

Data Protection Information for DATEV Video Services with Microsoft Teams

Information Obligations Pursuant to Articles 13 and 14 of the GDPR

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1 Data Controllers

DATEV eG, Nuremberg

Contact

Paumgartnerstr. 6-14
90429 Nuremberg, Germany
Phone: +49 (0)911 3190
Email: info@datev.de

2 Data Protection Officer

DATEV eG Data
Protection Officer Walter
Deinzer

Contact

Paumgartnerstr. 6-14
90429 Nuremberg, Germany
Phone: +49 (0)911 3190
Email: datenschutz@datev.de

Responsible data protection supervisory authority: Bavarian State Office of Data

3 Collection and Processing of Personal Data when Participating in DATEV Videoconferences with Microsoft Teams

DATEV uses the Microsoft Teams tool to conduct telephone conferences, online meetings, videoconferences and/or webinars. Microsoft Teams is a service of Microsoft Corporation.

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Processing is carried out on behalf of DATEV by:

Microsoft Ireland Operations Limited

One Microsoft Place
South County Business Park
Leopardstown
Dublin 18
D18 P521 Ireland

Please note that this privacy notice only informs you about the processing of your personal data by DATEV when using a Microsoft Teams videoconference. Insofar as you access the Microsoft Teams website, the Microsoft Teams provider is responsible for data processing. If you require information about Microsoft's processing of your personal data, please refer to the relevant statement from Microsoft. You can find more information from Microsoft on this topic here:

[Microsoft Privacy Statement – Microsoft Privacy](#)

[Microsoft Teams Security Guide – Overview – Microsoft Teams | Microsoft Docs.](#)

When using Microsoft Teams, different types of data are processed. The scope of the data also depends on the information you provide before or during participation in an online meeting.

The following personal data is subject to processing:

- **IP address**
- **User details:** Username, display name, email address, profile picture, information (optional), preferred language, etc.
- **Meeting metadata:** Meeting ID, participant IP addresses, service data for the respective session and use of the system (data of devices/used hardware, operating system, time zone), telephone numbers (when dialing in by telephone), location, name of the meeting and, if applicable, password from the organizer, date, time, and duration, activities recorded in the meeting (such as attending and leaving), including activities related to third-party integrations, along with date, time, person

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participating in the activity, and other participants in the meeting with date, time, and duration.

- **Chat, audio, and video data:** For audio and video transmission to take place, the application needs access to your microphone or video camera. You can mute or unmute them yourself at any time. Any text entries you make in the chat will also be processed and stored.

We use the aforementioned and anonymized data to monitor the quality of the service and to identify possible sources of errors in the operation. Content data such as chat logs and files are not viewable.

Legal basis: This processing is necessary for the performance of the contract (article 6, paragraph 1, point (b), of the GDPR) and for the protection of legitimate interests of us or third parties (article 6, paragraph 1, point (f), of the GDPR). This includes, for example, ensuring IT security and IT operations.

4 Cookies

Microsoft Teams uses temporary and permanent cookies:

[*.]microsoft.com

[*.]microsoftonline.com

[*.]teams.skype.com

[*.]teams.microsoft.com

[*.]sfbassets.com

[*.]skypeforbusiness.com.

Information on the use of cookies by Microsoft can be found in the [Microsoft Privacy Statement](#).

Legal basis: The setting of cookies is necessary for the fulfillment of the contract (article 6, paragraph 1, point (b), of the GDPR).

You can deactivate the storage of cookies via your browser settings and delete cookies already stored in your browser at any time. Please note, however, that this online offering will only function to a limited extent without cookies.

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5 Device Identification and Location Data

No device identifiers or other location data are collected.

6 Other Processing Purposes

Your personal data may be processed by DATEV on the basis of other legal obligations, such as a court order. c) Processing necessary for compliance with a legal obligation (article 6, paragraph 1, point (c), of the GDPR) or carried out in the public interest (article 6, paragraph 1, point (e), of the GDPR).

Where required, DATEV also processes your data beyond the scope of actual performance of the contract to protect our legitimate interests or those of third parties. Examples include:

- Safeguarding our IT security and IT operations, for example through the use of transfer logs
- The assertion of legal claims and for defense within the scope of legal proceedings

Legal basis: The legitimate interest of DATEV (article 6, paragraph 1, point (f), of the GDPR) is the basis for this processing.

You have the right to object to this processing of personal data concerning you at any time on grounds relating to your particular situation. You can object to the use of your personal data for direct marketing purposes at any time without having to provide a reason.

According to information from Microsoft, Microsoft processes data as part of “business activities” for the following activities, each related to the provision of products and services to the customer: (1) billing and account management; (2) compensation (e.g., calculating employee commissions and partner incentives); (3) internal reporting and business modeling (e.g. forecasting, revenue, capacity planning, product strategy); (4) combating fraud, cybercrime, or cyberattacks that may affect Microsoft or Microsoft products; (5) improving core functionality related to accessibility, privacy, or energy

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efficiency; and (6) financial reporting and compliance with legal obligations (subject to the limitations on disclosure of processed data described below).

In processing for these business activities, Microsoft applies data minimization principles and does not use or process customer data, professional services data, or personal data for: a)

user profiling, (b) advertising or similar commercial purposes, or (c) any other purpose except as set forth in this section. For the processing of data for the aforementioned business purposes, Microsoft determines both the means and the purposes of the data processing. Microsoft considers itself solely responsible for these data processing operations as well as for the compliance with all applicable laws and the fulfilment of its obligations.

As part of our internal processes, we use AI-powered features, in particular Microsoft 365 Copilot, to efficiently create, analyze, and summarize content.

In doing so, personal data concerning you (e.g., from emails, documents, communication content, or other interactions) may be processed as part of such processes if this data is relevant to the specific context.

Data processing is carried out exclusively based on existing access permissions and within our Microsoft 365 environment.

The systems used automatically analyze content, identify connections, and generate suggestions or summaries based on this analysis. Statistical models and algorithmic methods are used for this purpose.

Automated decision-making within the meaning of Article 22 of the GDPR does not take place. The results are used solely to assist our employees and are not used without human review.

Legal basis: This processing is necessary for the performance of the contract (article 6, paragraph 1, point (b), of the GDPR) and for the protection of legitimate interests of us or third parties (article 6, paragraph 1, point (f), of the GDPR). This includes, for example, communication and internal organization.

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7 Duration of Storage

If your personal data is no longer required for the abovementioned purposes, it will be deleted on a regular basis.

Anonymized log data is stored for up to 30 days for access by DATEV. Inspection is exclusively for the purpose of identifying system errors, troubleshooting, clarifying security issues, and checking for tampering or other misuse. It is only accessible to administrators of the M365 platform.

Chat messages sent within a team video conference can be viewed by the participants even after the 30 days. However, after 30 days the external participant will be displayed in the chat as "unknown user." This means that it is no longer possible to trace who wrote the chat.

8 Recipients of Personal Data

For the provision of the contractual service, the data which is necessary for the provision of the service is transferred to Microsoft. In particular, the user ID and IP address are shared with Microsoft. When using the service, content data is transferred to Microsoft, and you determine which data is transferred. According to Microsoft, the transfer of content data is **encrypted**. For more information about Microsoft's processing of personal data and encryption, see the [Microsoft Teams Security Guide – Overview – Microsoft Teams | Microsoft Docs](#).

9 Third Countries

We generally process your data only within the European Union (EU), as our data is stored in EU data centers (so-called "EU Data Boundary"). However, this does not apply to the use of the "Teams Q&A" feature, where personal data may be transferred to North America.

In certain cases, it may be necessary to transfer data outside the EU to ensure the operation of the cloud service. Such transfers occur when initiated by the participant, for example, if a participant connects from a third country. Additionally, data may occasionally be processed outside the EU Data Boundary in the context of maintenance

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When personal data is transferred to service providers outside the European Economic Area (EEA), this is done in accordance with the rules of the GDPR (Chapter V). According to Microsoft's latest Data Protection Addendum (as of January 2024), data transfers are also covered by the adequacy decision between the EU and the U.S. under the Data Privacy Framework from July 10, 2023. Microsoft is certified under this framework. Additionally, Microsoft Ireland and Microsoft Corporation have agreed to the EU Standard Contractual Clauses of 2021 (2021/914/EU) to further safeguard these transfers.

During transmission over the Internet, the data is encrypted to prevent unauthorized access, for example, through transport encryption.

[For more information on Microsoft's ongoing data transfers](#)

10 Rights of the Data Subject

If DATEV has stored personal data about you, you can obtain information about the data stored concerning you at your request. Please inform us if we have stored inaccurate data about you or if you do not consent to certain parts of the data being stored so that we can rectify, erase, or restrict the processing of this data.

Data concerning you that you have provided is available in a transferable format upon request within the framework of statutory provisions.

To exercise your rights as a data subject, please contact widerspruch@datev.de, stating:

- Your contact information
- The rights of the data subject that you would like to exercise

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11 Right to Object

You have the right to object, on grounds relating to your particular situation, at any time to the processing of personal data concerning you that is based on our legitimate interests or that is carried out in the public interest. You can object to the use of your personal data for direct marketing purposes at any time without having to provide a reason.

To do so, please contact widerspruch@datev.de.

12 The Right to Lodge a Complaint with a Supervisory Authority

In the event of complaints, you can contact a supervisory authority. The Bavarian Data Protection Authority (BayLDA) is the responsible supervisory authority for DATEV.

13 What Happens if the Data Is Not Provided

Without this personal data, we will not be able to carry out a videoconference with you.

14 Security

DATEV takes appropriate technical and organizational measures to ensure a level of protection appropriate to the risk and to protect personal data against destruction, loss, alteration, or unauthorized disclosure and access. The effectiveness of these measures is regularly reviewed, assessed, and evaluated. This also applies to the selection of the processors used.

15 Links to Other Web Pages

If you access an external Internet page from our site (external link), the external provider may receive information from your browser about the page from which you have come to it. The external provider is responsible for this data. We, like any other provider, are not in a position to influence this process.

Version dated: May 2026