Privacy policy for the CANCOM remote maintenance portal

We take the protection of your personal data seriously and want you to feel secure when using our portal. We attach great importance to making the processing of your personal data transparent and would like to inform you in this privacy policy about our handling of your data and your rights in this regard.

This remote maintenance portal is provided by CANCOM Austria AG, hereinafter referred to as "we", "us" or "our". We act as a processor within the meaning of the GDPR and process personal data exclusively on behalf of and in accordance with the instructions of the respective controller (our customer). The purposes and means of data processing are determined by the controller.

The controller is the customer who uses this portal to coordinate its service providers. The controller is responsible for informing the data subjects (e.g. service providers or other users of the portal) about the processing of their data.

1. name and contact details of the processor

CANCOM Austria AG

Wienerbergstraße 53, 1120 Vienna, Austria

T +43 50 822 0

info@cancom.com

c/o Data Protection Officer

Wienerbergstraße 53, 1120 Vienna, Austria

datenschutz@cancom.com

CANCOM

2. nature and purpose of data processing

The data is processed exclusively for the purpose of providing the functions of the remote maintenance portal and to technically enable its use. This includes the provision of remote maintenance services, the authentication and administration of user accounts and ensuring the technical functionality of the portal.

The following personal data may be processed when using the remote maintenance portal:

data category	service	details personal data	reason of processing	storage duration
Identification data	Onboarding Service	First name Surname Date of birth Company name ID number ID document type ID photo Camera photo of the person	Registering a person for the service Validating ID documents Answering support queries	14 days
User information	Remote Access Service	First name Last name Date of birth User ID Password hash E-mail address Organization name ID number ID document type Date of registration Access roles	Service provision Access authentication and authorization Security audit reporting	In accordance with the instructions of the controller
Access and usage information	Remote Access Service	IP address User agent Connection type, mode, service Authentication method Targets Timestamp Access groups Roles Events Session recording Clipboard recording File transfer recording	Service provision Diagnosis of technical problems Conducting analyses to make usage transparent Billing for services	1 year

3. legal basis of the processing

The processing of personal data for these purposes is carried out on the basis of Art. 6 para. 1 lit. f GDPR in conjunction with Art. 28 GDPR. The legitimate interest of the controller is the provision of a functional and secure remote maintenance platform to enable users to access and use the services.

4. obligations of CANCOM as processor

We undertake to process personal data only on the documented instructions of the controller. In addition, we take all necessary measures in accordance with Art. 32 GDPR to ensure the protection of personal data. We ensure that all persons authorized to process data are obliged to maintain confidentiality and strictly observe this confidentiality. After completion of the contractually agreed services, we will either delete or return all personal data as instructed by the controller. In addition, we support the controller in fulfilling its obligations under Articles 32 to 36 GDPR to ensure that all data protection requirements are fully met.

5. recipient of the data

Personal data will only be passed on to third parties on the instructions of the controller or if this is required by law.

6. storage period

The storage period for personal data is determined by the controller. We only store data for as long as is necessary to fulfill our contractual obligations or as instructed by the controller. After termination of the contract or at the instruction of the controller, the data will be deleted, provided there are no statutory retention obligations.

7. data security

We take appropriate technical and organizational measures to ensure the confidentiality, integrity and availability of personal data. These measures serve to ensure the security of the data we process and to minimize the risk of data loss, unauthorized access, misuse or disclosure.

8. data protection rights of the data subjects

Data subjects have the right to information, correction, deletion and restriction of the processing of their personal data as well as the right to data portability and objection. Requests in this regard should be addressed directly to the controller.

9. changes to this privacy policy

Parts of this privacy policy may be changed or updated by us for technical or legal reasons without prior notification. Please always check the current privacy policy to ensure that you are up to date with any changes or updates.

10. contact us

If you have any questions about this privacy policy, please contact us at: datenschutz@cancom.com