



Privacy Settings

You can configure your privacy settings to manage the data that is collected and stored in Zoho Assist. Privacy settings let you consent to data gathered and processed from third-party services, limit usage through role-based access for users, receive breach alerts, and delete information pertaining to specific users in your organization.

- [Consent](#)
- [Data Protection](#)
- [Breach Notification](#)
- [Right to Erasure](#)

Consent

As an Admin, you can decide when, how, and why data should be gathered and processed in Zoho Assist. You can set up permissions for whether your data can be accessed from third-party services such as Zendesk, ServiceNow, and Google for integration with those services. You can revoke given permissions at any time.

Steps

1. Go to **Settings** and choose **Privacy Settings** below **Security & Compliance**.
2. Click the edit symbol to modify the given consent.

Privacy Settings

Zoho Assist will make sure your personal data is collected, stored and used only for the purposes that are defined by you. Maintaining your integrity and confidentiality is our responsibility. Configure your GDPR privacy settings below. [LEARN MORE](#)

Consent | Data Protection | Breach Notification | Right to Erasure

Consent around personal data, how it will be used and where it will be shared can be managed to ensure privacy. You can set up permissions regarding importing contacts and accessing data from third-party services such as Google, ServiceNow, and Zendesk. [LEARN MORE](#)

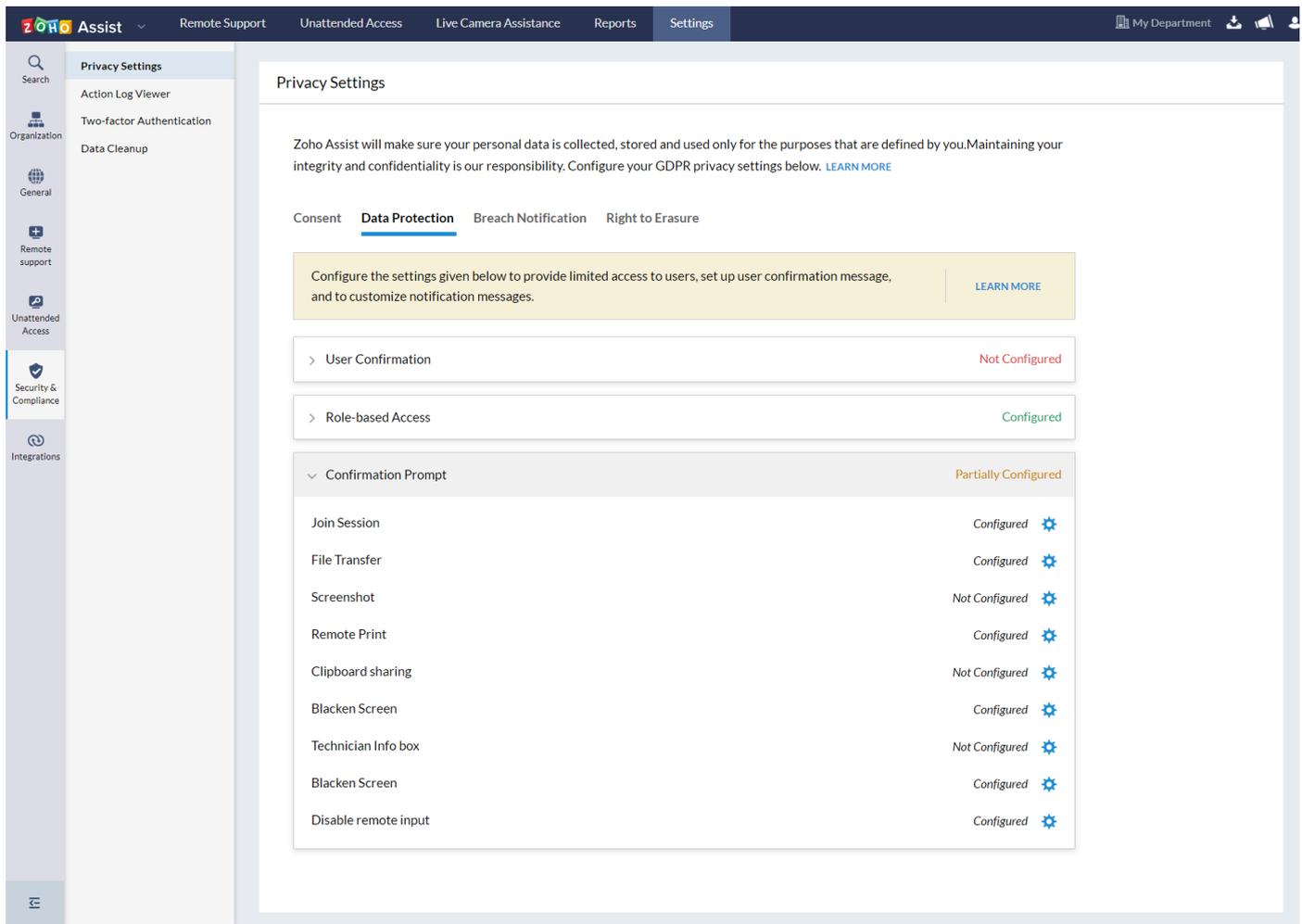
Consent	Status	Last modified by	Last modified time	
Join remote support session	✓	-	-	
Import contacts from Desktop	⚠	-	-	
Import contacts from Google	⚠	-	-	
Share Zendesk details with Zoho Assist	⚠	-	-	
Share ServiceNow details with Zoho Assist	⚠	-	-	
Share Freshdesk details with Zoho Assist	⚠	-	-	
Invite via SMS	⚠	-	-	

Data Protection

Manage your data privacy and security using the Data protection settings. Set up user confirmation before initiating an unattended access session, provide limited access to data by assigning roles to users in your organization, and customize notification messages for your customers.

Steps

1. Go to **Settings** and choose **Privacy Settings** below **Security & Compliance**.
2. Choose the tab **Data Protection**.
3. Click the settings symbol below **User Confirmation** to show a session confirmation at the remote end.
4. Click the settings symbol below **Role-based Access** to modify roles assigned to users, grant privileges to conduct remote support and unattended access sessions, and to modify computer groups assigned to users in your organization.
5. Click on **Settings** given below **Confirmation Prompt** to enable/disable the prompt or to customize the confirmation message to be shown to your customers before initiating any action.



Breach Notification

Configure your settings to receive breach alerts if critical information is compromised in a breach. By default, the Super Admin will be notified within 72 hours through email. Breach alert can even be emailed to users of your choice.

Steps

1. Go to **Settings** and choose **Privacy Settings** below **Security & Compliance**.
2. Choose the tab **Breach Notification**.
3. Click **Add Email Address** to include users to receive the breach alert.

The screenshot shows the Zoho Assist interface. The top navigation bar includes 'Zoho Assist', 'Remote Support', 'Unattended Access', 'Live Camera Assistance', 'Reports', and 'Settings'. The left sidebar contains 'Search', 'Organization', 'General', 'Remote support', 'Unattended Access', 'Security & Compliance', and 'Integrations'. The main content area is titled 'Privacy Settings' and has tabs for 'Consent', 'Data Protection', 'Breach Notification' (which is selected), and 'Right to Erasure'. A yellow information box states: 'If there arises a situation where certain pieces of critical information have been compromised in a breach, the users will be notified within 72 hours through mail.' with a 'LEARN MORE' link. Below this, a text box explains: 'The breach alert will be sent to the Super Admin by default. Breach alert can even be emailed to users of your choice.' It lists the Super Admin as 'malcolm.d@zylker.com' and features a red-bordered button labeled 'Add email address'.

Right to Erasure

You can choose to remove all data relating to a given user including their name, email address, action logs, and usage reports saved within your organization, using these settings.

Steps

1. Go to **Settings** and choose **Privacy Settings** below **Security & Compliance**.
2. Choose the **Right to Erasure** tab.
3. Click **Remove User**. Click the delete symbol to remove the user from your organization.
4. Click on **Settings** below **Anonymize Personal Data** to anonymize personal data that is older than the specified number of days. Click on the checkbox **Repeat daily** to repeat the process on a daily basis.
5. Click on **Delete and Anonymize Now** below **Anonymize Personal Data** to anonymize all the personal data that is stored within Zoho Assist till date.

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- Consent
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Remove all data relating to a given user including name, email address and usage reports, saved within your organization. [LEARN MORE](#)

Anonymize Personal Data

Anonymize personal data such as technician's IP address, customer's email address, and customer's IP address that is stored in Zoho Assist by modifying the given settings.

[Settings](#) [Delete & Anonymize Now](#)

Zoho Assist does not retain any data other than your email ID and name without your consent. You can reassign or even delete the existing user accounts by modifying the user settings.

[Remove User](#)

Zoho Assist does not hold Reports and Action Log Viewer data beyond the predefined time period.

[Set Retention Period](#)