

Acceptable Use Policy for TeamViewer AI Services

Version as of 29 October 2024

TeamViewer AI Services are designed to enhance TeamViewer services. The use of the TeamViewer AI Services offered by TeamViewer Germany GmbH is governed by this Acceptable Use Policy in addition to the requirements about AI use in the [TeamViewer End User License Agreement \(EULA\)](#), the [Data Processing Agreement \(DPA\)](#) and [Third Party Terms](#). This Acceptable Use Policy defines the requirements that Customers and its users of TeamViewer AI Services must adhere to. As the legal framework and technical guidelines governing these technologies are evolving over time, TeamViewer may change the Acceptable Use Policy, e.g., change of AI model or the AI third party provider, change of scope of use or new features, legal or regulatory changes. Customer's continued use of the AI Services following such modifications constitutes acceptance of the changes.

- 1. Responsibility.** You are solely responsible for the use of TeamViewer AI Services by you and your users, including for any input, interaction, or content generated during the sessions. You are solely responsible and liable for evaluating and verifying the Output as being suitable and appropriate use. You acknowledge that TeamViewer's AI Services are not intended for high risk uses, including the operation of critical infrastructure. AI technology consists of emerging technologies and given the nature of such technologies, we recommend not entering sensitive information or other data that is not supposed to be shared or disclosed within such AI Services.
- 2. Conduct.** By using TeamViewer AI Services, you agree not to
 - a.** enter (i) confidential or personal data unless you have the right to do so, (ii) input including trademarks or other materials protected by third-party Intellectual Property Rights, unless you have sufficient rights in such materials; or (iii) input that is intended to generate Output that is substantially similar to a third-party's copyrighted work or is otherwise protected by third-party Intellectual Property Rights, unless you have sufficient rights in such work;
 - b.** use it to (i) promote or facilitate illegal activities or unlawful actions, (ii) facilitate fraudulent actions, (iii) attempt unauthorized access to a system, property, or information, (iv) generate content that contains or promotes violence, hate speech, or harassment, or insults or demeans a person, (v) generate sexually explicit content, (vi) distribute malware or spam, or (vii) contravene regulatory safety policies;
 - c.** reverse engineer, reverse compile, decompile, translate, engage in model extraction or stealing attacks, or otherwise attempt to discover the source code or underlying components of TeamViewer AI Services, its algorithms, and systems (except to the extent these restrictions are contrary to applicable law);
 - d.** abuse, harm, interfere with, or disrupt our services or systems, e.g., by introducing malware spamming, hacking, excess usage, prompt-based manipulation, bot/scraping behaviors, technical attacks, or bypassing our systems, protective measures jailbreaking, adversarial prompting, or prompt injection;
 - e.** use or allow third parties to use them in a way that would represent a prohibited AI practice pursuant to Article 5 of the EU Artificial Intelligence Act (Regulation (EU) 2024/1689; **AI Act**);

- f.** use or allow third parties to use them (i) for biometrics purposes, (ii) for the operation or as safety components of critical infrastructure, (iii) for the recruitment or selection of natural persons for employment purposes, (iv) for making decisions affecting terms of work-related relationships, the promotion or termination of work-related contractual relationships, to allocate tasks based on individual behavior or personal traits or characteristics or to monitor and evaluate the performance and behavior of persons in such relationships, or (v) for any other purpose that could be considered high-risk in the context of the AI Act;
 - g.** use or allow third parties to use any content, Output or other information received or derived from TeamViewer AI Services, to directly or indirectly create, train, test, or otherwise improve any machine learning algorithms or AI systems;
 - h.** to mislead any person that Output was solely human generated;
 - i.** use it in scope of or for the purposes of managing or operating critical infrastructures as well as any identification or categorization of natural persons.
- 3. Violations.** A Customer violation of this Acceptable Use Policy will be considered a material breach of TeamViewer's EULA and/or other agreement governing Customer's use of the services.