

As your Managed Service Provider (MSP), Computeam use **Datto RMM** to deliver fast, secure, and proactive IT support. We want to reassure you that our use of this tool is **strictly for support purposes** — never for surveillance or unauthorised access.

### What is Datto RMM?

Datto RMM (Remote Monitoring and Management) is a trusted platform used by IT professionals to:

- Monitor device health and performance
- Apply updates and patches
- Provide remote troubleshooting
- Automate routine maintenance
- Provide remote support to end users when required.

### How We Use It — And How We Don't

We Do	We Don't
Use Datto RMM to resolve issues quickly and efficiently	Use it to spy on users or monitor activity without cause
Access devices <b>only with prior authorisation</b> as part of a support request	Access devices without permission or outside of agreed support hours
Log all remote sessions for transparency and auditing	Hide or obscure remote access activity
Follow strict data protection and privacy policies	Collect personal data or files without consent

### Your Privacy Matters

We take data protection seriously. Our technicians:

- Operate under strict access controls
- Only connect to devices when necessary and approved
- Never view or interact with personal files unless explicitly requested
- Are trained in GDPR and other relevant compliance standards

## Transparency & Trust

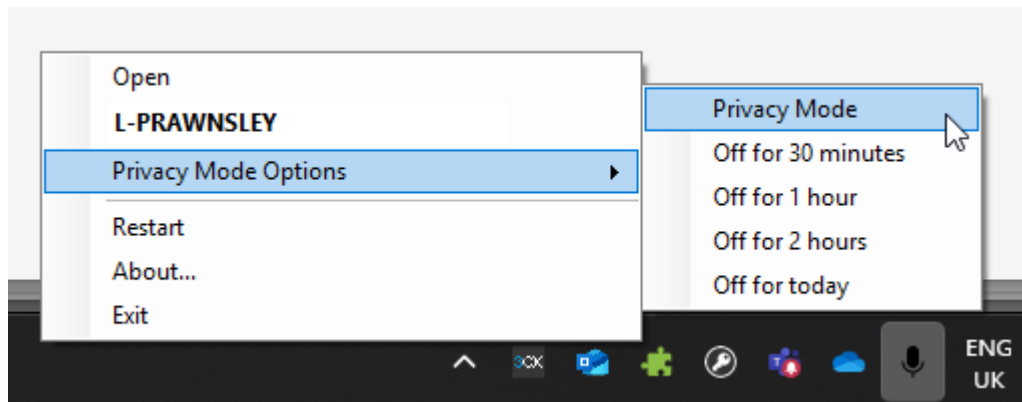
If we ever need to access your device remotely:

- We will request access via a logged support request
- You'll have the option to approve or decline
- You'll know exactly what we're doing and why
- All activity through our Datto RMM platform is fully audited and logged.

## Restricting access to on-demand

If you choose to, you can enable **Privacy Mode** to give you greater control over your device during remote support sessions. It ensures that no technician can access your computer remotely without your explicit permission by clicking an "approval" button, helping protect your personal data, maintain confidentiality, and prevent interruptions during sensitive tasks. If you value transparency and want to be notified before any remote activity takes place, Privacy Mode is a simple and effective way to safeguard your digital workspace.

To enable Privacy Mode on your device, simply right click the Datto RMM icon in your system tray (green jigsaw piece), then select "Enable Privacy Mode."



Once activated, the icon will show a "no entry" symbol.



This feature ensures that no one — including our support technicians — can remotely access your device without your explicit permission. You'll be notified of any access requests and can choose whether to allow or deny them, giving you full control over your privacy during support sessions.

## Questions or Concerns?

If you have any questions about how we use Datto RMM or want to review your support preferences, please don't hesitate to contact us.