Information

GoToAssist

Note on the use of GoToAssist in support cases

UniCredit ("HypoVereinsbank") would like to inform you in the following about the use of the remote support platform GoToAssist of the provider GoTo Technologies Ireland Unlimited Company. HypoVereinsbank only uses GoToAssist of the provider GoTo Technologies Ireland Unlimited Company if you allow a support employee of the bank to connect to your screen remotely via GoToAssist.

HypoVereinsbank has concluded so-called EU standard contractual clauses with GoTo Technologies Ireland Unlimited Company, which offer you the highest level of data protection and data security.

If you, as a customer of HypoVereinsbank, want to use the remote support service of GoToAssist, you enter the connection code that the support employee of HypoVereinsbank will give you. You release your screen for viewing when you confirm the screen release request with OK. Please make sure that you close all windows containing confidential data (e.g. e-mails) beforehand.

If required, you can also hand over full keyboard and mouse control to the support employee. The support employee will use this option exclusively to analyze and resolve your problem. You can end keyboard and mouse control or pause or end screen sharing at any time.

The start and end of the remote diagnostic process is recorded without attribution to individual customers and kept for 1 year. The support team can generate usage statistics from this. Other content data such as screen contents, configuration data or transferred files are only buffered by GoTo Technologies, but not stored permanently.

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