

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

**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 content to be transmitted and the organization of the contents of the user account as well as transmitted content during the virtual support. When using TeamViewer Assist AR, 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., contact list.
- Transmission of the content data during the virtual remote support session (image, video, and sound as well as possible transmission of the data and files).
- Hosting of the login interface, as well as administration of relevant areas, such as users, devices, systems etc.
- Setup of Assist AR 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, workflow management and task deployment.
- Provision of the in-built voice command recognition, if requested so by the Customer.
- Hosting of the integration service, if requested by the Customer.
- Hosting of the remote support call recordings, 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 Notice](#).

#### **4. Type of personal data**

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

- 4.1. Personal data in connection with the initiated session, e.g., session ID, security tokens (login and refresh), IP address, username, device information, session validity, as well as transferred stream (video and audio feeds), file transfers, text chat, remote control commands, ticket content, whiteboard, 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.
- 4.2. User account information, e.g., TeamViewer ID, username, display name, email, IP address, profile picture (optional), language preference, telephone number(s), 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, file attachments, password, domain, IP address, roles and permissions, status (online/offline), 2-factor authentication, phone book information.
- 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.
- 4.5. Personal data transmitted during the TeamViewer Assist AR augmented reality video feed, as well as the hosting of the content.
- 4.6. Personal data processed in connection with the SMS product invite (e.g., phone number).
- 4.7. Push notifications as initiated by the users.
- 4.8. Personal data in connection with the automated instant translation feature, e.g., personal Identifier (Account ID) as well as the content of the translation (not encrypted), however no storage of the translated data, processing only until the end of the technical process.
- 4.9. Personal data processed within the mailing services (e.g., notifying, updating, and reporting parameters defined by the Customer).
- 4.10. Personal data in connection with service reports, e.g., call details, title, internal number, date/time, description, status.
- 4.11. Personal data in connection with assets, in particular, Assist AR specific assets, incl. but not limited to application (.uab) assets.
- 4.12. 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 (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 connection.

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