

Annex 1 to the Data Processing Agreement

Details of the Processing – TeamViewer Products

Version as of 27 July 2026

1 Subject Matter of the Processing

Subject matter of data processing under this DPA consists of the provision and use of TeamViewer Software and Services as described in the [TeamViewer End User License Agreement \(EULA\)](#) and other applicable agreement(s) (“**Agreement**”) and the applicable [Product Specifications](#).

2 Duration of the Processing

The processing of personal data shall be carried out for the duration of the Agreement. Following termination of the Agreement, TeamViewer may process personal data as long as necessary to comply with applicable legal obligations or documented instructions of the Customer.

3 Nature and Purpose of the Processing

TeamViewer will process personal data as the Customer's processor to enable the use of the Software and Services as defined under the Agreement 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.

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 Policy](#).

TeamViewer will carry out the following processing activities on behalf of the Customer depending on the respective TeamViewer products used by the Customer:

- **Access and Session Management.** Enabling, establishing and operating remote access, support, collaboration and communication sessions between devices, systems, and users
- **Data and Content Processing.** Transmitting, displaying, hosting, storing and synchronizing data and content processed by the service, including, but not limited to screen content, audio and video streams, chat messages, files and other collaboration artifacts
- **Identity and Permission Management.** Providing, administering and securing user accounts, identities, roles, permissions and Customer-specific configurations
- **Device and Endpoint Management.** Supporting the remote discovery, monitoring, configuration, administration and management of endpoints, devices, and related IT assets and environments
- **Operational Data Processing.** Collecting and processing technical, diagnostic and operational data necessary to operate the services
- **Reporting.** Providing Customer-facing dashboards, reports and views relating to the Customer's environment
- **Integrations and Data Exchange.** Enabling integrations and data exchanges configured by the Customer with third-party systems or services
- **Support and Professional Services.** Providing Customer support, professional services, maintenance, troubleshooting, and related service assistance at the Customer's request

- **Logging and Audit Functions.** Supporting session reporting, logging and auditing functions configured by the Customer
- **Artificial Intelligence and Automated Processing.** Processing user-submitted inputs and contextual session data for automated or AI-supported functionalities, where included in the services
- **Analytics and Insights.** Enabling endpoint device performance analytics and user-device interaction insights, where licensed by the Customer

4 Types of Personal Data

TeamViewer will process the following types of personal data on behalf of the Customer depending on the respective TeamViewer products used by the Customer:

Product & Service	Types of Personal Data Processed (details below)
TeamViewer Remote (Business, Corporate, Premium)	Account and Identity Data; Session and Connection Data; Device and Endpoint Data; Content Data; Integration and Configuration Data; AI Input and Output Data (where enabled)
TeamViewer Tensor	Account and Identity Data; Session and Connection Data; Device and Endpoint Data; Content Data; Integration and Configuration Data; AI Input and Output Data (where enabled)
TeamViewer Remote Management	Account and Identity Data; Session and Connection Data; Device and Endpoint Data
TeamViewer ONE	Account and Identity Data; Session and Connection Data; Device and Endpoint Data; Content Data; DEX Data; Integration and Configuration Data; AI Input & Output Data (where enabled)
TeamViewer DEX	Account and Identity Data; Device and Endpoint Data; DEX Data; Integration and Configuration Data; AI Input and Output Data (where enabled)
TeamViewer Frontline	Account and Identity Data; Session and Connection Data; Device and Endpoint Data; Content Data; Integration and Configuration Data

Product & Service**Types of Personal Data Processed (details below)**

TeamViewer Engage	Account and Identity Data; Session and Connection Data; Content Data
TeamViewer Co-Browsing	Account and Identity Data; Session and Connection Data; Content Data
TeamViewer Classroom	Account and Identity Data; Session and Connection Data; Content Data
TeamViewer Meeting	Account and Identity Data; Session and Connection Data; Content Data
TeamViewer Assist AR	Session and Connection Data; Device and Endpoint Data; Content Data; AI Input and Output Data (where enabled)
TeamViewer IoT	Device and Endpoint Data; Integration and Configuration Data
TeamViewer Support, Service Level Support & Professional Services	Support and Service Data

4.1 Account and Identity Data

Personal data relating to user accounts and identities, including, but not limited to:

- Names and display names
- Usernames and user IDs
- Email addresses
- Authentication credentials
- Account identifiers
- Role and permission assignments
- Contact lists
- Company profile information

4.2 Session and Connection Data

Personal data generated in connection with the establishment and execution of sessions, including, but not limited to:

- Session identifiers
- Timestamps
- IP addresses
- Connection metadata
- Device identifiers
- Meeting identifiers
- Authentication or session tokens
- Connection reports and audit logs

4.3 Device and Endpoint Data

Technical data relating to Customer-managed or Customer-accessed devices, including, but not limited to:

- Device names and identifiers
- Hardware and software inventory
- Operating system information
- Configuration status
- Patch status
- Security alerts
- Virtual desktop environment data
- IoT device identifiers

4.4 Content Data

Content transmitted or made available by users during sessions or communications, including, but not limited to:

- Screen content
- Audio and video streams
- Chat messages
- Transferred files
- Annotations
- Whiteboard content
- Workflow documents
- Augmented reality visual data
- Recordings, transcripts, summaries, and other content generated from or associated with sessions

4.5 Support and Service Data

Personal data processed in connection with Customer-initiated support requests, troubleshooting activities, or Professional Services engagements, including, but not limited to:

- Support requests and ticket content
- Uploaded diagnostic files, logs or reports
- Session recordings, screenshots or other customer-provided materials
- Device or connection metadata submitted for issue analysis
- Service reports

- Other personal data provided by the customer while requesting assistance or services

4.6 Digital Employee Experience (DEX) Data

Technical and usage data generated by Customer-managed devices in connection with Digital Employee Experience (DEX) functionality, including, but not limited to:

- Device performance metrics
- Operating system and network performance data
- Application performance or crash reports
- Software interaction data
- Virtual desktop experience metrics
- User-device interaction analytics
- Experience survey responses

4.7 Integration and Configuration Data

Personal data processed in connection with integrations or automation configured by the Customer, including, but not limited to:

- Data exchanged with connected third-party systems
- Integration metadata
- Applicable credentials
- SaaS solution configuration data

4.8 AI Input and Output Data

Where AI-supported functionality is activated by the Customer:

- User interactions during sessions
- Contextual session data
- Data entered by users
- Files uploaded by users
- Generated outputs derived from user-initiated inputs

5 Categories of Data Subjects

TeamViewer will process the following categories of data subjects on behalf of the Customer, depending on the Customer's configuration and use of the TeamViewer products and services:

- Employees, contractors and other authorized users of the Customer
- End users of devices managed, supported or accessed by the Customer
- Connection or session participants interacting with the Customer
- Administrators acting on behalf of the Customer
- Users or other third-parties engaging with the Customer via communication-based functionality
- Third parties whose personal data is processed at the documented instruction of the Customer