

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

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 in connection of the transmitted content as well as the organization of the contents of the user account and associated service desk functionality. When using TeamViewer Servicecamp integration, TeamViewer will carry out the following processing on behalf of the Customer:

- Processing of the data in connection with the relevant TeamViewer account.
- Processing personal data associated with the service desk functionality, including but not limited to ticket contents, creation and assignment of the tickets, ticket reporting, ticket status, and service instance configuration parameters.

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 Servicecamp, the following types of personal data are processed by TeamViewer as a Processor:

- 4.1. User account information, *e.g.*, username, display name, email, IP address, profile picture (optional), language preference, location, password.
- 4.2. Personal data in connection with the user account management and administration, *e.g.*, user profile storing and sharing, account details.
- 4.3. Personal data in connection with ticket processing and reporting, *e.g.*, TeamViewer IDs, emails, ticket subjects, date and time of tickets, content of the tickets, assignees as well as parameters defined by the Customer.
- 4.4. Push notifications as initiated by the users.
- 4.5. Personal data processed within the mailing services (*e.g.*, notifying, updating, and reporting parameters defined by the Customer).
- 4.6. 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).

- 4.7. Hosting the ticket meta data, *e.g.*, creation and closing date/time, status, assignee *etc.*
- 4.8. Personal data in connection with ticket reporting, *e.g.*, location, status, priority, assignee, average resolution times, user activities *etc.* as defined by the Customer.

5. Categories of data subjects

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

- 5.1. The Customer (to the extent that the Customer's personal data is processed in accordance with section 4) 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.

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