

Remote Support by INDUSTRONIC Using TeamViewer

INDUSTRONIC takes the privacy of customers and partners and the protection of their data very seriously. For remote access to our communication systems we therefore use the certified remote support software “TeamViewer” by TeamViewer GmbH.

TeamViewer allows us to look at your desktop via internet in order to discuss and operate applications together with you. Via the TeamViewer control panel you can reverse the “direction of looking” or cut the connection at any time.

TeamViewer provides of various mechanisms that protect you from any unauthorized access to your devices during a TeamViewer session and thus guarantee the safety of your data and privacy.

- Highly encrypted data channels (same security standards as used for HTTPS or SSL):
This encryption is considered state-of-the-art and completely secure so that even governments and financial institutions use it.
- Individual password for each TeamViewer connection:
Each new start of TeamViewer creates a new and different password. This ensures that multiple connections are excluded provided you close the TeamViewer program after each session.
- Access to your device only with corresponding unique TeamViewer ID and password:
If you grant access to your device a dialogue window at the lower right corner of your desktop will open.
- Generally it is NOT possible to control a computer without being noticed, as
 - without your express consent our technical adviser cannot work with you;
 - without your express consent our technical advisor cannot look at your desktop;
 - any security related functions like data exchanges need your confirmation;
 - it is impossible to remove data from your computer secretly without authorization;
 - you can end the joint session at any time.

Disclaimer

INDUSTRONIC does not assume any responsibility or liability for the programs installed on your computer, their protective devices (such as virus scanners or firewalls), and for data backups or licenses.

INDUSTRONIC does not accept any liability for any faults not caused by us, even if they are in close temporal proximity to the support provided by us.

By starting the TeamViewer software, you acknowledge and accept the exclusion of liability of INDUSTRONIC Industrie-Electronic GmbH & Co. KG.