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**Responsibility (//www.t-mobile.com
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T-Mobile Privacy Statement

March 22, 2019



This Privacy Statement ("Statement") describes how information about you is collected, used, and disclosed by T-Mobile USA, Inc. ("T-Mobile") and provides other important privacy information, describes when and how we may change this Statement, and tells you how to contact us with any questions or comments. See also our [Financial Privacy Statement](https://s.tmocache.com/pdf/T-Mobile-Financial-Privacy-Policy_EN.pdf) (https://s.tmocache.com/pdf/T-Mobile-Financial-Privacy-Policy_EN.pdf).

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WHAT TYPES OF INFORMATION WE COLLECT ABOUT YOU

We collect information about you and your associated device(s) when you use our products or services or otherwise interact with us or with third-party services through our products and services. Examples of the types of information we collect include:

- **Personal Information**

"Personal Information" means information that we directly associate with a specific person or entity (for example, name; addresses; telephone numbers; email address; Social Security Number; call records; wireless device location). Personal information does not include "de-identified," "anonymous," or "aggregate" information – which are not associated with a specific person or entity.

- **Customer Proprietary Network Information (CPNI)**

Customer Proprietary Network Information, or "CPNI", is a subset of Personal Information that is generated in connection with the telecommunications services we provide to you. CPNI includes, for example, call details, call location information, and certain information about your rate plans and features. CPNI does not include your name, address, and phone number.

For more information see [CPNI \(https://www.t-mobile.com/responsibility/privacy/resources/cpni\)](https://www.t-mobile.com/responsibility/privacy/resources/cpni)

- **Credit and Financial Information**

We collect information about your credit card or banking information, Social Security Number, and credit history for account opening, management and billing and collection purposes.

Financial information we collect is governed by [T-Mobile's Financial Privacy Statement \(https://www.t-mobile.com/pdf/T-Mobile-Financial-Privacy-Policy_EN.pdf\)](https://www.t-mobile.com/pdf/T-Mobile-Financial-Privacy-Policy_EN.pdf).

- **Network and Device Information**

We may collect information about your use of our network (or other carriers' networks when roaming domestically and internationally)

HOW INFORMATION ABOUT YOU IS COLLECTED

T-Mobile collects information about you in three primary ways:

- **Information You Provide**

We collect information that you provide to us when you apply for, purchase, or use our products or services, or otherwise communicate with us.

For example, some of the ways you may provide information to us include:

- When you sign up for our voice or data services or purchase other products or services, we may collect personal contact, billing, and credit information.
- When you establish or modify an online account, we may collect user identification information, passwords, and/or security question responses that you will use for future sign-on.
- When you interact with our customer service representatives, enter information on our websites, submit survey responses, or pay for services, we may also collect Personal Information and other information. We may monitor and record phone calls, e-mails, live chats, or other communications between you, your device, and our customer service representatives or other employees or representatives.
- When you use our services on a phone provided to you by an account holder.

- **Information We Collect Automatically**

We automatically collect a variety of information associated with your use of your device (on our network, when roaming, or in WiFi mode) and our products and services, some of which may be associated with you or another user on your account.

For example some of the ways we may automatically collect information include:

- Our systems capture details about the type and location of

HOW WE USE INFORMATION WE COLLECT ABOUT YOU

We use the information we collect for a variety of business purposes, such as:

- To route your calls or message or otherwise provide you with service;
- To provide and bill for products and services you purchase and charge to your account;
- To deliver and confirm products and services you obtain from us;
- To verify your identity and maintain a record of your transactions and interactions with us;
- To provide customer and technical services to you;
- To create, modify, improve, enhance, remove or fix our network, products and services, and their performance;
- To identify and suggest products or services that might interest you;
- To make internal business decisions about current and future product and service offerings;
- To provide you customized user experiences, including personalized product and service offerings;
- To protect our rights, interests, safety and property and that of our customers, service providers and other third parties; and
- To comply with law or as required for legal purposes.

Fraud Prevention

We may use Personal Information, including voice print recordings, account information (such as purchase patterns) and device information for investigations or prevention of fraud or network abuse. We provide fraud prevention services to banks or other third parties. As part of this service, we may verify your phone number to help those third parties prevent your personal information from being used for fraudulent

WHEN WE SHARE INFORMATION COLLECTED ABOUT YOU

We do not sell, license, rent, or otherwise provide your Personal Information to unaffiliated third-parties (parties outside the T-Mobile corporate family) to market their services or products to you without your consent. We may, however, disclose your information to unaffiliated third-parties as follows:

With Your Consent

We may disclose Personal Information about you to third-parties with your consent. We may obtain your consent in writing; online, through "click-through" agreements; when you accept the terms of disclosures on your phone for certain applications or services; orally, in our stores or on the phone, including through interactive voice response, or implicitly, for example, when you purchase a product and ask that it be shipped to your home, consenting to our disclosure of your name and address to a third-party shipping company to complete delivery.

To the Primary Account Holder

We may disclose information about an account user to the primary account holder (the party financially responsible for the account). If a business, governmental agency, or other individual obtains service for you, that entity or individual is our customer, and we may provide information about you or your use of the service, products or devices to them or others at their direction.

When you are the primary account holder, but you receive special or discounted pricing, terms, or other benefits through another party's agreement with us (for example, an employee discount), we may provide enough information to that party to verify your initial and continuing eligibility for benefits under their agreement with us and to calculate any associated discounts.

To Our Service Providers

We may disclose information to third party vendors and partners who



HOW WE STORE AND PROTECT THE INFORMATION COLLECTED ABOUT YOU

Protecting Your Information

We use a variety of physical, electronic, and procedural safeguards to protect Personal Information from unauthorized access, use, or disclosure while it is under our control.

We provide password protected online access to your account information through my.t-mobile.com. For multi-line accounts, the primary account holder is authorized to access online account information for all the devices and lines on the account. Other users may generally access online account information related only to their respective device and line (for example, if a parent provides a device to their child, the child may access online information about that device and line— including CPNI). The primary account holder, however, may designate additional or more limited access rights for other users on the account.

Under federal law, you have a right, and we have a duty, to protect the confidentiality of CPNI and we have adopted statements and procedures designed to ensure compliance with those rules. We will not intentionally disclose your CPNI to third-parties without your permission, except as allowed under FCC rules, applicable law, or explained in this Statement. However, if you are the primary account holder, you may designate other "authorized users" (for example, a spouse) to access and manage your account information, including CPNI. For more information see [CPNI](https://www.t-mobile.com/responsibility/privacy/resources/cpni) (<https://www.t-mobile.com/responsibility/privacy/resources/cpni>)

Retention and Disposal

We retain information only for as long as we have a business or tax need or as applicable laws, regulations, or government orders require. When we dispose of Personal Information, we use reasonable procedures designed to erase or render it unreadable (for example, shredding documents and wiping electronic media).

HOW YOU CAN UPDATE YOUR INFORMATION AND CHOOSE HOW WE CONTACT YOU

You may access and modify your contact information by visiting my.t-mobile.com or a T-Mobile retail store, or by contacting Customer Service. You may also contact us using the information in the [How to Contact Us](#) section below.

Choices Regarding Use of Your Information

We may send you communications about services or products we, or our partners, sell. We want to provide you with meaningful choices regarding our marketing communications, and you may choose to limit or opt-out of some marketing communications from us at any time. Although you may elect not to receive marketing information from us, if you subscribe to our services or buy our products, you will continue to receive invoices, customer-service and transactional notices, and similar communications. The Primary Account Holder can configure options for marketing communications for all lines on the account.

If you are a T-Mobile customer and you manage your account online, you can manage your preferences regarding marketing communications by logging into your [my.t-mobile.com \(https://my.t-mobile.com\)](https://my.t-mobile.com) profile. If you do not manage your account online, or you are not a current T-Mobile customer, you may manage your preferences regarding marketing communications [here \(https://www.t-mobile.com/website/OptOut.aspx?type=1\)](https://www.t-mobile.com/website/OptOut.aspx?type=1).

You may also manage your preferences regarding marketing communications by contacting Customer Service by dialing 611 from your T-Mobile phone or 1-844-349-4189 from any phone, or, with respect to marketing e-mails, by following the "unsubscribe" instructions on any marketing e-mail we send you.

See also [Marketing Choice \(https://www.t-mobile.com/responsibility/privacy/privacy-choice/marketing-choice\)](https://www.t-mobile.com/responsibility/privacy/privacy-choice/marketing-choice)

Do Not Call Registry

YOUR ROLE IN PROTECTING YOUR PRIVACY

You play an important role in ensuring the security of Personal Information. We encourage you to use safeguards to protect your information and devices. For more information please see [Protecting Your Privacy \(/responsibility/privacy.html\)](/responsibility/privacy.html).



OTHER INFORMATION YOU SHOULD KNOW

Consumer Code for Wireless Service

We follow the [Consumer Code for Wireless Service](https://www.t-mobile.com/responsibility/consumer-info/policies/consumer-code) (<https://www.t-mobile.com/responsibility/consumer-info/policies/consumer-code>) established by the Cellular Telecommunications & Internet Association ("CTIA"). In doing so, we want to help customers understand their bills, receive quality service, and make informed choices and conform our information practices under this Statement to meet the requirements of applicable federal and state laws and regulations.

Your California Privacy Rights

California Civil Code Section 1798 entitles California customers to request information concerning whether a business has disclosed Personal Information to any third parties for the third parties' direct marketing purposes. As stated in this Statement, we will not sell or share your Personal Information with non-affiliated companies for their direct marketing purposes without your consent. California customers who wish to request further information about our compliance with this law or have questions or concerns about our privacy practices and statements may contact us as specified in the [How to Contact Us](#) section below.



PRIVACY STATEMENT UPDATES AND CONTACT INFORMATION

How We Communicate Changes to This Statement

We may update this Statement at any time to provide updates to or clarification of our practices. If we make changes, we will revise the date at the top of the Statement. If we propose to use Personal Information in a materially different way, we will provide you with notice by posting notice of the changes on our website for at least 30 days before we implement those changes, and obtain your consent as specified above for any material change regarding disclosure of Personal Information. You should refer to this Statement often for the latest information and the effective date of any changes.

How to Contact Us

If you have any questions or comments about this Statement or about T-Mobile's privacy practices, please call Customer Service at 611 (from a T-Mobile phone) or 1-844-349-4189 (from any phone) or send an e-mail message to privacy@t-mobile.com (<mailto:privacy@t-mobile.com>). You may also direct your privacy-related comments or questions to the address below:

T-Mobile USA, Inc.
 Attn: Chief Privacy Officer
 12920 SE 38th Street
 Bellevue, Washington 98006

CONTACT US

- Contact information >
- Check order status >

SUPPORT

- Support home >
- Device support >



T-MOBILE BUSINESS

- T-Mobile for Business >
- Internet of Things >

- [View Return Policy >](#)
- [Get a rebate >](#)
- [Find a store >](#)
- [Trade in program >](#)
- [Questions about your bill >](#)
- [Plans & services >](#)
- [Activate your Prepaid phone or device >](#)
- [Refill your Prepaid account >](#)
- [International rates >](#)

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[DEUTSCHE TELEKOM \(//www.telekom.com/\)](https://www.telekom.com/)
[PUERTO RICO \(http://www.t-mobilepr.com/\)](http://www.t-mobilepr.com/)

- [PRIVACY STATEMENT \(//www.t-mobile.com/responsibility/privacy/privacy-policy\)](https://www.t-mobile.com/responsibility/privacy/privacy-policy)
- [INTEREST-BASED ADS \(//www.t-mobile.com/responsibility/privacy/privacy-choice/ad-options\)](https://www.t-mobile.com/responsibility/privacy/privacy-choice/ad-options)
- [PRIVACY CENTER \(//www.t-mobile.com/responsibility/privacy\)](https://www.t-mobile.com/responsibility/privacy)
- [CONSUMER INFORMATION \(//www.t-mobile.com/responsibility/consumer-info\)](https://www.t-mobile.com/responsibility/consumer-info)
- [PUBLIC SAFETY/911 \(//www.t-mobile.com/responsibility/consumer-info/safety/9-1-1\)](https://www.t-mobile.com/responsibility/consumer-info/safety/9-1-1)
- [TERMS & CONDITIONS \(//www.t-mobile.com/responsibility/legal/terms-and-conditions\)](https://www.t-mobile.com/responsibility/legal/terms-and-conditions)
- [TERMS OF USE \(//www.t-mobile.com/responsibility/consumer-info/policies/terms-of-use\)](https://www.t-mobile.com/responsibility/consumer-info/policies/terms-of-use)
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