

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).