

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

**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 Pilot, 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 Pilot connection, e.g., name, contacts, email address, profile picture as well as content data of the Pilot 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).

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 Pilot, 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.
- 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, contact list, contact information, chat history, file attachments.
- 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 processed in connection with the SMS product invite (*e.g.*, phone number).
- 4.6. Push notifications as initiated by the users.
- 4.7. 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.
- 4.8. Personal data transmitted during the TeamViewer Pilot augmented reality video feed, as well as the hosting of the content.
- 4.9. Personal data processed within the mailing services (*e.g.*, notifying, updating, and reporting parameters defined by the Customer).
- 4.10. 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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