

Privacy notices for the HAVAG subscription

The following information sheet is intended to inform you about the processing of your personal data by Hallesche Verkehrs-AG (HAVAG).

1. Name and contact data of the controller and the data protection officer

Hallesche Verkehrs-AG
Freiimfelder Straße 74, 06112 Halle (Saale)
Tel: (0345) 5 81 - 0
Email: post@havag.com

Hallesche Verkehrs-AG (HAVAG) is part of the Stadtwerke Halle (SWH) Group.

You can contact our data protection officer by post at the address above, adding "Datenschutzbeauftragter" (Data Protection Officer) or by email at: datenschutz@swh.de.

2. Purpose and legal basis of the data processing

Within the scope of concluding a HAVAG subscription and for the further proper processing, HAVAG collects personal data. Failure to provide this data would result in an order/ a change/ an interruption/ a termination not being processed properly. The data processing is basically carried out for the fulfilment of a contract as well as for the implementation of pre-contractual measures. Processing for HAVAG's own direct marketing purposes takes place on the basis of consent (see also: HAVAG-ABO order form). Processing for the purpose of direct advertising (by post) is carried out to protect the legitimate interests of HAVAG. You have the right to object to processing for the purpose of such advertising at any time.

3. Categories of recipients

Recipients of the data are HAVAG departments involved in the fulfilment of the purpose (in particular marketing, sales and customer service). Where applicable, service providers employed by us will receive access to your data if this is necessary to fulfil the aforementioned purposes, or access cannot be excluded, or you have given your prior consent. The data will only be disclosed to the extent necessary to perform the contract. Thus the issue of chip cards, for instance, will be carried out by a service provider on our behalf. Your data is generally processed on servers of IT-Consult Halle GmbH, also a company of the SWH Group. In order to make it possible for tickets to be inspected, HAVAG will send the companies of the Mitteldeutscher Verkehrsverbund (MDV, Central German Transport Association) that take part in electronic fare management the following data: e-ticket number, HAVAG identification number, product, validity status, geographic and temporal validity and, in the case of personal tickets, also the encrypted name and date of birth. Data of customers with a teilAuto subscription will be regularly checked to verify whether they meet the conditions for such a contract.

4. Duration of the data storage and erasure of personal data

We store your personal data for the purposes mentioned above. We will erase it when the contractual relationship with you has ended, when all mutual claims have been satisfied and there are no other legal retention obligations or legal justifications for the storage of the data. These are the data retention obligations under the German Commercial Code (Section 257 of the Handelsgesetzbuch, HGB) and the German Tax Code (Section 147 Abgabenordnung, AO). This means that we will delete your personal data at the latest when the legal retention periods have expired (usually 10 years from the start of the contract plus the duration of the deletion process).

5. Rights of the data subject

You have the right to request confirmation from us as to whether personal data concerning you is being processed. If this is the case, they have a **right of access** to this personal data (Article 15 GDPR).

Moreover, you have the right to demand that we **correct** any inaccurate personal data relating to you and, if necessary, **complete any incomplete** personal data without delay (Article 16 GDPR).

You have the right to demand that we delete personal data relating to you without delay, provided that one of the reasons listed in Article 17 of the GDPR applies, e.g. if the data is no longer required for the purposes pursued (right to erasure). You also have the right to demand that we restrict processing if one of the conditions listed in Article 18 of the GDPR applies.

You have the right to object at any time, on grounds relating to your particular situation, to the processing of personal data concerning you. We will then no longer process the data unless we can demonstrate compelling legitimate grounds for the processing that outweigh your interests, or the processing serves to assert, exercise or defend legal claims (Article 21 GDPR).

Without prejudice to any other administrative or judicial remedy, you have the **right to lodge a complaint with a supervisory authority** if you consider that the processing of personal data concerning you violates the GDPR (Article 77 GDPR). You may exercise this right before a supervisory authority in the Member State of your residence, place of work or the place of the alleged infringement. In Saxony-Anhalt, the competent supervisory authority is the Saxony-Anhalt State Commissioner for Data Protection, Leiterstraße 9, 39104 Magdeburg.