Privacy Policy for the use of the “myTKS” app

1. Subject matter of this Privacy Policy

We appreciate your interest in our mobile application "myTKS" (hereinafter referred to as "service"). The protection of your personal data ("data") is a special and important concern for us. Below, we would like to inform you about the data collected when using the service and how we use it. We would also like to inform you about the technical and organizational measures we have taken to protect your data. This Privacy Policy may be accessed at any time within the app via the navigation menu under “Privacy Statement”.

2. Controller and service provider

Responsible body within the meaning of the General Data Protection Regulation (GDPR), the German Federal Data Protection Act (“Bundesdatenschutzgesetz”, “BDSG”) and at the same time service provider within the meaning of the Telemedia Act (“Telemediengesetz”, “TMG”) is TKS Telepost Kabel-Service Kaiserslautern GmbH.

3. Your data

Personal data means any information relating to an identified or identifiable natural person, that is, details of your personal or material circumstances, such as your name, date of birth, or e-mail address.

4. Processing of your data

The app allows you to manage your contracts and personal data, including the information linked to your account. It also provides direct access to the easyTV and easyPhone apps, enabling you to switch to your respective app store to install them seamlessly.

We process your data solely for the performance of our contracts to which you are subject. The purpose of processing your data is the proper provision of the service via the mobile application. Specifically, we provide the following services:

4.1 Login

In case you concluded a contract for the use of easyTV, easyConnect or easyMobile you will automatically be provided with login data for the use of the services in the mobile app. You can download the app and use the service via mobile data network or WiFi by logging in with the login data provided.

4.2 Service related contract data

We use contract related data to determine which contract model and subscription mode you have chosen to enable you to manage your contract and personal information.

4.3 Account and contract settings and administration

An essential function of the app is to facilitate the management of your account and contract information within the myTKS account settings section. Therefore we process all your contract and personal data within the myTKS app in order to provide you with the respective administrative functionality. If you do not want to have this type of data used by the app you may logout and delete the app from your mobile device. The account settings section utilizes an additional password as a safeguard against unauthorized access.

4.4 Camera

Your camera is solely used for the scanning function of the homespot barcode.

5. Duration of processing

In principle, we only process your data for as long as necessary for the provision of the performances within the service. For example, if you have deleted the service, we will also regularly delete your data. This is not the case if we are obliged to retain it due to statutory retention requirements, in particular for tax and balance sheet reasons. In this case we will delete your data at the end of the corresponding retention periods.

6. Data transfers to third parties

A transfer of data to third parties solely takes place in the case in which you have declared your express consent in advance or if we are entitled or obliged to do so by contract or by law or if we are legally obliged to do so. A transfer may be necessary if we commission companies such as technical service providers with the performance of corresponding services. In such a case, we have concluded respective data protection agreements with the service providers in order to legitimize and secure the transfer.

A transfer of your data to a third country outside the European Union or the European Economic Area or an international organization does not take place.

7. Cookies, analytics tools

The myTKS app can send you notifications, for example limit warnings or multifactor authentication. We do not use cookies or analytics tools, except you have declared your express consent to TKS push notifications. All of your data will be collected and used solely for the purpose of fulfilling the functionality of the service.

To enable push notifications to be sent, a "Firebase installation IDs" is created, which uniquely identifies the app installation on your device. The ID is used to identify the message destination. The messages are sent via the Google Firebase Cloud Messaging service, which is offered by Google, Inc. Mountain View, USA. Further information on Google Firebase Cloud Messaging can be found at https://firebase.google.com/products/cloud-messaging/ and in Google's data protection declaration at http://www.google.de/intl/de/policies/privacy.

By agreeing to receive push notifications, you consent to the Firebase installation IDs being stored on our servers and used for sending. We assigned the installation IDs to the specific users, because personal messages are sent to them. The ID will be kept until it is revoked and only then will it be deleted from our servers. At Google, this token can still exist for up to 180 days.

C2 General

You retain full control over the use of your data when using the service. If you decide to revoke your consent you can deactivate push notifications within the respective app menu.

8. Data Security

We use technical and organizational security measures to protect the data collected and processed, in particular against accidental or intentional manipulation, loss, destruction or against the attack of unauthorized persons. Our security measures are continuously improved in line with technological developments.

9. Data subject rights

You have the right to request information about the use of our service or to correct or delete your data. You may also claim a right of restriction of processing or of data portability. Finally, you have the right to complain to a regulator.

10. Contact

If you have any further questions or remarks regarding the subject of data protection or the exercise of your rights, you are welcome to contact our data protection officer:

TKS Telepost Kabel-Service Kaiserslautern GmbH
- Datenschutzbeauftragter -
Altes Forsthaus 2
67661 Kaiserslautern 1