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

Processor:

Desk-Net GmbH

Falkenried 74a, 20251 Hamburg, Germany

Phone: +49 40 88 14 170 0

Email: info@desk-net.com

Data Protection Officer at Processor:

Nils Reinl

Phone: +49 40 88 14 170 0

Email: dpo@desk-net.com

Technical and Organisational Measures (TOMs)

See document Technical and Organisational Measures.

Categories of Processing

1. Provision of the application Desk-Net including data storage

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

Transfer to Third Countries: None

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

The Desk-Net Support creates, edits and removes user profiles in rare cases based on written requests from administrators on the customer side. In even fewer cases does the Desk-Net Support require technical support from its technical team in these cases.

Transfer to Third Countries: None

3. User profile list deletion

Deletion of the entire user data in case of a contract cancellation.

Transfer to Third Countries: None

4. User data review in support cases

The Desk-Net Support may need to review user data such as assignments in support cases. In some cases does the Desk-Net Support require technical support from its technical team.

Transfer to Third Countries: None

5. User information

Information of users about upcoming changes to the software and related system downtime.

6. Lead data management

Management of tasks, deadlines, email communication, web demos and similar tasks for the management of leads.

7. Database anonymization

Creating an anonymized version of the database for software development purposes.

Information about Customer (Controller)

All Desk-Net customers and leads testing Desk-Net.