
- Technical service provider for the operation of the online ticket shop

## 10. Your rights

### 10.1. Right of access

You have the right to request access to your personal data stored.

### 10.2. Right to rectification

Should your data be incorrect or incomplete you have the right to rectification or completion.

### 10.3. Right to object

If your personal data is processed based on legitimate interests, you have the right to object to such processing. Unless there are any legitimate reasons for the processing on our side, the processing of your data based on that lawfulness will be discontinued. The objection will not affect the lawfulness of the data processed before such objection.

### 10.4. Right to withdraw consent

If the data processing by Wiener Linien GmbH & Co KG is based on your consent, you may withdraw such consent at any time. The withdraw will not affect the lawfulness of data processed before such objection.

### 10.5. Right to erasure

You may demand the erasure of your data under certain circumstances, e.g. if the data is no longer required for the purpose for that it was collected and/or processed.

### 10.6. Other rights

You may demand to restrict the use of your data. This is e.g. possible in cases where you have revoked your consent to the use of the data and no decision was yet made on this revocation. As

a consequence of such restriction, the data will only be stored, but will not be processed in any other way.

If the lawfulness of the processing of your personal data is based on your consent or a contract concluded with you, you additionally have the right to data portability.

#### 10.7. Exercise of your rights

To exercise your rights, please send an e-mail to [datenschutz@wienerlinien.at](mailto:datenschutz@wienerlinien.at) or a letter to Wiener Linien GmbH & Co KG, Department of Compliance & Checks, Erdbergstraße 202, 1030 Vienna.

Please note that your identity must unambiguously be determined for processing your request. In case of doubt, we will request you to sign your request and to attach or submit a copy of your identity document with photograph.

#### 10.8. Right of appeal to the data supervisory authority

In addition, you have the right to submit a complaint to the data supervisory authority; you may exercise this right in the event of any data privacy violations. You can find more information on the data supervisory authorities in the European Union [here](#).

## 11. Controller and Contact

For more information please contact:

Wiener Linien GmbH & Co KG  
z.H. Abteilung Vertrieb und Beratung  
Erdbergstraße 202  
1030 Vienna  
Tel.: +43 (0)1 7909 100  
Fax: +43 (0)1 7909 73009  
e-mail: [tarif@wienerlinien.at](mailto:tarif@wienerlinien.at)