

Terms of use for participants in e-mail delivery

Remarks on data protection

The security of your personal data and the protection of your privacy have the highest priority for us. We ensure this by using methods for secure data communications that are state of the art.

Within the scope of our online services for shareholders, your data are stored, processed and used solely for the following purposes:

- registration for e-mail delivery;
- online ordering of admission tickets to the Annual General Meeting (AGM);
- online authorisation of proxies and issuing of instructions;
- online authorisation of credit institutions and shareholder associations and issuing of instructions;
- online amendments to your postal address(es) in the share register.

In order to meet the documentation duties under Germany's corporation law, we store the data for the online authorisation of proxies and any pertinent instructions for three years with no third-party access.

Registration for e-mail delivery

If we are to send you your invitation to the AGM of Deutsche Lufthansa AG and other specified shareholder information by e-mail, we need your express consent. You can give us your consent via the online service "Registration for e-mail delivery".

If you register in good time before a Lufthansa AGM, the invitation records, too, for that AGM will be forwarded to the e-mail address you gave. Any later registrations will only apply to the invitations to the following year's AGM. Please find information about the registration periods for e-mail on our website.

Kindly phone our hotline +49-69-696-28008 if you – despite registering – have not received your invitation to the AGM in time via digital channels.

Registration data:

E-mail address

Please give us an e-mail address that you regularly use as delivery address. If e-mails relating to the AGM elicit an automated reply that the e-mail could not be delivered, we will revert to sending you the records by post. For the rest, shareholders themselves bear the responsibility for the stated e-mail address being in order and for taking note of incoming e-mails. If your e-mail address changes, please update it using the online service "Registration for e-mail delivery"

Password

During registration for e-mail delivery, you will be prompted to choose a personal access password. Please keep it secret.

In combination with your shareholder number, you can use the password for all personalised online services for shareholders offered, incl any changes in your registration data, registration for the AGM and any change of address in the share register.

Encryption option

Any e-mails you receive from us are usually sent unencrypted, because they contain no personal information except your shareholder number. We nevertheless offer encrypted e-mails. In this case, you have to enter a so-called public key in the registration dialog and use a corresponding encryption program to generate such a key.

Groups of persons / legal entities

Please note that, for groups of persons (e.g. spouses), partnerships or legal entities entered in the share register, the person registering or changing the registration data must be authorised to do so by all members of the group of persons, legal entity or partnership on whose behalf the person is acting.



Registration for the AGM after being invited by e-mail

If you have registered in time for e-mail delivery before Lufthansa's AGM is convened, you will receive your invitation by e-mail. To register for the AGM, you will then no longer have a printed form. Please use our online service "Registration for the Annual General Meeting" to register either yourself or your voting rights. You can order admission tickets for yourself or others for personal attendance at the AGM, or authorise Deutsche Lufthansa AG proxies or a credit institution or a shareholders' association to exercise voting rights on your behalf.

Changing your registration data; revoking your consent

Our online service "Registration for e-mail delivery" is available all year round at www.lufthansa.com/investor-relations. You can change your e-mail address, the encryption option or your password there. You can also revoke your consent to e-mail delivery at any time. If you revoke your consent to e-mail delivery, you will receive your invitations to the AGM by post again in future. Revocation is possible at any time. If you only revoke after an AGM has been convened, this will have no effect on the mode of dispatch of the invitations to the current AGM.

Should you have any queries, please contact hv-service@dlh.de or use our hotline at +49-69-696-28008.

Selling your Lufthansa shares in the meantime

If you sell all of your Lufthansa shares after an AGM of Deutsche Lufthansa AG, but buy Lufthansa shares again in good time before the next AGM, the consent you gave to the e-mail delivery before you sold your shares, including the invitation to the AGM, will continue to apply.

In preparation for the dispatch of invitations before convening an AGM, we establish which persons registered for e-mail delivery have a share portfolio entered in the share register. If no shares are entered in the share register for you at that time, your consent to receive invitations to the AGM by e-mail will be cancelled automatically. If you later buy Lufthansa shares again, you will receive your invitations to the AGMs of Deutsche Lufthansa AG by post once more, unless you re-register for e-mail delivery.

Changes to use

We will announce any use changes via the e-mail address you gave in the registration dialog. Changes are deemed approved unless you object within one month of receiving the e-mail notifying you of the changes, or unless you revoke your participation in the e-mail delivery.

You can send written objections to Deutsche Lufthansa AG, FRA IR, D-60546 Frankfurt, or by e-mail to hv-service@dlh.de. To adhere to deadlines, it suffices if you send off your objection in good time. You can also cancel your participation in the e-mail delivery at any time using our online service "Registration for e-mail delivery". Use may be adapted or changed, in particular if we wish to make technical extensions to our Shareholders' Service, or in order to take account of legal stipulations, particularly those under corporation law. If you object to any change to use, this may entail a cancellation of your entire participation in the e-mail delivery. You will then receive your invitation to the AGM by post again in future.