

Entire privacy statement

I. Protecting your privacy is our mission

Your privacy is important to us. You want to know what steps we take to safeguard your personal data? Let us show you below. Help us protect your privacy.

You and the legislator decide how we handle your data. This requires your consent. Or it has to be permitted by law. This determines what we do with your data.

Data protection information regarding our products can be found here

II. Privacy online

You are currently surfing our website. This is why we will temporarily store your anonymised IP address. Adjust all the other settings to suit your needs: cookies or your account in the community. You decide which details you provide and share with us. We will show you how to do this.

Actively protect your personal data

Basic cookies

You visit our website and expect everything to work as it should? Of course you do. That is why we use cookies. These are small text files that we store on your computer or smartphone. They help you to comfortably navigate the website. They allow us, for example, to keep the content of your basket or your current order up to date.

Online marketing cookies

While viewing our or another website, have you ever come across an advertisement that is derived from your previous browsing history? The reason for this could be an online marketing cookie which has been saved to your computer or smartphone by us or an advertising partner. We provide only anonymous or pseudonymous data to our advertising partners.

Performance cookies

Performance cookies allow us to evaluate whether our website is run in the right way. And allow us to identify areas in which we might improve. We measure, for example, the number of visitors to a particular page. We use only anonymous data to this end. It is not possible for you to be personally identified from this data.

Manage cookies the way you want to

Basic cookies

You do not want any cookies, neither **basic cookies** nor opt out cookies? This will mean that some functionality will be lost when you are surfing the site. Despite that you still do not want any cookies? Go directly to the settings of your browser. This works the same way as in Internet Explorer, Safari or Mozilla. Delete your cookies and deactivate any cookies being stored in the future.

Online marketing cookies

Do you want to turn off the online marketing cookies from particular providers? Here's how:

No Facebook cookies: Please click [here](#).

No YouTube cookies: Please click [here](#).

Performance cookies

You do not wish to have any **performance cookies** on your computer or smartphone?

You can disable Google Analytics [here](#).

III. easyConnect & easyMobile data protection

No matter where you use the telephone or surf the internet, we will delete your data in the required way. Any data relating to telephone connections will be deleted no later than 6 and usually 3 months after your invoice has been sent. And data relating to your internet sessions no later than 7 days and usually straight after the end of your session. By the way, itemised bills are also available in short form. Would you like a little less?

Your data – your choice

Telephone directory

You wish to be included in the telephone directory? You choose how detailed you want the entry to be. Do you want directory enquiries to use your entry? You do not wish other users to be able to find you using your telephone number? It's your choice. We will amend your entry for you.

Itemised bills

You would like to receive an itemised bill? Choose whether you wish to see complete telephone numbers of outgoing calls or telephone numbers without the last three digits. You may make this choice at the time you enter into the contract or at any time after that.

Block caller ID

You do not want the person you are calling to see your telephone number? Disable this feature – either permanently or on a case-by-case basis. Directly on your device.

Trap and Trace

You are receiving harassing or even threatening phone calls? You can instruct us to install a trap and trace device. This means that we will store the details of future telephone calls for a limited period of time. We will provide you with a written report on this.

[Get in touch.](#)

Your contact details for advertising purposes

You are our customer and have already acquired one of our products? If you have given us your consent, we will use your telephone number and your postal and email address to send you information via SMS, MMS, post and email for purposes of advice, advertising our own similar offers and market research. You may object to the use of your telephone number and addresses for this purpose at any time. It's your choice how to do this: either write us a letter or use your data protection service online. You may access all contact details and other information regarding your data protection rights under [“privacy dialog”](#).

Privacy information for easyConnect & easyMobile

You have an internet or telephone contract with us? We will primarily use your customer data in order to fulfil the contract entered into with you. This includes sending you letters and activating the right products for you. This personal data is what is known as your "inventory data". In order to troubleshoot any disruptions to your connection, we also store internet traffic data such as your IP address. You expect to receive an accurate telephone bill? Of course you do. To this end, we store telephone traffic data such as the start and the end of your calls as well as the person you have spoken to. We also use your inventory and traffic data to identify and prevent any misuse of our products. You use a mobile phone for your calls and to surf the internet? We use your location data and the entries in your address book to connect your calls and establish your connections.

Deleting & blocking your inventory data

We will delete your inventory data after the contract has ended, but not immediately. The law requires that we retain this data, e.g. for any company audits. They may be archived for up to 10 years. After that we will permanently delete your data. In the meanwhile, we will block it. This means that only a very limited number of staff are able to access the data if required. The period of blocking starts at the end of the year following that in which the contract ends.

Deletion of your other customer data

There is no period of blocking for traffic and location data. We will delete these immediately upon expiry of the storage periods. Internet traffic data and usage data will be deleted no later than after 7 days. Your telephone traffic data will be deleted immediately if it is no longer relevant for invoicing purposes, and no later than 3 months after the invoice has been issued. We will delete your itemised bill after 6 months at the latest.

Additional important topics concerning data privacy

Change of purpose & big data

We primarily use your personal data for the service you are expecting to receive. If the legislator allows us to do so, we will also use your personal data for new purposes. Please refer to the contract and this data protection information for all the purposes of use that have been defined to date.

We use your personal data as the basis for big data analyses. The analyses help us to improve our products for you and to make informed decisions. Before using your personal data to this end, we will anonymise or pseudonymise it. This means that you will no longer be personally identifiable from this data. Or you will only be identifiable using specially protected additional information. In order to do this we will replace, for example, your name with another, randomly chosen value.

Disclosure of your data

You and the legislator decide how we handle your data. You have not granted us specific consent? In this case we will only disclose your personal data if we are permitted or obliged to do so under German or European law. We work particularly closely with some partners, for instance in customer services or with data centres. In order for these partners to be permitted to process your personal data on our behalf, we lay down detailed contractual requirements.

You need to call the emergency services from your smartphone? In this case we will pass on your location data to the relevant emergency service. In addition, in some situations we are obliged to disclose your personal contract, connection or location data to German public authorities. We will only do this, however, if we are legally obliged to do so. This may be the case following a judicial order in criminal proceedings.

Transfer of data abroad

We will only store your personal data in Germany. We work with partners outside of the EU only in accordance with the rules laid down by the European Commission. In order for these partners to be permitted to process your personal data on our behalf, we lay down detailed contractual requirements. In relation to your data, this concerns the collaboration with debt-collection companies in the US. TKS partner companies are:

Experian. Dispute Department. P.O. Box 9701, Allen, TX 75013

TransUnion. Consumer Solutions. P.O. Box 2000, Chester, PA 19022-2000.

Yes Online Inc. 29248 Black Pine Way, Santa Clarita, CA 91390.

Dynamic Legal Recovery. 25600 Rye Canyon Rd #209, Valencia, CA 91355

We only disclose data that may be required for our outstanding claims to be met. This includes name and address details as well as outstanding balances on TKS invoices.

TKS grants in their agreement, Yes Online Inc. and dba Dynamic Legal Recovery permission to contact you under the mobile number provided in this agreement or any future mobile phone number, as well as current email or future email.

IV. Privacy easyTV

You would like to experience great TV and would like to know how we use your personal data to this end? Here is a detailed explanation.

easyTV generally

You are a TV customer or are keen to become a customer? In relation to all TV products, we will primarily use your customer data in order to fulfil the contract entered into with you. This includes sending you letters and activating the right products for you. Personal data such as name, address and chosen products are known as your inventory data. In order to troubleshoot any disruptions to your reception we also store technical data regarding signal quality, errors and diagnoses regarding your connection. This is your personal usage data.

easyTV flex features

You would like to use easyTV flexibly? If so, we will use your personal data such as settings, device information, planned and stored recordings in order to deliver your content to you. If you use the features, you consent to this use of data. You may deactivate this data use at any time by clicking [here](#). If you do this, however, you will no longer be able to use the easyTV flex features.

easyTV family plan

You would like to use easyTV at the same time as several other family members? If so, we will use your personal data such as device data and MAC addresses in order to deliver the streams to the various devices in accordance with the contract. If you order the family plan, you consent to this use of data. You may deactivate this data use at any time by clicking [here](#). If you do this, however, you will no longer be able to use the easyTV family plan.

easyTV mobile

You would like to use easyTV on a PC, smartphone and tablet using the easyTV App? If so, we will use your personal data for the login, settings, device information, such as the MAC address, in order to allow you to use easyTV mobile. If you use the app you consent to this use of data. You may deactivate this data use at any time by clicking [here](#). If you do this, however, you will no longer be able to use the easyTV App.

Your contact details for advertising purposes

You are our customer and have already acquired one of our products? If so, we will use your telephone number and your postal and email address to send you information via SMS, MMS, post and email for purposes of advice, advertising our own similar offers and market research. You may object to the use of your telephone number and addresses for this purpose at any time. It's your choice how to do this: either write us a letter or use your data protection service online. You may access all contact details and other information regarding your data protection rights under ["privacy dialog"](#).

Questions concerning our use of data?

You still have questions concerning our use of data? Then contact us!

[Get in touch](#)

Additional important topics concerning data privacy

Deleting & blocking

We do not delete your inventory data immediately following the end of the contract. The law requires that we retain this data, e.g. for any company audits. It may be archived for up to 10 years. After that we will permanently delete your data. In the meanwhile, we will block it. This means that only a very limited number of staff are able to access the data if required. The period of blocking starts at the end of the year following that in which the contract ends.

There is no period of blocking for your usage data. We will delete it immediately upon expiry of the storage period. We will delete or anonymise user data no later than after 6 months.

Change of purpose & big data

We primarily use your personal data for the service you are expecting to receive. If the legislator allows us to do so, we will also use your personal data for new purposes. Please refer to the contract and this data protection information for all the purposes of use that have been defined to date.

We use your personal data as the basis for big data analyses. The analyses help us to improve our products for you and to make informed decisions. Before using your personal data to this end, we will anonymise or pseudonymise it. This means that you will no longer be personally identifiable from this data. Or you will only be identifiable using specially protected additional information. In order to do this we will replace, for example, your name with another, randomly chosen value.

Disclosure of your data

You and the legislator decide how we handle your data. You have not granted us specific consent? In this case we will only pass on your personal data if we are permitted or obliged to do so under German or European law. We work particularly closely with some partners, for instance in customer services or with data centres. In order for these partners to be permitted to process your personal data on our behalf, we lay down detailed contractual requirements.

In some situations we are obliged to disclose your personal contract or user data to German public authorities. We will only do this, however, if we are legally obliged to do so. This may be the case following a judicial order in criminal proceedings.

Transfer of data abroad

We will only store your personal data in Germany. We work with partners outside of the EU only in accordance with the rules laid down by the European Commission. In order for these partners to be permitted to process your personal data on our behalf, we lay down detailed contractual requirements. In relation to your data, this concerns the collaboration with debt-collection companies in the US. TKS partner companies are:

Experian. Dispute Department. P.O. Box 9701, Allen, TX 75013

TransUnion. Consumer Solutions. P.O. Box 2000, Chester, PA 19022-2000.

Yes Online Inc. 29248 Black Pine Way, Santa Clarita, CA 91390.

Dynamic Legal Recovery. 25600 Rye Canyon Rd #209, Valencia, CA 91355

We only disclose data that may be required for our outstanding claims to be met. This includes name and address details as well as outstanding balances on TKS invoices.

TKS grants in their agreement, Yes Online Inc. and dba Dynamic Legal Recovery permission to contact you under the mobile number provided in this agreement or any future mobile phone number, as well as current email or future email.

V. Data protection

Exercise your right to data privacy

Help us to protect your personal data. Use your data protection rights. You do not want us to use your data for promotional purposes? Then we will change this in accordance with your wishes. You want to know which data we hold on file about you? Or your contact details need amending? Simply get in touch with us.

Let us know what we can do to help.

Requesting information

You want to know which data we hold on file about you? You are wondering what we are using your personal data for or where we got it from? Talk to us. We are very happy to answer any questions you may have. Please click [here](#) for the data protection.

Correcting data

Your data has changed? Please let us know. Or have you spotted a mistake in your customer data? We are happy to change this for you. Please click [here](#) for the data protection service.

Deleting data

You would like to have personal data deleted? Please help us by letting us know which data this affects exactly. We will delete all data for which we no longer have a reason for storage. Please click [here](#) for the data protection service.

Objecting to advertising

You are our customer and have already acquired one of our products? If you have given us your consent, we will use your telephone number and your postal and email address to send you information via SMS, MMS, post and email for purposes of advice, advertising our own similar offers and market research. You may object to the use of your telephone number and addresses for this purpose at any time. It's your choice how to do this: either write us a letter or use your data protection service online. Please click [here](#) for the data protection service.

Your data protection service

Whether information, correction, deletion or objection – our data protection specialists are happy to assist you. For all questions connected to your data protection rights, please use your data protection service [here](#).

Privacy online

You do not want any cookies or advertisements? For more information visit the online data protection section [here](#).

Did not get what you expected?

You have not received an answer to your question? You are looking to contact our data protection officer? Please contact:

Dr. Anastasia Meletiadou
Ferdinand-Braun-Platz 1
40549 Düsseldorf

Manage your consents

You would like to order product information by email? Or you have given us your consent but you have changed your mind? Check your settings and change them as you see fit. You can do this securely and simply online. Just sign into myTKS.

Click [here](#) for myTKS.

Your “hotline” to the regulatory authority

We have not resolved your data protection issue? Give us another chance. Follow up on your request to the data protection service or our data protection officer before contacting the competent regulatory authority.

- Data protection questions concerning telecommunications

The German Federal Commissioner for Data Protection and Freedom of Information
(Die Bundesbeauftragte für den Datenschutz und die Informationsfreiheit (BfDI))
Graurheindorfer Straße 153
53117 Bonn

- Data protection questions concerning Telepost Kabel-Service Kaiserslautern GmbH
Regional Data Protection Authority
(Der Landesbeauftragte für den Datenschutz und die Informationsfreiheit Rheinland-Pfalz)
Prof. Dr. Dieter Kugelmann
Hintere Bleiche 34
55116 Mainz

VI. Privacy concerning apps

Apps make your life easier and more colourful. However, at times you are unsure whether your data is being used in the way you want to? Find out how we use your data in our apps. And change the data protection settings as you see fit.

Data usage for services

You have our easyTV app or the TKS app? If so, we use your personal data in order to ensure that the app works in the way you expect it to. This concerns your login data and, for instance, information regarding which function you use within the app and for how long.

You want your apps to work. To allow us to troubleshoot any errors and disruptions, we occasionally have to use your personal data. This allows us, for instance, to identify when an app feature ceases to work or ceases to work properly. When we are checking systems that store your personal data, we will carry out our analyses as quickly and concisely as possible. After that, we will immediately delete your data.

We constantly improve our apps

You expect us to continuously improve our apps? We take great pleasure in doing so. We use only pseudonymised data to this end. This means that you are no longer identifiable from the data without specially protected additional information.

Access to your device

Your apps require access to certain functions and data on your device. We design our apps to only use the functions and data they really need. For each app we will inform you in detail as to the purpose and scope of such usage.

2. Data protection information regarding individual apps

Of course we also pay attention to data protection where our apps are concerned. Click here to learn more about data protection regarding the TKS apps.

[Learn more.](#)

VII. Privacy service

1. Help yourself

It's easy and convenient. Get your privacy information and change privacy settings online in [myTKS](#).

2. Contact your TKS customer service

Here you will receive all information regarding data protection for your services. Tell us what you would like to change and we will take care of it for you.

Open 24-hours, our English-language support line is only a phone call away.

TKS hotline: 0631 3522 499 | international: +49 631 3522 499

In Italy dial: 0444 216 216

email: service@tkscable.com

Write to us: TKS Customer Service, Altes Forsthaus 2, D-67661 Kaiserslautern

3. Or visit a TKS Shop near you

Here you will receive all information regarding data protection for your services. Tell us what you would like to change and we will take care of it for you.

Find the nearest TKS Shop [here](#).