

The Use of TeamViewer

Dear Customers,

Like many other service providers around the world, we have been using the Team Viewer Tool for a long time to provide remote diagnosis and repair. Our specialists use TeamViewer to remotely connect to your Analytik Jena Device in order to make system diagnoses and if necessary, corrections. The goal is to restore system performance, improve or identify potential hardware or software failures more closely. In some cases, assignments can be completed successfully.

Access to your system / computer via the TeamViewer tool is only and exclusively for the purpose of service provision, on your device, by specialists from Analytik Jena. Access via TeamViewer is only possible if you confirm this on screen previously. The data is only processed for the purpose of providing service. In case the users are not in the same network, the transmission data is routed via the TeamViewer servers. The servers of TeamViewer are located in Germany and Austria. There is no transfer to countries outside the EU, so-called third countries. Further information can be found in the TeamViewer security statement as a download from the Analytik Jena website at <https://www.analytik-jena.com/service-support/technical-support/> or directly from TeamViewer at <https://www.teamviewer.com/docs/en/TeamViewer-Security-Statement-en.pdf>.

Generally, no personal data is read, collected or processed during the provision via TeamViewer. To ensure this, we ask you to close programs or documents that contain sensitive, confidential or personal data, which could accidentally be accessed by our specialists while having access to your device.

If a video transmission is carried out by yourself or possibly by a service employee of Analytik Jena GmbH on site, we recommend to remove all personal items from the transmission area. We also recommend that you inform your colleagues or those close to you accordingly so that they are not involuntarily seen in the video. A video transmission will only take place after consultation and with your explicit consent.

If, in exceptional cases, personal data is processed, you have the right to contradict to the use of your data. In addition, you are entitled to request information about the data we have stored about you and, if the data is incorrect, to demand that it be corrected or, in the case of inadmissible data storage, that it be deleted. You also have the right of complaint to the Regulatory Authority.

In this respect, Analytik Jena is the responsible body for the processing of personal data. If you have any further questions, you can contact the data protection department at the following e-mail address: datenschutz.team@analytik-jena.com

Therefore we ask you to use the TeamViewer option as a temporary measure to examine the functionality of your Analytik Jena devices.

Thank you for your understanding and support.

Best regards

Your service team at Analytik Jena