

# Intetics GDPR Documentation - Desk-Net - Record of Processing Activities (Art. 30 (2) GDPR)

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## Processor in the sense of Art.30 (2):

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## Categories of Processing

### 1. Provision of the application Desk-Net

General provision of the Desk-Net application so users can enter, edit and delete data. This includes the storage of such data.

Transfer to Third Countries:

- Belarus (Intetics GmbH; until end of 2018)  
Maintenance of the Desk-Net application.  
Based on EU Standard Contractual Clauses (Art. 46 (2) GDPR).

### 2. User profile creation, manipulation and removal in support cases

Technical support to the Customer Success Management team.

Transfer to Third Countries:

- Belarus (Intetics GmbH; until end of 2018)  
Technical support to the Desk-Net Customer Success team.  
Based on EU Standard Contractual Clauses (Art. 46 (2) GDPR).

### 3. User profile list deletion

Running of the script that removes all personal data from a customer's account in contractual termination cases.

Transfer to Third Countries:

- Belarus (Intetics GmbH; until end of 2018)  
Technical support to the Customer Success Management team.  
Based on EU Standard Contractual Clauses (Art. 46 (2) GDPR).

### 4. User data review in support cases

Technical support to the Customer Success Management team.

Transfer to Third Countries:

- Belarus (Intetics GmbH; until end of 2018)  
Technical support to the Customer Success Management team.  
Based on EU Standard Contractual Clauses (Art. 46 (2) GDPR).