

# Privacy notice

## Softwareload UK.



Data protection and data security have always been a top priority for the entire Deutsche Telekom AG Group. Softwareload is a Deutsche Telekom AG product brand. Consequently, Softwareload places great importance on protecting your personal data during all of our business processes. In addition to the legal requirements the data-protection principles ([Privacy Code of Conduct](#)) of the Deutsche Telekom Group applies.

This data protection notice explains what information Softwareload collects during your visit to the Softwareload web pages and how this information is used. It does not, however, apply to the web pages of companies which do not belong to Softwareload or Deutsche Telekom AG and which may contain a link to this web page or other web pages of Deutsche Telekom Group companies.

### **Visit to Softwareload.co.uk**

When you visit the Softwareload web pages, the web servers temporarily register the domain name or the IP address of the computer used to send the request, the file query of the client (filename and URL), the http status code and the web page from which you visited Softwareload. These data are deleted at the end of each Internet session.

Other personal data such as your name, address, telephone number or email address are not collected there unless you provide these data voluntarily, for example when registering for certain services or participating in a survey or competition.

### **What information does Softwareload store and how is it used?**

#### Personal data stored for contractual purposes

You must provide a username and password to register with Softwareload. In order to be able to process your purchase transactions and provide follow-up support, we require your personal data. These include your personal data as stored by Deutsche Telekom AG for contractual purposes, such as your name, address, telephone numbers, email addresses and transactions made.

#### Customer account data

When registering with Softwareload, you are required to enter a security question and answer. If you ever forget your password, you will be able to set a new password with the help of your security question and answer. Softwareload will send the necessary information to your email address if the security question is answered correctly.

At various places on Softwareload you may possibly also be requested to choose a pseudonym (here: nickname) before the first use (e.g. before writing your first review). Softwareload saves this nickname and assigns it to your user data to ensure that the chosen name is not also used by someone else.

When you register, and also at a later date in your personal area, you can decide whether you would like to receive the Softwareload newsletter and whether you agree to your data being processed for market research purposes. These two pieces of information are also stored by Softwareload.

You can access and, if necessary, edit your personal data stored for contractual purposes for Softwareload at any time via your "My data" personal area. You can also grant or withdraw your agreement to data processing for market research purposes by checking/unchecking the appropriate box there.

Please do the same if you wish to change your settings regarding the receipt of the Softwareload newsletter.

If you want your personal data stored for contractual purposes to be deleted, please send your request to [support@softwareload.co.uk](mailto:support@softwareload.co.uk).

#### Your rights

If you are concerned about your data, you have the right subject to the payment of a small fee (currently £10) to request access the personal data which we may hold or process about you.

### Cookies

We may also obtain information about your online movements and use of the internet. We do this by placing a 'cookie', which is a small file, on your computer's hard disk. Cookies are used for several reasons, for example to recognise you whenever you visit this website ensuring you do not have to enter all your details and thereby speeding up the process so you do not have to log on each time. It will also enable us to store your personal preferences, build a profile about you and target our marketing and advertising campaigns. We cannot provide a full service to you if you disable the cookie function on your web browser so we advise you to maintain the same. For further information about cookies and how to disable them please go to: [aboutcookies.org](http://aboutcookies.org).

### Storing of contract's content

The contract's content will be stored. You may store the general terms and conditions and readily look them up. For safety reasons your order's data are not available via internet, but according to our statement under "your rights" we will provide you with such information via mail. We keep these data in confidence according to this privacy notice.

### Usage data and transaction data

Usage data are information about the individual and detailed use of certain services on our web page.

For our special service, the download guarantee, we store your transaction data required for the redownload of the purchased/downloaded software for one year from the date of the purchase/download. If you do not actively use your account for a period of one year, i.e. do not make any purchases or downloads via Softwareload during this period, we will delete your user account after this time.

If you do not agree to your transaction data being stored for the purpose of provide you with a download guarantee you can request that your purchase history be deleted. To do so, please send an email including your user ID to [support@softwareload.co.uk](mailto:support@softwareload.co.uk). Please also note that as a result Softwareload's free download service will no longer be available to you and you will not be able to redownload software you have bought and any licence keys stored. Further information on this can be found here:

<http://www.softwareload.co.uk/support.html>.

The following general usage data are stored by Softwareload for market analysis purposes using an anonymous user ID:

- Date and time of registration with Softwareload
- Total number of purchases made
- Reviews submitted, ratings, use of notepads and update subscription emails

The following general transaction data are stored by Softwareload for market analysis purposes . Each purchase/download using an anonymous user ID:

- Program name
- Date of purchase/download
- Price (only for purchases)
- Transaction ID (only for purchases)
- Payment system used (only for purchases)
- Voucher code (only for purchases)

To enable us to provide you with offers and services which fully meet your expectations, we would like to learn from you. To do this, we require your consent allowing us to collect and use product-related information.

The usage data used are therefore the purchase and download history, newsletter and web usage (clickstreams, log files, page impressions and newsletters and emailings opened, for example) and apply only in connection with the Softwareload portal.

These data are used in relation to your person only within the scope of the consent you have given as regards assistance and support, information and market research regarding Softwareload or other Deutsche Telekom AG products by email, post, phone, SMS or MMS.

For the operation of our portal and associated data processing we co-operate with the following external service providers.

This is carried out with strict rules for safeguarding of client data confidentiality contractually agreed on between the respective parties.

Nexway SA  
1, Boulevard des Bouvets  
92741 Nanterre  
France

Nexway GmbH  
Haldenstrasse 1  
6340 Baar  
Switzerland

PocketGear Deutschland GmbH  
Truderinger Str. 273  
81825 München  
Germany

The storage and processing of your contract- and utilization data is carried out by the Deutsche Telekom AG in Germany, and in France and Switzerland by the above-mentioned contracted service providers. With the handling of your personal data, the Deutsche Telekom AG and the mandated companies follow the stipulated legal data protection regulations. Our business partners Nexway SA , France, Nexway GmbH, Switzerland, and PocketGear Deutschland GmbH, Germany, will take responsibility for the order entry, the online payment procedure, and customer service. For this purpose they will process your name, address, customer number and order details.

**Specific information regarding transactions using credit cards:**

For a credit card payment, Softwareload requires the details of the credit card used, i.e. the type of card, the cardholder's name, the card number, the expiry date of the card and the security code. The storage of the data is consistent with the Payment Card Industry Security Standard (short: PCI). This information will be forwarded directly after entering the payment handling to the respective payment service provider (see below).

If the payment is not successful for any reason (chargeback, insufficient funds in the account, etc.), Softwareload reserves the right, after investigating the reason for the non-payment, to store the credit card number and the personal data in a black list for twelve months. As a result, further transactions using these credit card data will not be possible within this service.

You can email questions on the storage of your data to support@softwareload.co.uk quoting the "Softwareload" service and the reference "black list - storage of credit card information".

**Specific information regarding transactions using PayPal:**

The following data are stored by PayPal:

- country
- name
- contact details such as your address, telephone numbers and email addresses
- credit card number or banking account

We work together with external companies for other methods of payment. In this connection we do, of course, ensure the utmost confidentiality of your data we provide this companies for billing purposes with.

**Payment by Visa & MasterCard:**

Aduno SA  
Via alle Fornaci 1  
6930 Bedano  
Schweiz

Data protection notice, Softwareload.

Payment by American Express Card:

American Express Europe Limited  
Eduard Street  
Brighton BN2 2LP  
United Kingdom

Payment by credit cards for mobile software purchase:

ADYEN BV  
Stationsplein 57 - 4  
1012 AB Amsterdam  
Niederlande

Payment by Maestro Debit Card:

Elavon Merchant Services  
Lyoner Straße 36  
60528 Frankfurt  
Germany

Payment by debit advice procedure:

Computop Wirtschaftsinformatik GmbH  
Schwarzenbergstrasse 4  
96050 Bamberg  
Germany

Payment by PayPal:

PayPal (Europe) S.à r.l. & Cie, S.C.A.  
22-24 Boulevard Royal  
L-2449, Luxemburg

Payment by ClickandBuy:

Swisscom (Schweiz) AG  
Waldeggstrasse 51  
3050 Bern  
Switzerland

### **When do we pass on personal data?**

Softwareload does not make your personal data available to third parties not mentioned in this privacy notice unless you have given us your consent in advance.

### **Assistance and support, advertising and market research**

If you have given your consent, we also use your data to provide you with general customer assistance and support and for advertising and market research purposes. We only pass on data for these purposes within the scope of the consent given. You can view this consent under "My personal data" (<https://www.softwareload.co.uk/account.html>) and, if you wish, withdraw it by unchecking the box.

### **How can I unsubscribe to the newsletter and/or Softwareload update subscription email and/or cancel receipt of the newsletter?**

There is an unsubscribe link in every email we send you. In addition, you can view and amend the settings for Softwareload at any time under "My data".

### **How can I view, amend and delete my data?**

Under "My Softwareload" in your personal area you can view all data which we have stored about your person. Under "My data" you can view your personal data and amend your email address and settings for newsletters and data processing. To delete your data please contact [support@softwareload.co.uk](mailto:support@softwareload.co.uk)

### **How do we protect your information?**

We use "secure socket layer" (SSL) transmission to process customer data. All information transmitted in this way is encrypted before it is sent to us. You can identify web pages where data are encrypted and transmitted in this way as the web page address begins with <https://>.

Contact at:  
Softwareload  
Deutsche Telekom AG  
T-Online-Allee 1  
64295 Darmstadt  
Germany  
Email: [support@softwareload.co.uk](mailto:support@softwareload.co.uk)

<http://www.telekom.de>  
<http://www.softwareload.co.uk>

Supervisory Board: Prof. Dr Ulrich Lehner (Chairman)  
Board of Management: René Obermann (Chairman), Dr. Manfred Balz, Reinhard Clemens, Niek Jan van Damme, Timotheus Höttges, Guido Kerkhoff, Edward R. Kozel, Thomas Sattelberger  
Commercial register: Local Court of Bonn HRB 6794, registered office of the company: Bonn  
WEEE reg. no.: DE50478376