

**Annex 1 to the [Data Processing Agreement](#)  
Details of Data Processing - TeamViewer Frontline**

**1. Subject**

The general subject of data processing is described in the [EULA](#) as well as in the relevant [Product Specification](#).

**2. Duration**

The duration of the data processing corresponds to the duration of the [EULA](#).

**3. Nature and purpose of the processing**

TeamViewer will process personal data as the Customer's Processor in order to enable the use of the software and services under the [EULA](#) according to documented instructions (in accordance with the product functionality) of the Customer and/or its users.

The order essentially covers the processing of the personal data stored by the Customer within the TeamViewer Frontline solution. In this connection, TeamViewer will carry out the following processing on behalf of the Customer:

- Hosting of the login interface, as well as administration of relevant areas, such as users, devices, systems *etc.*
- Setup of Frontline workplaces (mobile as well as wearable), including the device as well as user setup.
- Hosting and display of the dashboards as well as contact lists, asset management, as well as workflow management and task deployment.
- Provision of the in-built voice command recognition, if requested so by the Customer.
- Hosting of data in connection with xPick (*e.g.*, pick-order management, workflow and task information, KPIs *etc.*, including maintaining third-party components in workflows).
- Hosting of the integration service, if requested by the Customer.
- Hosting of the remote support call, as well as remote call logs and overall remote support administration.
- Services in the area of Holo-Lens technology, *e.g.*, provision of eye-tracking functionality and augmented reality 3D points.
- Provision of support services, esp. with regards to the customer feedback.
- Hosting and management of Twilio console, if requested by the Customer.
- Third level support for Customer's server instances, if requested by the Customer.

The further specification of the Software and Services is provided under the [Product Specification Page](#).

Processing outside the scope of this DPA is described in the relevant [Product Privacy Policy](#).

**4. Type of personal data.**

The following types of personal data are processed by TeamViewer as a Processor:

4.1. Personal data in connection with the user account (*e.g.*, email, password, domain, IP

address, profile picture, display name, phone number, roles and permissions, team name, role, organization, language, status (online/offline), 2-factor authentication, phone book information.

- 4.2. Personal data in connection with the initiated session, *e.g.*, session ID, security tokens (login and refresh), IP address, username, start time, device information, session validity, as well as transferred stream (video and audio feeds).
- 4.3. Personal data in connection with the used device, which enables the user to use Frontline, *e.g.*, device ID, name, IP address, username, application version, Bluetooth MAC address, device firmware version, device logs, step counts (if available).
- 4.4. Personal data in connection with the calls made using the devices using xAssist. *e.g.*, ID, username, team name, call link and title, start/end time and date, call event logs, chat logs, multimedia asset information (video, image, text, sound etc.), call status.
- 4.5. Personal data in connection with the workflows, *e.g.*, IDs, title, creation/update time and date, owner, step entry information, version number, tags.
- 4.6. Personal data in connection with service reports, *e.g.*, call details, title, internal number, date/time, description, status.
- 4.7. Personal data in connection with assets, in particular, Frontline specific assets, incl. but not limited to workflows (.uwe), components (.uce), and application (.uab)
- 4.8. Picking, article and system information as well as warehouse information, as long as they contain user data.
- 4.9. Personal data in connection with sensor information, if any (*e.g.*, creator, user *etc.*).
- 4.10. Personal data in connection with tasks, if any (*e.g.*, creator, user *etc.*).

## **5. Categories of data subjects.**

The following categories of data subjects are affected by the data processing:

- 5.1. The Customer's users.
- 5.2. The Customer's/the Customer's users' connection partners.
- 5.3. Third parties whose personal data is being shared by the Customer/the Customer's users in a communication connection

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