**Annex 1 to the Data Processing Agreement**
**Details of Data Processing – TeamViewer Tensor**

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 Tensor, 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, email address, profile picture as well as content data of the connections. e.g., chat.

   - Processing of contacts stored in the user's account, *e.g.*, buddy list.

   - Processing of data in the context of session planning *e.g.,* start time, meeting topic, participants, meeting ID.

   - Transmission of the content data entered by the respective user to other users within a connection (image as well as possible transmission of the data and files).

   - Processing of data in the context of company profile management, such as licensed devices, rules, administration of the company profile, distribution of company policies, user access management, connection reports *etc*.

   - Processing of data in the context of conditional access, *e.g.,* providing the Customer with dedicated server.

   - Provision of services within the scope of TeamViewer Co-Browsing solution, including but not limited to hosting of the Customer data as well as maintenance and support services.

   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**

   4.1. **TeamViewer Tensor**

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

4.1.1.    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.

4.1.2.    User account information, *e.g.,* TeamViewer ID, username, display name, email, IP address, profile picture (optional), language preference, meeting ID, location, password (SSO).

4.1.3.    Personal data in connection with the user account management and administration, *e.g.,* user profile storing and sharing, account details, address book, buddy list, contact information.

4.1.4.    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.

4.1.5.    Personal data contained in session recordings stored locally on the user's device.

4.1.6.    Connection data stored locally on the user's device (log files, txt-files with the connections).

4.1.7.    Personal data in connection with meeting scheduling and outlook integration (*e.g.*, time and date of meetings, participants *etc*.) as well as meeting reports containing details about the relevant meetings (*e.g.,* participant display name and joining time).

4.1.8.    Audit logs to track changes from the user.

4.1.9.    Personal data in connection with customized modules, single sign-on functionality as well as conditional access.

4.1.10.    Personal data processed in connection with the meeting functionality of TeamViewer Core Product (*e.g.*, subject of meeting, time zone, meeting ID, meeting start time, meeting end time).

4.1.11.    Push notifications as initiated by the users.

4.1.12.    Personal data processed within the mailing services *e.g.,* notifying, updating, and reporting parameters as defined by the Customer.

4.1.13.    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).

**4.2.    TeamViewer Co-Browsing Solution**

In connection with the use of TeamViewer Co-Browsing solution, the following types of personal data are processed by TeamViewer as a Processor:

4.2.1.    Co-Browsing

- IP address, which is collected when establishing a connection through Co-Browsing, since the browser and server exchange IP addresses. By default, the Processor does not store or further process IP address,

except to determine an approximate User location through the ISP (Internet Service Provider).

- Depending on how and where a Customer uses Co-Browsing. If Co-Browsing is *e.g.*, used during a checkout process, where the User can enter personal data such as name, email, address, payment information etc., then personal data can be made visible to the Agent. The sequence of User's keystrokes are not put into context to identify, structure, process, categorize, nor analyze the personal data they may contain (such as name, *etc*.).

- Co-Browsing recording, which may include personal data as described in this section 4.2.1 (optional).

- Personal data processed via so called local storage variables and cookies, including the Session ID, acceptance of privacy policy (true/false). Such variables and cookies are by default set only for the duration of the session and are not used to re-identify the User at a later stage. More information on cookies and local storage variables are included as Appendix 4.2 below.

- User interactions, including mouse movements, clicks, scrolls, visited pages.

- Employee personal data, *e.g*., name, email, language, assigned Co-Browsing sessions, Co-Browsing recordings, number of Co-Browsing sessions, activity logs, status, average co-browsing and chat durations per Employee, initiated and accepted co-browsing sessions, declined sessions, ended sessions and similar depending on Customer preferences.

- Personal data included in various reports, including but not limited performance, statistical and similar reports.

4.2.2. Live Chat

- IP address, which is collected when a chat conversation is initiated, since the browser and server exchange IP addresses. By default, the Processor does not store or further process IP address, except to determine an approximate User location through the ISP (Internet Service Provider).

- Personal data provided by users themselves, including but not limited to names, email addresses, phone number, invoice numbers, account numbers, financial information, attachments such as pictures, files, videos and similar.

- Personal data relating to the Live Chat, *e.g.,* Session ID, browser and device information, or notices made by the Customer's Employees as well as chat recordings.

- Personal data processed via so called local storage variables and cookies, including the Session ID, acceptance of privacy policy (true/false), interaction with chat. Such variables and cookies are by

default set only for the duration of the session and may be used to re-identify the User at a later stage, depending on Customers default configurations. More information on cookies and local storage variables are included as Appendix 4.1 below.

- Chat history stored in the data center for certain period of time by the Controllers Customers.

- Employee personal data, *e.g.,* name, email, language, assigned Chats, number of chats, activity logs, status, number of chats, chat durations per Employee, number of conversations by Employee and similar depending on Customer's preferences. Further information may include how long did it take for an Employee to open an assigned chat, how much time did he spend reading the chat, how much time did he spent answering (also how many text blocks/message templates did an Employee use) etc. depending on Customers default configurations.

- Personal data included in various dashboards and reports, including but not limited performance, statistical and similar reports.

- Personal data included in the rules defined by the Customer.

## 5. Categories of data subjects

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

### 5.1. TeamViewer Tensor

5.1.1. 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.

5.1.2. The connection partners of the Customer/the Customer's users.

5.1.3. Third parties whose personal data is passed on by the Customer/the Customer's users in a communication connection.

### 5.2. TeamViewer Co-Browsing (incl. chat)

5.2.1. Users (Customer's customers, website visitors, prospects, third parties).

5.2.2. Customer's Employees (Agents).

# Appendix 4.2 to Annex 1

## 1. Local Storage as website integration

| Key | Related Feature/ Plugin | Purpose/Description | Lifespan |
|-----|-------------------------|---------------------|----------|
| cvvid | / | VisitorId - can be assigned temporarily or permanently | Session or permanent |
| CV_i | Live Chat | "true" if privacy policy has been accepted in chat. | Session |
| cv_sp | Live Chat | Indicator whether a message has been sent or an interaction (*e.g.*, button click) has taken place by the User. | Session |
| visited | Live Chat | "true" as soon as the User interacts with the WebChat for the first time - *e.g.*, to trigger a chatbot only once. | Session |
| cvsid | Co-Browsing | SessionId to ensure the continuity of a co-browsing session when changing pages or across multiple tabs. | Session |
| cv-shrid | Co-Browsing | 5-digit numerical code through which an employee can connect to an employee by co-browsing. | Session |
| cv-s | Co-Browsing | "true" as soon as customer releases his session or has requested co-browsing. | Session |
| cv-lvcs | Co-Browsing | Indicator that the session has been closed - necessary to end the co-browsing session across multiple open tabs. | Session |
| CV_LVD | Co-Browsing | Temporary data for switching between two tabs - to ensure continuity of co-browsing session | Session |

## 2. Cookies

In order to enable continuous sessions not only on the same domain (*e.g.,* user switches from yourwebsite.com to yourwebsite.com/imprint) but also across domains (*e.g.*, user switches from yourwebsite.com to wiki.yourwebsite.com), the local storage variables are "converted" into cookies. In this case the purpose and naming remain the same as for the Local Storage Variables.

| Key | Related Feature/ Plugin | Purpose/Description | Lifespan |
|-----|-------------------------|---------------------|----------|
| cvsid | Co-Browsing | SessionId to ensure the continuity of a Co-Browsing session when changing pages or across multiple tabs. | Session |
| cv-shrid | Co-Browsing | 5-digit numerical code through which an employee can connect to an employee by Co-Browsing. | Session |
| cv-s | Co-Browsing | "true" as soon as customer releases his session or has requested Co-Browsing. | Session |
| cv-lvcs | Co-Browsing | Indicator that the session has been closed - necessary to end the Co-Browsing session across multiple open tabs. | Session |

| CV_LVD | Co-Browsing | Temporary data for switching between two tabs - to ensure continuity of Co-Browsing session. | Session |
| --- | --- | --- | --- |

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