



Digital Trust.
A1 data protection
Your privacy is our mission



You can be sure.

You can be sure

- Where there is a lot of communication, there is also a lot of data to be collected

More privacy

- You can count on us

Our standards of data privacy

- You can play it safe
- In the service of data protection and information security
- You can trust

What can you do for the protection of your data?

- Be vigilant
- How to move safely through the network
 - Nothing's free
 - Protect your privacy
 - Use secure passwords
 - Protect your computer
 - Don't believe everything

Where do you agree?

- Product information
- Personalized offers
- Disclosure of data

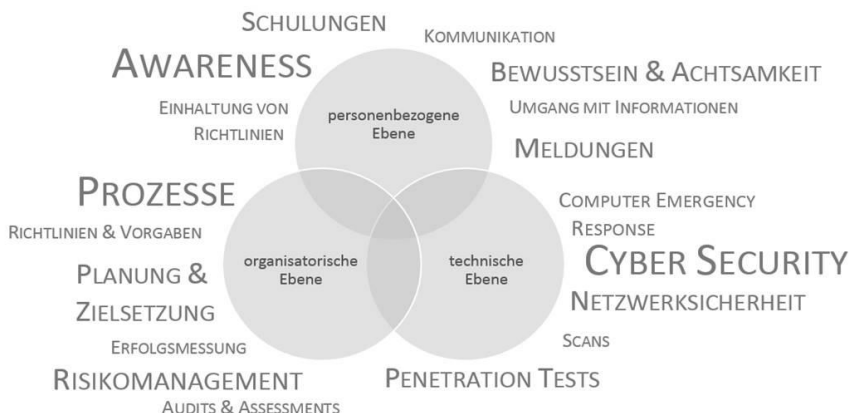
Is there a legal obligation?

- Emergencies
- Telephone directory

What to do if something happens?

Where there is a lot of communication, there is also a lot of data.

It is very important to us to handle your data securely. A1 always adheres to current guidelines and laws and of course only uses your data if there is a legal basis for it. This can be, for example, your consent or a legal obligation, or that data processing is necessary to provide the services you have used.



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In order to protect your privacy, the secure and sensitive handling of your data has the highest priority for us. It is therefore important to us to inform you which personal data we collect and how we use it.

What we never do:



- Read your e-mails and messages.
- Sell your data to third parties.

More information:



You will find this information on our homepage and in our privacy statement www.a1.net/Datenschutz



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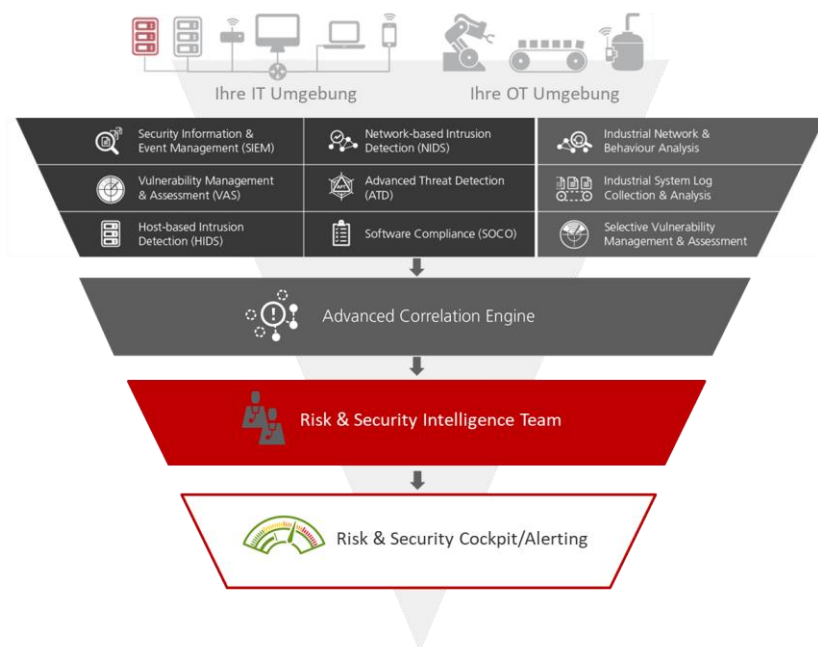
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What to do if something happens?

You can play it safe.

Since 25 May 2018, the new General Data Protection Regulation (EU-GDPR) has applied. We consistently implement the legal regulations on data protection, orient ourselves to the international standards of information security and always adapt to the latest guidelines and regulations.

The security of the infrastructure and the data has top priority for us.





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What to do if something happens?

In the service of data protection and information security.

Information Security at A1 is certified according to internationally recognized standards:

ISO 27001, ISO 9000, ISO 20000, ISO 18295-1 and Datacenter Star Audit: ECO DCSA 3.0.

We make extensive and varied efforts to ensure the security of our customers' data. For this reason, security management takes into account all security processes and controls required by the ISO 27001 standard. Since 2005, this security management has been certified according to the ISO 27001 standard. We also use other standards and frameworks such as CobIT 5.0, ISAE3402 or SANS Top 20 for the design of security measures and controls. A1 has established an internal control system for the integrity of financial processes that complies with the strict American stock exchange laws (known as the Sarbanes & Oxley Act - SOX).

A1's top priorities are legality, transparency, diligence and awareness of information and data security.



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What to do if something happens?

You can trust.

Our employees work exclusively according to the Need-to-Know principle. Therefore, they are only allowed to access data that is necessary to fulfill their tasks. For example, employees in technical operations need access to your traffic and location data in order to be able to rectify faults or quality problems. However, they are not allowed to access any other data such as your contract and invoice details.

All employees are obliged to maintain confidentiality and are aware of the importance of information and data security. This is supported by internal and external guidelines and training.



More information:

www.a1.net/Datenschutz



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What to do if something happens?

Be vigilant.

A1 is very interested in making you aware of the potential dangers and risks on the Internet and in advising you on how to deal competently with the media.

Protect your privacy, always use secure passwords, don't believe everything you are promised and protect your end devices with up-to-date virus protection.



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What to do if something happens?

How to move safely through the network

Surfing the Internet has become an indispensable part of our everyday lives. This is why it is particularly important to be aware of the potential dangers and risks on the Internet and to train yourself in how to handle the media competently.

Nothing is free.

Be vigilant when something is offered conspicuously cheaply or even for free.

Protect your privacy.

In social networks, use the "privacy" settings, limit your profile as much as possible and regularly check the effectiveness of your security settings.

Use secure passwords.

Secure passwords consist of a combination of at least eight letters, numbers and special characters. Use different passwords for different accounts.



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How to move safely through the network

Protect your computer.

Use an anti-virus program. Make backup copies of your data. Be aware that if you use cloud services, you no longer have sole control over your data. Make sure that your e-banking connection is encrypted (https). Delete phishing (fraudulent) e-mails immediately and respect copyrights.

Don't believe everything.

Be suspicious of allegations found on the Internet. Therefore it is better to check your information several times! Protect your smartphone and tablet. Inform yourself before you install apps and do not allow them access to your device.



More information:

You will find many more tips and free training courses on how to handle media safely at <https://a1internetfueralle.at>



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What to do if something happens?

We only process some data if you have given us your consent to do so. Examples of this are:

Product information.

We inform you about current product information and offers. However, only via the communication channels you specify.

Personalized offers.

We use your customer and usage data to make you offers that are as relevant and useful as possible. Product information and offers are thus precisely tailored to your needs. For example, we offer you a new data package when your free units are soon exhausted.



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We only process some data if you have given us your consent to do so. Examples of this are:

Disclosure of data.

Your data may be used by subsidiaries and partner companies of A1 Telekom Austria AG and A1 Telekom Austria Group, e.g: "Paybox" to inform you about mobile phone parking news - of course, this is always done in compliance with data protection regulations.



Of course, you can withdraw your consent at any time, e.g. at a1.net/datenschutzeinstellungen.



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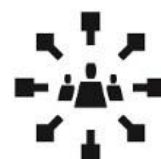
We are required by law to process some data. Examples are:

Emergencies.

We disclose the name, address and contact information of subscribers and location data to operators of emergency call services at their request if the necessary assistance can only be provided quickly in an emergency by disclosing this information. Extensive documentation obligations prevent any possible misuse of data.

Telephone directory.

We are obliged to keep an up-to-date directory of subscribers ("telephone directory") and to operate a telephone information service. We must also make our subscriber data available to other publishers of subscriber directories and information services on request. An exception only exists if a person objects to the inclusion of his or her data in the subscriber directory, i.e. has a so-called "secret number".



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What to do if something happens?

A case for the data protection authority.

Unfortunately, despite all the precautions taken, it is never possible to completely rule out the possibility of personal data falling into the wrong hands.

In such a case, we immediately take all necessary measures to prevent imminent damage or - if this is no longer possible - to minimize it.

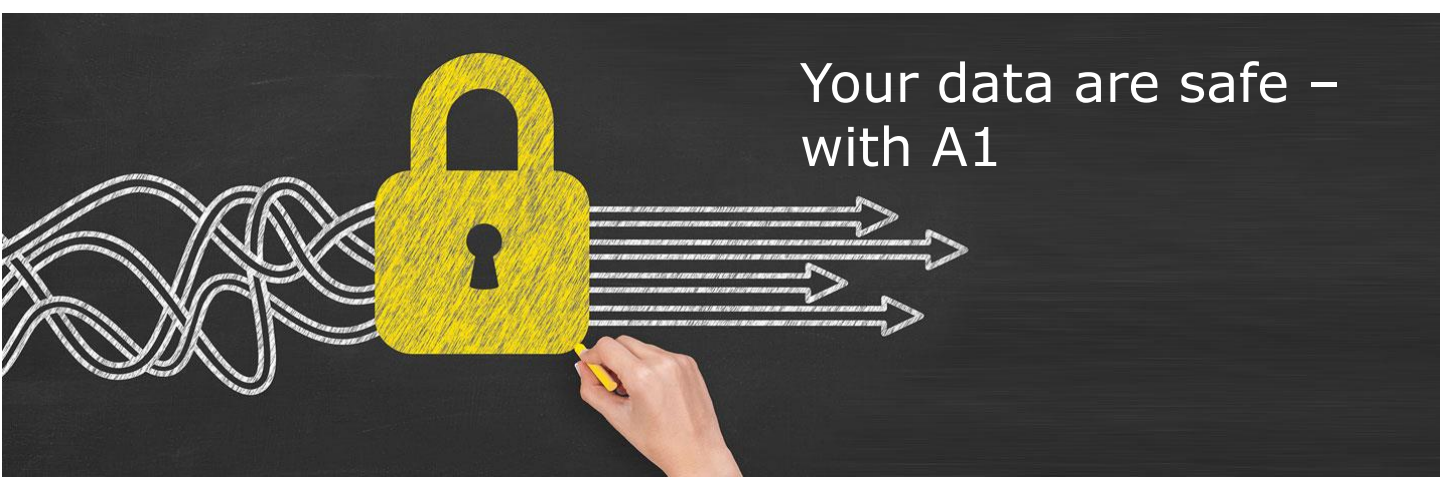
We are obliged to notify the data protection authority immediately in the event of a breach of the protection of personal data. If there is any reason to believe that this could adversely affect the privacy of individuals, we will immediately notify the individuals concerned. We will provide you with all necessary information regarding the cause and extent of the damage, as well as the necessary steps and measures to limit the damage.

You can be sure that all necessary steps to limit the damage will be taken immediately, comprehensibly and transparently!



Further information on the subject of data protection can be found at:
<https://www.a1.net/datenschutz>

We are constantly implementing measures to ensure that our IT infrastructure is protected not only against current but also future threats and that we meet our own stringent requirements.



Your data are safe –
with A1



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A1.net

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