GoToAssist and the GDPR

On May 25, 2018, the European Commission will require all global organizations conducting business in the European Union (EU), as well as businesses maintaining or processing EU personal data, to comply with the General Data Protection Regulation (GDPR). These new rules aim to provide EU citizens with greater control over how their personal data is collected, stored, transferred and used, while also simplifying the regulatory environment across the EU.

GoToAssist's compliance with GDPR

As a global company with customers in nearly every country in the world, LogMeIn has always made it a priority to protect the personal data of our customers and their end users. GDPR represents an opportunity to continue our commitment in this area. LogMeIn and GoToAssist already participate in the EU-U.S. and Swiss Privacy Shield Frameworks and are compliant with current applicable EU data protection rules. At LogMeIn, our ongoing compliance review and actions build on our existing investments in privacy, security and the operational processes necessary to meet the applicable requirements of GDPR by May 25, 2018.

To make sure that customers understand LogMeIn's general philosophy towards GDPR, our goals by the date it will be enforced and how they may be able to use GoToAssist in a GDPR-compliant way, it is important to remember a few points:

- In GDPR terminology, GoToAssist is a "Data Processor" and you, our customer, are the "Data Controller" for all Customer Content (as defined in the Terms of Service). This means that you are in charge of determining the fate of all data uploaded by you or users on your account. GoToAssist will comply with your instructions and the terms of any written agreement or contract as to how to deal with data (within the capabilities of the product).
- As Data Controller, you also own the relationship directly with users in your account – these users are considered to be "Data Subjects" under the GDPR. Data Subjects have certain rights under the law and GoToAssist provides tools for you to assist Data Subjects in the exercise of their rights.
- For your privacy and security, we will delete your content (i) at your request or (ii) after your account is no longer provided under a paid subscription.
- At any time, you have the right and the necessary tools to get your Content out of GoToAssist. We make it easy for you to maintain your own local backup copy.

It is very important to remember that by using GoToAssist you are not necessarily or automatically fully GDPR compliant. We encourage you to verify that you meet all applicable aspects of the regulations and to seek legal advice, if needed.

The bottom line of GDPR? It's all about ensuring data subjects' privacy and providing for the appropriate handling of personal data. We believe that if our customers are ever called upon to demonstrate their GDPR compliance (perhaps, for example, during an audit), the following GoToAssist features may be able to help:

- **Security:** GoToAssist data is fully encrypted using Secure Socket Layer (SSL) and government-approved 128-bit Advanced Encryption Standard (AES) end-to-end encryption combined with RSA public/private key encryption. Our tiered server architecture stores all data two tiers away from the Internet. Access is through a mediating application server.
- **Session recording:** Allows for the entire remote support session to be recorded and can also be used for educational purposes by sharing with other technicians.
- **Protecting end user data:** An essential part of remote support security is the permission-based access control model for protecting access to a customer's computer and the data contained therein. During customer-attended live support sessions, the customer is always prompted for permission before any screen sharing, remote control or transfer of diagnostic data, files or other information is initiated. Once remote control and screen sharing have been authorized, the customer can watch what the representative is doing at all times. Further, the customer can easily take control back or terminate the session at any time.
- **Compliance in regulated environments:** Because of its comprehensive set of application and communications security controls, including its customer-authorized, permission-based security model, GoToAssist may be confidently used to support computers and applications in environments subject to HIPAA, Gramm-Leach-Bliley Act or Sarbanes-Oxley regulations, where robust data confidentiality and integrity controls must be employed. We recommend that organizations carefully review GoToAssist in the context of their specific environments, user populations and policy requirements. In some cases, communicating additional usage guidelines to users may be advisable to ensure the security goals of all stakeholders are satisfactorily met.

Learn more about LogMeIn's GDPR compliance, including product-specific Security and Privacy Operational Controls (SPOCs), at logmeininc.com/gdpr.