

**Annex 1 to the [Data Processing Agreement](#)  
Details of Data Processing – TeamViewer Core (Remote Access and Support)**

**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 Core, 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 lists.
- Transmission of the content data from the respective user to other users within a remote connection (desktop image, transmitted data and files as well as any other information exchanged).
- 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, Wake on LAN feature, *etc.*
- Transmission of the obfuscated client account data through the new security feature as detailed in Section 4.2 below.
- Processing of data in the context of meeting session planning *e.g.*, start time, meeting topic, participants, meeting ID.

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 Core, 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, as well as personal

data required for the establishing of the connection.

- 4.2. User account information, *e.g.*, TeamViewer ID, username, display name, email, IP address, profile picture (optional), language preference, meeting ID, location, password. The domain of the client as well as the account age (*e.g.*, “older than 6 months”) will be shown to the session host before connection as part of our Showing Supporter Data During Connection security feature.
- 4.3. Personal data in connection with the user account management and administration, *e.g.*, user profile storing and sharing, account details, contact list, contact information, chat history, file attachment.
- 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. Personal data in connection with customized modules.
- 4.6. Push notifications as initiated by the users.
- 4.7. Personal data processed within the mailing services (*e.g.*, notifying, updating, and reporting parameters as defined by the Customer).
- 4.8. 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).
- 4.9. 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).
- 4.10. Personal data in connection with the meeting functionalities, in particular, the meeting scheduling and outlook integration (*e.g.*, time and date of meetings, participants *etc.*).

## 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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