

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

**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. TeamViewer will carry out the following processing on behalf of the Customer:

- 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.
- Provision of services within the scope of so-called video chat and live chat functionalities, including transmission and hosting of chat contents and other associated services, e.g., chatbots.
- Provision of services within the scope of appointment scheduling and eSignature functionalities.
- Provision of so-called software development kits (SDKs) for Customer applications enabling the integration of certain TeamViewer Engage functionalities within Customers own mobile apps (e.g., co-browsing, chats, etc.).

The further specification of the Software and Services is provided under the [Product Specification Page](#).

**4. Type of personal data**

**4.1. TeamViewer Co-Browsing**

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

- IP address, which is collected when establishing a connection through Co-Browsing, since the browser and server exchange IP addresses. By default, TeamViewer 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 sequences 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 4.1 (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 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. Live Chat, Video Chat, Chatbots**

- IP address, which is collected when a chat conversation is initiated, since the browser and server exchange IP addresses. By default, TeamViewer 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 in connection with the video chat as initiated between the Customer's users and Customer's Employees, including audio and video transmission, as well as personal data in connection with their interaction, involving *e.g.*, whiteboard, screensharing, or documents, as applicable.
- 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 Customer's default configurations. More information on cookies and local storage variables are included as Appendix 4 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 Customer's default configurations.

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

#### **4.3. Appointment Scheduler**

Within the appointment scheduler functionality, TeamViewers may process the following data on behalf of the Customer:

- Contact information of Customers Users (e.g., name, email address, phone number)
- Sending out and hosting of appointment confirmations as well as reminders.
- Hosting of appointment information and history
- Personal data included in various dashboards and reports, including but not limited performance, statistical and similar reports.

#### **5. Categories of data subjects**

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

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

5.2. Customer's Employees (Agents).

## Appendix 4 to Annex 1

### 1. Local Storage as website integration

<b>Key</b>	<b>Related Feature/ Plugin</b>	<b>Purpose/Description</b>	<b>Lifespan</b>
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 for website integration

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 various Customer 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.

<b>Key</b>	<b>Related Feature/ Plugin</b>	<b>Purpose/Description</b>	<b>Lifespan</b>
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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### 3. Local storage for video chat and video consultations

<b>Key</b>	<b>Related Feature/ Plugin</b>	<b>Purpose/Description</b>	<b>Lifespan</b>
jitsiMeetId	Video Chat & Video Consultation	Unique id for Video Chat session	Session
language	Video Chat & Video Consultation	Specifies and maintains language of user interface	Session
features/bas e/settings	Video Chat & Video Consultation	Technical variable	Session
features/bas e/known- domains	Video Chat & Video Consultation	Technical variable	Session
features/dro pbox	Video Chat & Video Consultation	Technical variable	Session
features/cal endar-sync	Video Chat & Video Consultation	Technical variable	Session
features/rec ent/list	Video Chat & Video Consultation	Technical variable	Session
features/vid eo-layout	Video Chat & Video Consultation	Technical variable	Session
callStatsUse rName	Video Chat & Video Consultation	Technical variable	Session
cvvid	Video Chat & Video Consultation	VisitorId - can be assigned temporarily or permanently	Session or permanent
CV_DOC_UI D	Video Chat & Video Consultation	VisitorId – for documents feature	Session
cv-t	Video Chat & Video Consultation	TabID – defines on what tab in the video chat the user currently is (Video, Document, Whiteboard, Co-Browsing)	Session
cv_sp	Video Chat & Video Consultation	Indicator whether a message has been sent or an interaction (e.g., button click) has taken place by the User.	Session

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