

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

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 as defined under the [EULA](#) according to documented instructions (in accordance with the product functionality) of the Customer and/or its users. This essentially covers the processing of the transmitted content as well as the organization of the contents of the user account. When using TeamViewer IoT, TeamViewer will carry out the following processing on behalf of the Customer:

- Processing of the data that the user enters in his user account, in particular storage and making it accessible to other users in the context of the connection (*e.g.*, name, contacts, e-mail address, profile picture) as well as content data of the connections.
- Processing of sensor data with the TeamViewer IoT cloud and subsequent transmission through the APIs.

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

In connection with TeamViewer IoT, the following types of personal data are processed by TeamViewer as a Processor:

- 4.1. Content data that is exchanged between TeamViewer clients during a connection session (*e.g.*, video and audio stream (screen views and user camera), file transfers, text chat, remote control commands, ticket content, whiteboard).
- 4.2. User account information, *e.g.* TeamViewer ID, username, display name, email, IP address, profile picture (optional), language preference, location, password.
- 4.3. Personal data in connection with the user account management and administration, *e.g.*, user profile storing and sharing, account details, buddy list, contact information, chat history.
- 4.4. Personal data in connection with the company profile administration and management data, *e.g.*, company profile, company policies, associations with user accounts, user access management, connection reports.
- 4.5. Connection data stored locally on the user's device (log files, txt-files with the connections).
- 4.6. Personal data in connection with the sensor management, *e.g.*, IoT sensor information (Sensor ID, sensor names, metric names, metric value type (*i.e.*, Celsius,

kilogram, meter), data type (text, number, *etc.*) as well as IoT API credentials (e.g., Certificates, and credentials used to authenticate IoT devices to push IoT sensor data).

- 4.7. Personal data in connection with the analysis, visualization and setting of the measurements from sensors as well as processing of this data in the TeamViewer IoT cloud managed and adjusted by the Customer.
- 4.8. Push notifications as initiated by the users.
- 4.9. Personal data processed within the mailing services (*e.g.*, notifying, updating, and reporting parameters defined by the Customer).
- 4.10. Personal data processed in connection with password reset (*e.g.*, hosting account reset and mailing service, email with reset link, assignment of the new password to the account) as well as trusted device management (*e.g.*, email notifications to prevent misuse of a device for login).

5. Categories of data subjects

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

- 5.1. The Customer and, if applicable, the Customer's users.
- 5.2. The connection partners of the Customer/the Customer's users.
- 5.3. Third parties whose personal data is passed on by the Customer/the Customer's users in a communication connection.

Version as of January 1st, 2021