

## **Data protection notice for remote maintenance via AnyDesk**

According to Article 13 and 14 of the EU General Data Protection Regulation (GDPR), there are information obligations when collecting personal data. For this reason, the following information is brought to your attention:

### **Purpose of data processing**

AnyDesk is a secure application for remote PC control and allows you to transmit the current screen contents of two PCs connected via the Internet to each other in real time (so-called desktop sharing). Using AnyDesk, our hotline can support you even more conveniently when you have questions. While you are on the phone with us, AnyDesk allows us to look at your screen via the Internet, eliminating the need for time-consuming descriptions of the problem. With the help of a mouse-controlled pointer, we can give you targeted advice.

### **Access to your PC**

The connection can only be established after you have given your consent. To do this, you inform us of your connection ID and password by telephone. After the online session has been completed, the connection will be terminated automatically. Before using AnyDesk, please make sure that you close all applications and data that you do not want us to see. Additionally, you can allow remote access to your computer. You determine the scope of remote access yourself. The remote access will be performed only after you agree to it by mouse click. You can follow all activities on your screen. A session can be ended by either party at any time by clicking the close icon in AnyDesk.

### **Data security**

All connections are encrypted using the RSA 2048 asymmetric key exchange and are thus securely protected from third-party access. The connection ID ensures that the correct partners are connected. The password is randomly generated and is valid for one session only. Technical security with regard to the transport of data affected for the service is ensured by encryption with a 256-bit AES key. This is considered secure in professional circles.

### **Recipients of the collected contact data**

Access to your data is granted to those offices that need it to fulfill their tasks. The data will only be passed on to the provider of the remote maintenance software, AnyDesk Software GmbH, Türlenstraße 2, 70191 Stuttgart, Germany.

### **Legal basis for data processing**

The legal basis is your consent pursuant to Article 6 (1) a) GDPR and/ or Article 6 (1) b) GDPR, the performance of a contract or the implementation of pre-contractual measures at the request of the data subject.

### **Storage period**

The data is stored until the final processing of your request. After the session has ended, the connection setup is deleted. You are also requested to immediately change any passwords that may have been - unintentionally- compromised during the session. The online session will not be recorded.

### **Rights of the data subjects**

If your personal data is processed, you have the right to receive information about the data stored about you (Art. 15 GDPR). If incorrect personal data is being processed, you have the right of rectification (Art. 16 GDPR). If the legal requirements are met, you may request erasure or restriction of processing as well as object to processing (Art. 17, 18 or 21 GDPR). If you have consented to the data processing, you may have a right to data portability (Art. 20 GDPR). Furthermore, you have the right to lodge a complaint with the competent supervisory authority.

### **Revocation in case of consent**

If you have consented to the processing by means of a corresponding declaration, you can revoke your consent at any time for the future. The legality of the data processing carried out on the basis of the consent until the revocation is not affected by this. The revocation can be made form-free and should preferably be directed to: [info@knauer.de](mailto:info@knauer.de)