



# DATA PROCESSING AGREEMENT (DPA)

## REMOTE MAINTENANCE DPA

**in accordance with Article 28 of the GDPR for TeamViewer Support**

between the business customer (hereinafter referred to as the „**responsible**“)  
and asanetwork GmbH (hereinafter referred to as the „**service-provider**“).

### **Preamble**

This agreement applies to all instances in which the data processor's employees gain access to the data controller's on-premises systems as part of technical support (e.g., via TeamViewer) and the possibility of viewing personal data (in particular, the data controller's customer data) cannot be ruled out.

### **§ 1 Subject matter, nature, and purpose of the processing**

- (1) The service-provider provides support and maintenance services to the controller for the software provided. Access is granted exclusively via remote maintenance (TeamViewer) after the responsible has explicitly approved the connection details.
- (2) **Type of data:** Personal data stored on the responsible local systems (master data, contact information, booking data, or technical log data pertaining to the responsible customers).
- (3) **Category of data subjects:** Customers and employees of the responsible.

### **§ 2 Obligations of the service-provider**

- (1) The service-provider processes personal data solely in accordance with documented instructions from the responsible. The provision of the TeamViewer ID and password constitutes an instruction to perform remote maintenance for troubleshooting purposes.
- (2) The service-provider shall ensure that persons authorized to process the data have agreed to maintain confidentiality or are subject to an appropriate legal duty of confidentiality.
- (3) The service-provider implements appropriate technical and organizational measures (TOMs) in accordance with Article 32 of the GDPR to ensure a level of security appropriate to the risk (including the use of encrypted TeamViewer connections and password-protected workstations).

### **§ 3 Obligations of the responsible**

- (1) The responsible is solely responsible for the lawfulness of data processing and for safeguarding the rights of data subjects (Art. 4(7) GDPR).
- (2) The responsible ensures that only the applications and data strictly necessary for support are visible on the screen during remote maintenance. They actively monitor the remote maintenance process on their screen and can disconnect the connection at any time on their own.

## **§ 4 Subcontracting Relationships (Subcontractors)**

(1) The responsible grants the service-provider general authorization to engage additional service-providers (subcontractors).

(2) The service-provider Soraco Technologies Inc. (Canada) is used to operate the license management and activation server. This service-provider does not have direct access to the screen content viewed during remote maintenance.

## **§ 5 Term, Termination, and Deletion**

(1) This agreement is entered into for an indefinite period and automatically terminates upon the termination of the software license agreement.

(2) As a general rule, the service-provider does not permanently store any personal data belonging to the responsible on its own systems in the context of remote maintenance. If log data or screenshots are temporarily created as part of fault analysis, they will be deleted in their entirety and in compliance with data protection regulations immediately after the support issue has been resolved.

## **§ 6 Final Provisions**

The laws of the Federal Republic of Germany shall apply. The place of jurisdiction is the registered office of the service-provider.

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## COMPANY INFORMATION

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Information in this document and the software itself are subject to change without notice. The service-provider assumes no responsibility or liability for any errors or inaccuracies that may arise.

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