

Privacy Notice

This Privacy Notice informs you about how your personal data is being processed in connection with the Helpdesk Ticketing Tool and your rights as a Data Subject.

A. What is the purpose of the processing activity and which legal basis do we apply for processing?

We handle Support Requests within our Helpdesk Ticketing Tool, which enables a coordinated and efficient handling of your Support Request. Additionally, we use AI features integrated into the Helpdesk Ticketing Tool to improve our support service.

We will process your personal data solely for communication purposes, in particular, to contact you regarding your Support Request or updates on resolved issues.

In addition, the AI functions may process personal data contained in the Support Request to conduct the requested action (i.e., summarize the ticket-history, rephrase a response, create a response, etc.). The output generated by the AI function will in all cases be verified by our support agents before being shared with you.

The analysis conducted by the AI functions concerns the resolution of technical issues and the communication and not the analysis of the individual.

We process your personal data within the Helpdesk Ticketing Tool solely for purpose of solving your Support Request. The legal basis for the processing of your personal data is Art. 6(1)(f) GDPR ("**Legitimate Interest**").

B. What personal data do we process?

The Support Request Form only processes the professional contact details it explicitly requests you to submit. As a result, we collect the following types of information:

- **User Information:** Your name and your email address
- **Issue Details:** Information related to the technical issues you report, including screenshots, error messages, and other relevant technical data.

C. How do we process your personal data?

Our Helpdesk Ticketing Tool incl. the AI functions are provided by Freshworks Inc., who acts as our processor. Our relationship with Freshworks Inc. is governed by a data processing agreement that ensures Freshworks' compliance with applicable data protection laws and maintenance of the security of your personal data. If you want to find out about how Freshworks Inc. processes your personal data, please refer to Freshworks Inc.'s [Privacy Notice](#).

Your data may also be processed temporarily by Microsoft Azure OpenAI for the sole purpose of delivering the requested AI service.

If you do not want that our support agents use the support of AI functions for solving your Support Request, please withdraw from the processing activity by leaving a comment in the Support Request Form stating the withdrawal.

In the event that you have contacted us via e-mail and reject the use of the AI function, please inform us about the withdrawal by replying to the automated e-mail received.

D. How do we store your data?

Your data will be stored on the servers of Freshdesk Inc. located in Amsterdam, NL. In addition, your data will also be stored temporarily on the servers of Microsoft Azure OpenAI located in Amsterdam, NL for the sole purpose of delivering the AI service.

We retain your personal data only for as long as necessary to fulfill the purposes outlined in this privacy notice or as required by law or our internal policies.

E. How do we ensure data security?

We have adopted appropriate technical and organizational measures to protect your personal data against unauthorized access, disclosure, alteration, and destruction. When defining such measures, we take the nature and scope of data processing, and the risk into account to ensure the utmost protection of your data. We continuously improve our security measures and adapt them to the current state of the art.

F. What are your Data Subject Rights?

If you want to know more about your Data Subject Rights, please take a look at our privacy policy on our website: www.tecan.com.

In the event that this Privacy Notice has not answered all of your questions or you would like to enforce your Data Subject Rights, please get in touch with us via our Data Subject Questionnaire, which you can find on [Terms of Use, Privacy Policy and Cookies Policy](#) page.