



# General Data Protection Regulations (GDPR) Statement Customer remote session handling procedure

Last updated: February 22, 2018  
GDPR Handling Procedure version 1.0

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## Scope

This document covers the procedures in place for the handling of remote session following a Service Request (SR) when customer contacted McAfee Technical Support.

Note that this document serve as rules of engagement of how McAfee Technical Support remote on to customer's machines, it detail the Dos and DON'Ts while McAfee support have remote access to the customer machine.

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## Assumption

It is the customer responsibility for notifying McAfee whether the established remote session they provide contains PII data or not.

**McAfee will not be responsible for ascertaining whether a system contains PII data or not.**

## Service Request

A Service Request (SR) is created when the customer contacts support about hardware or software issue(s):

<b>Procedure</b>	<b>Notes</b>
1. Service Request (SR) is created for hardware as well as software issue.	SR number will be provided.
2. McAfee support will do necessary steps to rule out problem and put them into two categories: <ol style="list-style-type: none"> <li>a. Hardware issue</li> <li>b. Software issue</li> </ol>	The remote session DOs & DON'Ts are described here: <ul style="list-style-type: none"> <li>• How to conduct a Remote Control Session using LOGMEIN (LMI)</li> <li>• Corporate/Consumer PR is PR50071</li> </ul>
3. When hardware issue is identified, McAfee support will not troubleshoot hardware issue but will hand over to our McAfee manufacturing partner. A technician from our partner will be assigned to identify customer's issue i.e the faulty part(s).	[McAfee_GDPR_Product_Statement_Hardware>Returns] Only exception is a clear failure of a HDD or PSU (power supply unit). A replacement part will be ordered by the McAfee Support tech without any further troubleshooting.  In the rare situations where support need Engineering to examine hardware, support will use the RMA process PR 500727 for the hardware. Which will invoke the NCR team.
4. When software issue is identified, McAfee support will have to establish if remote session is required. When remote session is required, here are the software that may be used. <ol style="list-style-type: none"> <li>a. LogMeIn</li> <li>b. WebEx</li> </ol>	Using LogmeIn is the policy. All TSE's are authorized to conduct a remote session.  We discourage the use of Webex for remote control as it does not have all the functionality that LogmeIn has. As an example LOGMEIN sweeps the remote control session and the conversation into the service requests. This provides evidence of what the agent did on the customers system.

## Remote Session

Here are the Dos and DON'Ts for McAfee support to remote session in to customer machine:

<b><i>DOs</i></b>	<b><i>DON'Ts</i></b>
<ol style="list-style-type: none"><li>1. Taking control of the remote session.</li><li>2. Reminds customer to close all unrelated windows or windows with PII.</li><li>3. Remind customer that support may be able to see customer login name.</li><li>4. Use the following tools to collect diagnostic report:<ol style="list-style-type: none"><li>a. Feedback</li><li>b. Getlogs</li><li>c. IDT/LDT</li></ol></li><li>5. Retain a copy of chatlog which include details of taking control (for LogMeIn rescue) – this is gathering process is automated and swept back into the SR.</li></ol>	<ol style="list-style-type: none"><li>1. Unable to see customer password</li><li>2. Reboot servers, delete files or move files – we strongly use the “we recommend action” rather than our TSE’s actually taking the above action. Which allows the Customer to use their best judgement on any risk the action may have.</li></ol>

Note: When a customer left his/her screen unattended, what would McAfee support do to ensure we comply to data security & data privacy? If the customer stopped responding the TSE would attempt to get the customer to respond by asking if they are still there. If the customer does not return in 5 minutes then the McAfee agent would end the chat and remote session.

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