



Terms & Conditions for TeamViewer Voices

The TeamViewer Voices Program (“**Program**”) is a voluntary customer advocacy and collaboration initiative operated by TeamViewer Germany GmbH, Bahnhofplatz 12, 73033 Göppingen (“**TeamViewer**”, “**we**”, “**us**”).

The Program aims to foster professional exchange and dialogue between TeamViewer and selected customers and users who are willing to share experiences, insights, or feedback related to TeamViewer products and services (“**Advocates**” or “**Participants**”).

Participation in the Program is voluntary, non-exclusive, subject to these Terms and Conditions (“**Terms**”) and does not create any obligation for TeamViewer to offer specific activities, benefits, rewards, or opportunities. Participation also does not constitute any form of partnership, agency, endorsement, employment, or representation relationship.

1 Scope of the Program & Collaboration Formats

Depending on the Participant’s profile, interests, availability, and TeamViewer’s business needs, possible collaboration or participation formats may include, but are not guaranteed and may be offered selectively and at TeamViewer’s sole discretion, for example:

- Customer Advisory Boards: Join our Customer Advisory Board to shape solutions that drive our success and stay ahead of the market.
- Innovation sessions: Co-create ideas in workshops; explore new use cases and roadmap opportunities.
- Community: An online community where people connect, share, and support each other around common interests.
- Events and event speaking: Attend or speak at events to share your story and increase ours and your company's profile.
- Analyst roundtables: Join small-group analyst sessions to share and hear insights and influence market perception.
- Analyst interviews: One-to-one briefings with analysts to discuss your experience and roadmap needs.
- Press/media opportunities: Participate in media interviews or quotes to support PR, boost your profile and increase brand awareness.
- Thought leadership: Contribute ideas and input, that position you as an industry leader.
- Awards: Submit or support award entries showcasing success and impact.
- Reference calls: Take calls with peers to share your experience and impact with products and services.
- Reference visits: Host or attend onsite/virtual visits with prospects for deeper reference engagement.
- Product & services reviews: Provide reviews or testimonials about your experience with our product and services.
- Case studies: Collaborate on written/video case studies demonstrating outcomes and value.
- Social amplification: Share and engage with posts to amplify your stories.
- Logo usage: Use of your logo in approved marketing materials and on our website.



Not all Participants will be offered the same opportunities, and TeamViewer is under no obligation to offer any specific activity, frequency, or scope of collaboration to any Participant.

2 Eligibility

The Program is open only to individuals who:

- are at least 18 years old,
- are current end users or customers of TeamViewer products or services,
- interested parties, i.e., persons interested in peer-to-peer introduction to TeamViewer Products by other TeamViewer users
- reside in regions where participation is legally permitted.

The Program is not open to:

- employees, contractors, or agents of TeamViewer or its affiliates, resellers, distributors,
- immediate family members of such persons,
- competitors of TeamViewer,
- individuals whose employer policies prohibit participation,
- individuals residing in jurisdictions where participation is prohibited by law
- public officials or other individuals in public office whose acceptance of invitations or participation is restricted or prohibited by applicable laws or regulations.

Eligibility is determined at TeamViewer's sole discretion and may be reassessed at any time.

3 Participation & Registration

Participation is by invitation only, typically initiated by a TeamViewer representative (e.g., Customer Success Manager), expressions of interest towards TeamViewer collected at events (such as through registrations or surveys), and, if available, online sign-up forms made available by TeamViewer.

If invited:

- TeamViewer will create an initial profile for the Participant on the TeamViewer Voices platform,
- the Participant must accept these Terms,
- the Participant must provide accurate and truthful information and keep it up to date.

Only one account per individual is permitted. TeamViewer may suspend or remove accounts at its discretion.

4 Program Rules & Acceptable Use

Participants agree not to:

- misuse or interfere with the Program or its systems,
- use automated tools or multiple accounts,
- infringe intellectual property, privacy, or data protection laws,
- use TeamViewer trademarks or logos without authorization,
- publish misleading, offensive, unlawful, or inappropriate content,
- engage in harassment, fraud, or deceptive conduct,



- promote third-party commercial offerings without consent,
- collect or share personal data without a lawful basis.

Violations may result in immediate suspension or termination without notice.

5 Content, Publicity & Intellectual Property

By participating, Participants grant TeamViewer and its affiliates a non-exclusive, worldwide, royalty-free right to use content voluntarily provided by the Participant (including statements, quotes, testimonials, images, videos, company name, logo, job title, and general location) for sales, marketing, communication, and business purposes. This includes, without limitation, use on websites, social media, presentations, sales materials, email campaigns, and press or media activities.

TeamViewer will use such materials in an honest and professional manner and not knowingly disclose confidential or proprietary information.

Participants confirm that they are authorized to grant these rights.

These rights remain valid after termination of participation but may be withdrawn at any time by written notice to voices@teamviewer.com, subject to reasonable phase-out periods for already published materials.

6 Rewards & Benefits – No Entitlement

Participation in the Program does not entitle Participants to any compensation, payment, reward, or benefit.

Any benefits, if offered, are:

- non-monetary, non-substitutable, non-transferable,
- voluntary, revocable, and subject to availability,
- provided at TeamViewer's sole discretion,
- not transferable, and
- provided "as is", without warranties unless required by law.

TeamViewer does not guarantee that:

- any rewards will be offered at all,
- specific Participants will receive specific benefits,
- benefits will be of equal type, value, or frequency across Participants.

Participants are solely responsible for complying with their employer's policies and all applicable laws, including, for example, anti-bribery and corruption regulations as well as internal compliance processes.

Participants are solely responsible for any taxes, duties, or reporting obligations arising from participation or benefits received.

TeamViewer requires participants to prepare and retain appropriate documentation demonstrating compliance with all applicable legal and internal obligations.



7 Privacy

Participation requires processing of personal data processed in connection with the Program and is handled in accordance with [TeamViewer's Privacy Policy](#).

The Program is operated via a third-party platform. The owner and operator of this platform acts as an independent controller regarding the Participant's platform profile. Such profile may be used by the platform owner across its platform for advocacy-related programs of different participating companies, in accordance with the platform owner's own purposes and policies. Processing of personal data by the platform owner is governed by the platform owner's privacy policy, made available to Participants via the platform.

8 Confidentiality

Participants may receive non-public information. Such information must be treated as confidential and must not be disclosed or used outside the Program without prior written consent from TeamViewer.

9 Program Changes, Suspension & Termination

TeamViewer may modify, suspend, or terminate the Program or these Terms at any time, with or without notice.

Participants may pause or end participation at any time via their profile or by contacting voices@teamviewer.com.

10 Limitation of Liability

TeamViewer shall be liable for damages in accordance with statutory provisions if and to the extent such damages have been caused by TeamViewer intentionally or by gross or slight negligence and are due to breaches of cardinal contractual obligations, the fulfilment of which is essential for the proper performance of a contract and compliance with which can be typically expected in the case of this contract type ("Material Obligations"). Any further liability of TeamViewer shall be excluded irrespective of the legal basis, unless TeamViewer is mandatorily liable in accordance with applicable law, in particular due to injury to life, body or health of an individual, due to the provision of an express warranty, fraudulent concealment of a defect or due to the provisions of the German Product Liability Act. In the case of gross or slightly negligent breach of Material Obligations, TeamViewer shall only be liable for damages foreseeable when the contract was concluded and typical for the type of contract and TeamViewer's liability shall not exceed 100 EUR. To the maximum extent permitted by law, TeamViewer shall not be liable for any indirect, incidental, consequential, or punitive damages arising out of or in connection with participation in the Program, including but not limited to loss of opportunity, reputation, or business.

TeamViewer is not responsible for failure or delay caused by events beyond reasonable control, including technical failures, natural disasters, or governmental actions.

11 Miscellaneous

Participation does not create an employment, partnership, or agency relationship.



These Terms constitute the entire agreement regarding the Program.

These Terms are governed by the laws of Germany, excluding conflict-of-law rules.

If any provision of these Terms is held to be invalid, illegal, or unenforceable in whole or in part by a court or competent authority, such provision shall be deemed severed from these Terms and shall not affect the validity, legality, or enforceability of the remaining provisions, which shall remain in full force and effect. Where possible, the invalid, illegal, or unenforceable provision shall be interpreted, modified, or replaced to the minimum extent necessary to make it valid, legal, and enforceable, while preserving as closely as possible the original intent and economic effect of the provision. If this is not possible, the affected provision shall be deemed deleted without affecting the enforceability of the remainder of these Terms.