

This document describes the data export functionality and compliance approach of GoToMyPC under the EU Data Act. GoToMyPC provides Customers with options to export certain account and usage data through the Admin Console.

GoToMyPC API

Can you export data from GoToMyPC using an API?

GoToMyPC does not provide a public, customer-facing API for direct data export. While limited APIs may be available to certain Corporate Customers for user provisioning, there is no API support for exporting reports, activity logs, host/session information, or feature settings; all such data export must be performed manually via the Admin Console.

Consult the GoToMyPC API support documentation <https://support.gotomypc.com/help/what-api-information-is-available-for-gotomypc> for more details.

GoToMyPC Admin Console Reports

Can you export data in GoToMyPC using Console Reports?

Yes. GoToMyPC provides multiple ways for administrators and users (with permissions) to export data from the Admin Console, specifically from reporting modules and session/case histories.

What Export Formats Are Available using Console Reports?

Reports from the GoToMyPC Admin Console are typically exportable as **CSV** files, which can be opened in most spreadsheet and data analysis programs.

What data can Customers export?

GoToMyPC provides a variety of reports from the Admin Console. Consult <https://assets.cdngetgo.com/a9/65/a14eb5074762aceda42fb1f429b6/gotomypc-corporate-admin-guide-pdf.pdf> for more information.

Limitations / Caveats:

- **Available Report Filters:** Report customization is limited to filtering by date, user, or computer.
- **Report Content:** Detailed session actions (e.g., remote control steps, file transfers, chat logs) are not included in reports.
- **Report Export & Automation:** Exports must be completed manually; automated scheduling is not available.
- **User Role:** Only admins or users with sufficient rights can export these reports.

What Data is Not Exportable Data

GoTo does not release information that is specific to the internal functioning of GoTo's data processing service, or data where the release would pose a risk of breach of trade secrets or may jeopardize the security of the Service. For example, GoTo does not release passwords or tokens.