

# Data protection declaration

## GoToAssist

---

This data protection declaration applies to the remote diagnosis application GoToAssist at UniCredit Bank AG ("HypoVereinsbank"). It tells you what personal data is collected, stored and processed when you authorise a support team member to connect to your screen via GoToAssist. We have made contractual agreements with our service provider Cisco Online Inc. to offer you maximum data protection and data security.

If you wish to make use of this remote diagnosis service as a customer of HypoVereinsbank, please enter the connection code given to you by your support team. When you receive the request to screen share, click on OK to authorise access. Please ensure that you have closed any windows with confidential data (e.g. e-mails) before confirming the request. Should it prove necessary, you can also transfer keyboard and mouse control to the support team member. The support team member will only resort to this option to analyse and solve your problem. You may terminate control of the keyboard and mouse or pause or terminate the screen sharing session at any time.

The beginning and end of the remote diagnosis session are recorded and stored for one year. This data is used by the Support Team to compile user statistics. Citrix saves chat messages for 90 days. Either you or the support team member can also save these on your hard drive. Other contents like screen contents, configuration data or transmitted files are buffered by Citrix but not permanently saved.