

Remote Support Data Protection Declaration (DPD)

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1 Foreword

LENZE (hereinafter referred to as "We") is a provider of remote services via TeamViewer and as such is the responsible entity in data protection terms for the collection, processing and use of personal data of the customer and its employees. We therefore ensure the confidential handling of all information and take the protection of your trade and business secrets and your data very seriously. We collect, process and use your personal data only in accordance with the content of this Data Protection Declaration and the relevant, applicable laws on data protection.

By way of this Data Protection Declaration, we wish to inform you as to which personal data concerning you we collect, process and use in connection with the performance of the remote services.

Personal data within the meaning of this declaration involves individual details about personal or factual circumstances of a natural person. This includes all information on the identity of individuals such as, for example, their name, e-mail address or postal address. On the other hand, however, information that cannot be associated with a natural person (such as, for example, information of a solely company-related nature) does not count as personal information.

2 Use of TeamViewer, registration

The use of remote services is only possible if you have installed the TeamViewer software on your computer as per the technical explanations. When using TeamViewer, you are free to choose your access data, including username, which is displayed for us to establish the connection. It is not necessary to provide personal data in this regard.

Until the remote connection has been established we do not receive any further information via your computer and the relevantly installed systems with the exception of your username.

TeamViewer is a program produced by TeamViewer GmbH, Göppingen, Germany via which we provide remote services. We have an agreement with TeamViewer GmbH on commissioned data processing, according to which all personal data is collected, processed and used under our sole responsibility and according to our instructions.

3 Performance of the remote services

When performing remote services, we see your screen, including all information available on it. In your own interests, you should therefore quit all programs and close displays that are not related to the remote services. It is contractually provided for that you shall ensure that we do not come into contact with personal data from your environment when performing the remote services.

4 Recording of the use of remote services

The use of remote services is recorded at the company level, in addition to which the name of the contact person is stored. The recording thereof is carried out for billing purposes only. The personal data is deleted as soon as the purpose of its storage is no longer given.

5 Storage and use of your data

The collection, storage and processing of your data takes place solely for the purpose of performing the remote services. We do not link your data with any other data and do not use it for any other purposes either. Should we use the services of external service providers within the framework of performing our service, any access to the data on their part is likewise solely for the purpose of performing the service. We take technical and organizational measures to ensure compliance at all times with data protection requirements and also obligate our external service providers accordingly.

Moreover, we do not pass the data on to third parties without your express consent. Your personal data will only be passed on to third parties if you yourself have consented thereto or to the extent that we are entitled or obligated to do so in accordance with statutory requirements and/or official or court orders. Such instances can in particular include the provision of information for purposes of law enforcement, hazard prevention or for the enforcement of intellectual property rights.

Data is transmitted by TeamViewer via the Internet. TeamViewer uses an encrypted connection for the data transmission. However, it can never be ruled out with absolute certainty that unauthorized third parties are able to view and/or access the transmitted data. We recommend that you consider this aspect when deciding whether to make use of remote services.

6 Further information

For further information on our handling of personal data, please do not hesitate to contact our data protection officer via datenschutz@lenze.de.

You are entitled to access information about the data we have stored about you, as well as the right to correct, block, or delete this data as necessary. Likewise, you may at any time freely revoke any consent you have already given, with effect for the future. As far as asserting claims to information about or the correction or deletion of personal data, please contact our data protection officer.

7 Changes to this Data Protection Declaration

We reserve the right to change this Data Protection Declaration at any time with effect for the future. A current version hereof is directly accessible via the website under "Legal Information". Please check the website regularly for new versions and find out about the applicable Data Protection Declaration.

Status of this Data Protection Declaration: August 2016