

## **Use of TeamViewer Remote Maintenance**

The inPuncto GmbH will support you with the deployment of the software according to your request. All support services (deployment preparation, installation, instruction, training or consulting, as well as maintenance activities) will be performed via the remote maintenance software "TeamViewer".

So that the use of "TeamViewer" naturally also involves data processing, we would like to inform you about the data processing and your rights under the EU General Data Protection Regulation (GDPR).

### **1. Description and scope of data processing**

Data processing in the use of the "TeamViewer" software takes place exclusively to support users in connection with the inPuncto software. It is a service offer that is only initiated at the express request of the user.

### **2. Legal basis for data processing**

The legal basis for data processing is Art. 6 para. 1 lit. b DSGVO.

By using the TeamViewer product, TeamViewer collects the data required for the performance of the contract. This includes:

- (1) the TeamViewer ID
- (2) the IP address of the last access
- (3) the location
- (4) the MAC address of your computer
- (5) the beginning and the end of the TeamViewer connection.

According to its own information, TeamViewer does not collect any content data and cannot access the content of your connection due to end-to-end encryption.

### **3. Purpose of data processing**

No connection data is processed by inPuncto GmbH. In the course of technical maintenance work, the service provider inevitably becomes aware of the content accessed by the user on his computer. Any further data processing does not take place.

### **4. Duration of storage and recipients of data**

We process your personal data exclusively for the duration of the remote maintenance.

Your data will not be stored or passed on to third parties. The user has the option at any time to prevent the disclosure of data during remote maintenance by closing the "TeamViewer" program.

### **5. Right of objection and elimination**

In principle, you have the rights to information, inspection, correction and deletion (after expiry of the above-mentioned periods), restriction and objection to your personal data. Please feel free to contact us for this purpose.

You have the right to complain about the processing of personal data by us to a supervisory authority for data protection.

**Further information is available upon request:**

Name and address of the responsible persons

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