

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

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 the respective TeamViewer products, TeamViewer will carry out the processing activities on behalf of the Customer as set out below.

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 [Product Privacy Notice](#).

Product	Nature and Purpose of the Processing
<p>All TeamViewer products (other than Frontline, Assist AR, Engage and Classroom, s. below)</p>	<ul style="list-style-type: none"> - Processing of the data that the user enters into the 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 (e. g., 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 (if applicable). - Processing of data in the context of meeting session planning e.g., start time, meeting topic, participants, meeting ID. - Procession of data in connection with your use of specific features or functions (available in the respective product depending on your license), e.g.: <ul style="list-style-type: none"> ● Remote Monitoring, encompassing the monitoring of critical aspects of Customer's devices. ● Network Device Monitoring, encompassing the monitoring of the availability and issues of network devices, such as routers, printers, etc. ● Asset Management, encompassing visibility of all Customers IT assets. ● Patch Management, encompassing monitoring of vulnerabilities and patching of Customer's software and OS, as well as 3rd party applications.

	<ul style="list-style-type: none"> • Endpoint Protection, encompassing the protection of Customer’s devices against viruses, trojans, spyware, ransomware etc. • Endpoint Protection/Endpoint Detection & Response (provided in partnership with Malwarebytes Inc.): Processing of personal data for the providing security and data protection services, enhancing threat defenses, and providing licenses to TeamViewer and Malwarebytes products and services; • Backup, encompassing the backup of Customer’s business data. • Grafana Plugin, hosting service for providing Grafana PlugIn to the corresponding account, if desired by the Customer. • Conditional Access, e.g., providing the Customer with dedicated server. • REACH registry, processing data in context of the feature. • Meeting, processing of contacts stored in the user's address book to organize meetings, e.g., sending invitations, Outlook integration, and transmission of the content data entered by the respective user to other users within a meeting (image and sound as well as possible transmission of the data and files). • IoT, processing of sensor data with TeamViewer IoT cloud and subsequent transmission through the APIs. • Servicecamp/Service Desk, including but not limited to ticket contents, creation and assignment of the tickets, ticket reporting, ticket status, and service instance configuration parameters.
<p>Frontline and Assist AR</p>	<ul style="list-style-type: none"> - Hosting of the login interface, as well as administration of relevant areas, such as users, devices, systems etc. - Setup of Frontline/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 by the Customer. - Hosting of data in connection with Frontline xPick (e.g., pick-order management, workflow and task information, KPIs etc., including maintaining third-party components in workflows). - Hosting of the integration service, if requested by the Customer. - Transmission of the Frontline remote support calls - Hosting of the remote support call recordings and remote call logs in connection with overall remote support administration, if requested by the Customer. - Services in the area of Holo-Lens technology, e.g., provision of eye-tracking functionality and augmented reality 3D points. - Provision of support services, especially with regard 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. - 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).
<p>Engage</p>	<ul style="list-style-type: none"> - 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.

	<ul style="list-style-type: none"> - 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.).
Classroom	<ul style="list-style-type: none"> - Provision of services within the scope of so-called video conference and live chat functionalities, including transmission and hosting of chat contents (including file transfer) and other associated services, e.g., conference notes. Provision of whiteboard, document sharing and tracking, polling, and breakout room services. - Provision of account services including registration and account management.

4. Type of personal data

The following types of personal data are processed by TeamViewer as a Processor:

Product	Type of Personal data processed
All TeamViewer products (other than Frontline, Assist AR, Engage and Classroom, s. below)	<ul style="list-style-type: none"> - Content data 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. - 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. - User account management and administration data, e.g., user profile storing and sharing, account details, contact list, contact information, chat history, file attachment. - Company profile administration and management data, e.g., company profile, company policies, associations with user accounts, user access management, connection reports. - Personal data processed in context of functionalities (available depending on your license), including without limitation: customized modules; push notifications as initiated by the users; mailing services (e.g., notifying, updating, and reporting parameters as defined by the Customer); 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); audit logs to track changes from the user. - Connection data stored locally on the user's device (log files, txt-files with the connections). - Personal data processed in connection with your use of specific features or functions (available in the respective product depending on your license), e. g.: <ul style="list-style-type: none"> • Remote Monitoring: Device information (e.g., device name, machine name, disk space, online state, event, CPU usage etc. as described in Product Specifications); Historic alert data per device (e.g., suspicious alerts or events as defined by the Customer's individual settings; Scripting data (e.g., device name, user credentials, executed scripts per device depending on how the Customer chooses to execute the script); Content of the connections between the management console and managed devices. The content data is always encrypted, and TeamViewer can never access any

	<p>of the content; Error log data stored on the user’s device; Information in connection with customized individual monitoring policies</p> <ul style="list-style-type: none"> • Asset Management: Device information (e.g., type of the devices, device name, machine name, disk space, online state, event, CPU usage, installed software etc. as described in Product Specifications); Information in connection with customized individual monitoring policies • Patch Management: Device information (e.g., type of the devices, device name, machine name, disk space, online state, event, CPU usage, installed software etc. alongside with the executed patches per device. • Endpoint Protection: Device information alongside with the security and anti-virus protection alerts per device as well as historic alert data (affected device, malware type, date etc.). • Endpoint Protection/Endpoint Detection & Response (provided in partnership with Malwarebytes Inc.): Contact information, IP address and device information, License data, machine and user specific data, location data, and other data required to provide the service. Some data will be processed to improve threat identification as part of the service. • Backup: Any data that the Customer chooses to backup, e.g., various files and folders that may include personal data. All data is encrypted, and only the Customer is able to download and decrypt the content from the backup. The creation, storage, recovery, and deletion of backups is executed in line with the parameters defined by the Customer. • IoT: Content data exchanged between TeamViewer clients during an IoT connection session (e.g., file transfers, remote control commands); data in connection with sensor management, e.g., IoT sensor information (Sensor ID, sensor names, metric names, metric value type (i.e., Celsius, kilogram, meter), data type (text, number, etc.) as well as IoT API credentials (e.g., certificates and credentials used to authenticate IoT devices to push IoT sensor data); data in connection with the analysis, visualization and setting of the measurements from sensors as well as processing of this data in the TeamViewer IoT cloud managed and adjusted by the Customer. • Meeting: subject of meeting, time zone, meeting ID, meeting start time, meeting end time; meeting scheduling and outlook integration (e.g., time and date of meetings, participants etc.); user account information (TeamViewer ID, username, IP address, profile picture, language settings, meeting ID, phone number, location, password). • Service Camp/Service Desk: Personal data in connection with ticket processing and reporting (e.g., TeamViewer IDs, emails, ticket subjects, date and time of tickets, content of the tickets, assignees as well as parameters defined by the Customer); Hosting the ticket meta data (e.g., creation and closing date/time, status, assignee etc.); Personal data in connection with ticket reporting, e.g., location, status, priority, assignee, average resolution times, user activities etc. as defined by the Customer.
<p>Frontline</p>	<ul style="list-style-type: none"> - User account data (e.g., email, password, domain, IP address, profile picture, display name, phone number, roles and permissions, team name, role, organization, language, status (online/offline), 2-factor authentication, phone book information). - Personal data in connection with the initiated session, e.g., session ID, security tokens (login and refresh), IP address, username, start time, device information, session validity, as well as exchanged content. - Personal data in connection with the used device which enables the user to use Frontline, e.g., device ID, name, IP address, username, application version, Bluetooth

	<p>MAC address, device firmware version, device logs, step counts and the achievement count (if available).</p> <ul style="list-style-type: none"> - Personal data in connection with the calls made using the devices using xAssist. e.g., ID, username, team name, call link and title, start/end time and date, call event logs, multimedia asset information (video, image, text, sound etc.), call status. - Personal data in connection with the workflows, e.g., IDs, title, creation/update time and date, owner, step entry information, version number, tags. - Personal data in connection with service reports, e.g., call details, title, internal number, date/time, description, status. - Personal data in connection with assets, in particular, Frontline specific assets, incl. but not limited to workflows (.uwe), components (.uce), and application (.uab) - Picking, article and system information as well as warehouse information, as long as they contain user data. - Personal data in connection with sensor information, if any (e.g., creator, user etc.). - Personal data in connection with tasks, if any (e.g., creator, user etc.). - Personal data in connection with set cookies, which allows for personalization and improvement of the products.
<p>Assist AR</p>	<ul style="list-style-type: none"> - 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. - User account information, e.g., TeamViewer ID, username, display name, email, IP address, profile picture (optional), language preference, telephone number(s), location, password. - 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. - 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. - Personal data transmitted during the TeamViewer Assist AR augmented reality video feed, as well as the hosting of the content. - Personal data in connection with the SMS product invite (e.g., phone number). - Push notifications as initiated by the users. - 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. - Personal data processed within the mailing services (e.g., notifying, updating, and reporting parameters defined by the Customer). - Personal data in connection with service reports, e.g., call details, title, internal number, date/time, description, status. - Personal data in connection with assets, in particular, Assist AR specific assets, incl. but not limited to application (.uab) assets. - Personal data 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).

<p>Engage</p>	<p>Personal Data processed in connection with the use of the functions:</p> <ul style="list-style-type: none"> - TeamViewer Co-Browsing: <ul style="list-style-type: none"> • 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 (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 <u>Appendix - Engage</u> 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. - Live Chat, Video Chat, Chatbots <ul style="list-style-type: none"> • 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 <u>Appendix - Engage</u> below. • Chat history stored in the data center for certain period of time by the Controllers Customers.
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	<ul style="list-style-type: none"> • 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. <p>- Appointment Scheduler</p> <ul style="list-style-type: none"> • 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.
Classroom	<ul style="list-style-type: none"> - IP address, which is collected when a session with TeamViewer’s services is established, this is because 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, attachments such as pictures, files, videos and similar. - Personal data relating to the Video Conference session, 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 Conference 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 <u>Appendix - Classroom</u> below. - Chat history stored in the data center for certain period of time by the Controllers Customers. - Employee personal data, e.g., name, email, or language, activity logs. - Video conference recordings if Customer chooses to record and store then.

5. Categories of data subjects

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

Product	Categories of Data Subjects
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<p>All TeamViewer products (other than Engage, Classroom, s. below)</p>	<ul style="list-style-type: none"> - Customer (to the extent that the Customer's personal data is processed in accordance with section 4) and, if applicable, Customer's users, including end users of managed devices. - The connection partners of Customer/Customer's users. - Third parties managed by Customer/Customer's users, or third parties whose personal data is passed on by Customer/Customer's users.
<p>Engage /Classroom</p>	<ul style="list-style-type: none"> - Users (Customer's customers, website visitors, prospects, third parties). - Customer's Employees (Agents).

Appendix - Engage 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 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.

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

3. Local storage for video chat and video consultations

Key	Related Feature/ Plugin	Purpose/Description	Lifespan
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/base /settings	Video Chat & Video Consultation	Technical variable	Session

features/base/known-domains	Video Chat & Video Consultation	Technical variable	Session
features/dropbox	Video Chat & Video Consultation	Technical variable	Session
features/calendar-sync	Video Chat & Video Consultation	Technical variable	Session
features/recent/list	Video Chat & Video Consultation	Technical variable	Session
features/video-layout	Video Chat & Video Consultation	Technical variable	Session
callStatsUserName	Video Chat & Video Consultation	Technical variable	Session
cvvid	Video Chat & Video Consultation	VisitorId - can be assigned temporarily or permanently	Session or permanent
CV_DOC_UID	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

Appendix - Classroom to Annex 1

Local storage for video conferences

Key	Related Feature/ Plugin	Purpose/Description	Lifespan
jitsiMeetId	Video Conference	Unique id for Video Conference session	Session
language	Video Conference	Specifies and maintains language of user interface	Session
features/base/settings	Video Conference	Technical variable	Session
features/base/known-domains	Video Conference	Technical variable	Session
features/dropbox	Video Conference	Technical variable	Session
features/calendar-sync	Video Conference	Technical variable	Session
features/recent/list	Video Conference	Technical variable	Session
Features/video-layout	Video Conference	Technical variable	Session
callStatsUserName	Video Conference	Technical variable	Session
cvvid	Video Conference	VisitorId - can be assigned temporarily or permanently	Session or permanent
CV_DOC_UID	Video Conference	VisitorId – for documents feature	Session
cv-t	Video Conference	TabID – defines on what tab in the video chat the user currently is (Video, Document, Whiteboard)	Session
cv_sp	Video Conference	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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