

Data protection information according to Articles 13 and 14 GDPR for the Wiener Linien fan shop

These are the data protection provisions for the sale of products via the Wiener Linien fan shop. The data protection provisions that apply at the time of purchase always apply.

Definitions:

Personal data (hereinafter also referred to as data) is information about a person whose identity is determined or at least determinable. This includes, for example, your name, your contact details, your e-mail address, but also your IP-address.

Processing or data processing means any operation or set of operations which is performed upon data, whether or not by automated means, such as collection, recording, organisation, filing, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Controller is the natural or legal person, public authority, agency or other body which alone or jointly with others determines the purposes and means of the processing of personal data.

Processor is a natural or legal person, public authority, agency or other body that processes personal data on behalf of the controller, e.g., external IT service providers.

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1. Data processing during use and account creation

1.1. Processed data

- 1.1.1. Accounts are created via the logwien service (logwien).
- 1.1.2. The data protection provisions for the logwien service can be found here: log.wien/legal
- 1.1.3. When using the Wiener Linien fan shop, all the data that you enter in your profile with Wiener Linien will also be processed.
- 1.1.4. In addition, log data that your Internet browser transmits to us is recorded and stored in server log files. This includes the timestamp (date and time of registration and access), the type of user request and the user's IP address. In order to maintain the connection to your device, your IP address and your device metadata (device name, operating system, operating system version, browser type, language of the browser software, app version) are stored.

1.2. Purposes of processing

- 1.2.1. Your data provided during registration will only be processed to maintain the account. See here: log.wien/legal
- 1.2.2. Data that you enter in your profile with Wiener Linien will be processed for the purpose of using the services.
- 1.2.3. The log data is processed for the purpose of monitoring the technical function, increasing the operational security of our web host and improving user-friendliness.

1.3. Data transmissions

This data is only processed by Wiener Linien using a processor.

1.4. Legal basis

The legal basis for data processing is the legitimate interest pursuant to Art. 6 para. 1 lit. f GDPR. This lies in the technical necessity of a server log file, as a basic database for error analysis and for security measures in the context of the "website" service expressly requested by you.

1.5. Deletion

- 1.5.1. In principle, your personal data will be stored for as long as is necessary to fulfil the respective purpose and, in addition, as long as statutory retention obligations exist, or the storage is necessary for the assertion, exercise or defence of legal claims.

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- 1.5.2. Your account will be stored until cancelled. You can request the deletion of your account or access at any time by e-mail to kundendialog@wienerlinien.at or by post to Wiener Linien GmbH & Co KG, Kundendialog, 1030 Vienna, Erdbergstraße 202.
- 1.5.3. You can delete your logwien account yourself via the website <https://log.wien/> after logging in, or request deletion by e-mail to kundendialog@wienerlinien.at or by post to Wiener Linien GmbH & Co KG, Customer Dialogue Department, 1030 Vienna, Erdbergstraße 202.

2. Data processing during purchase

2.1. Data processed

- 2.1.1. Each time you purchase a Wiener Linien product, the data you provide (including your first and last name, academic degree, date of birth, e-mail address, home address or billing address, telephone number if applicable) will be stored. In addition, your chosen means of payment and, if applicable, the last 4 numbers of the debit/credit card used will be stored. We cannot conclude the contract with you without the data marked as mandatory. The time of a purchase is also saved.

We would like to point out that no credit card data, such as credit card numbers, are stored in Wiener Linien systems. You have the option of storing credit card details; this function only stores a reference number that the authorised payment provider can use to verify the payment details for the next purchase. The stored means of payment can be deleted again in the course of a purchase in the digital sales channel.

- 2.1.2. If the delivery address is different from that of the buyer, the name and address of the delivery recipient will be saved.
- 2.1.3. In order to maintain the connection to your device, your IP address and your device metadata (device name, operating system, operating system version, browser type) are stored.

2.2. Processing purposes

- 2.2.1. The data will only be processed to the extent necessary to fulfil the contract, in particular to process the purchase, to administer the contract and to fulfil the resulting legal obligations to retain data.
- 2.2.2. For technical reasons and for support purposes, individual purchase transactions are analysed for error analysis and correction. This is done on the basis of our legitimate interest in the aforementioned purposes.

2.3. Data transfers

- 2.3.1. Your data (name and address) will be transmitted to the shipping company commissioned by us to deliver the goods and to our tax advisor/auditor (purchase data) to fulfil our tax obligations.
- 2.3.2. In connection with your online payments, the necessary data (card numbers, name, etc.) will be processed directly by the payment provider to fulfil the contract. In the event of any cancellations and the resulting need for refunds, the necessary payment data will be processed by Wiener Linien.

2.4. Legal basis

The data processing is carried out on the basis of the legal provisions of Art. 6 para. 1 lit b (necessary for contract fulfilment), Art. 6 para. 1 lit c (fulfilment of legal obligations) and/or lit f (legitimate interest in ensuring technical security) of the GDPR.

2.5. Deletion

- 2.5.1. In principle, your personal data will be stored for as long as is necessary to fulfil the respective purpose and, in addition, for as long as statutory retention obligations exist or retention is necessary for the assertion, exercise or defence of legal claims.
- 2.5.2. Your purchase or order data in connection with Wiener Linien services will be deleted after 7 years due to tax retention obligations. This period begins at the end of the calendar year in which the purchase was made.
- 2.5.3. Your browser type will be deleted after the end of your order process. Your IP address will be deleted after 12 months.
- 2.5.4. Purchase transactions for error analysis and correction are deleted after six months at the latest.

3. Processors

Wiener Linien uses the following categories of processors:

- Server host
- Technical service provider for the operation of the online fan shop

4. Your rights

4.1. Right of access

You have the right to request access to your processed personal data.

4.2. Right to rectification

Should your data be incorrect or incomplete you have the right to rectification or completion.

4.3. Right to object

If the processing of your personal data is based on legitimate interest, you have the right to object to this processing. Provided that there are no compelling reasons worthy of protection for the processing on our part, the processing of your data will be stopped on the basis of this legal basis. The lawfulness of the data processed until the objection is not affected by the objection.

4.4. Right to withdraw consent

To exercise your rights, please send an e-mail to dataschutz@wienerlinien.at or a letter to Wiener Linien GmbH & Co KG, Department of Compliance & Checks, Erdbergstraße 202, 1030 Vienna.

4.5. Right to erasure.

You may demand the erasure of your data under certain circumstances, e.g., if the data is no longer required for the purpose for that it was collected and/or processed

4.6. Other rights

You may demand to restrict the use of your data. This is e.g., possible in cases where you have revoked your consent to the use of the data and no decision was yet made on this revocation. As a consequence of such restriction, the data will only be stored, but will not be processed in any other way.

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If the lawfulness of the processing of your personal data is based on your consent or a contract concluded with you, you additionally have the right to data portability

4.7. Exercise of your rights

To exercise your rights, please send an e-mail to datenschutz@wienerlinien.at or a letter to Wiener Linien GmbH & Co KG, Department of Compliance & Checks, Erdbergstraße 202, 1030 Vienna.

Please note that your identity must unambiguously be determined for processing your request.

4.8. Right of appeal to the data supervisory authority

In addition, you have the right to submit a complaint to the data supervisory authority; you may exercise this right in the event of any data protection violations. You can find more information on the data supervisory authorities in the European Union [here](#).

5. Controller and Contact

For more information please contact:

Wiener Linien GmbH & Co KG
Erdbergstraße 202
1030 Vienna
Tel.: +43 (0)1 7909 100
e-mail: kundendialog@wienerlinien.at

You can reach the data protection officer of Wiener Linien at:

WIENER LINIEN GmbH & Co KG
Stabsstelle Compliance & Checks
Erdbergstraße 202
1030 Wien
Tel.: +43 (0)1 7909 100
E-Mail: datenschutz@wienerlinien.at

6. Cookies:

The website uses cookies and store certain information. Cookies are text files transmitted by a website to your hard drive or your mobile device. Cookies identify the device of a user, but do not identify the user personally.