LogMeIn Central and LogMeIn Pro: EU Data Act

This document describes the data export functionality and compliance approach of LogMeIn Central and LogMeIn Pro under the EU Data Act. LogMeIn Central and LogMeIn Pro (part of the GoTo family of products) provide customers with options to export account and usage data for reporting and analysis, either via the API or the Admin Console.

Central/Pro API

Can you export data from Central or Pro using an API?

Yes, GoTo provides the following APIs to support the export of data from Central or Pro:

- **Central API:** Enables programmatic access to data on computers, groups, users, sessions, connection history, and computer status.
- **Pro API:** More limited. Primarily supports user/account management and basic computer details.

For details, consult: [LogMeIn Central Developer Center](#).

What Export Formats Are Available using the API?

API responses are in **JSON** format.

What data can be exported via the API?

Common exportable data types include:

Data Category	Description
Device Data	Device name/ID, OS/version, IP/MAC, status, last seen, host version, groups
User Data	User details (e.g., name, email, group memberships, permissions), User ID, device assignments
Action and Activity Data	Session history (who/when/where), alerts (e.g., alerts, notifications, error logs), login activity, audit events (e.g., alerts acknowledged, deployments initiated)
Asset and Inventory Data	Device lists, list of installed programs (if enabled), patch status/history (if enabled), AV status and last scan (if AV module enabled), deployment package history

Limitations / Caveats:

- **Read-only:** Some logs can only be viewed within the product and are not available for export through the API.
- **Rate Limits:** API usage is subject to throttling or rate limits (typically a few hundred requests per hour).

- **Data Volume:** You must use pagination mechanisms to retrieve large datasets.
- **Data Retention:** Session histories may be limited to a fixed lookback period (often 30-90 days).
- **Access Rights:** You can only export data you are permitted to access, determined by your API key or account privileges.
- **Feature Availability:** Not all account levels support API export.

Feature Comparison: Central vs Pro API Data Export

Data Category	Central API	Pro API
Customer (Account)	Yes	Limited
Devices	Full details; with groups/tags	Device info only
Users	All users/roles; groups	Own user; limited
Activity	Detailed session & audit logs	Minimal session info
Alerts	All alert logs	Not available via API
Asset/Inventory	Apps, patches, AV, deployments	Not available via API

Central/Pro Admin Console Reports

Can you export data in Central or Pro using Console Reports?
Yes. The Central/Pro Admin Console offers built-in reports (e.g., audit logs, computer list, session reports, deployment status, alerts).

What Export Formats Are Available using Console Reports?
Reports from the Central/Pro Admin Console are typically exportable as **CSV** files, which can be opened in most spreadsheet and data analysis programs. Some reports may support **PDF** or **Excel**, but **CSV** is the most common.

What data can Customers export?
Central/Pro provides a variety of reports from the Admin Console. Consult LogMeIn Central/Pro Support Documentation for more information.

Limitations / Caveats:
- **Available Report Filters**: Report customization is limited to filtering by date, user, or computer.
- **Data Range**: Most reports only cover data from the last 30, 60, or 90 days, depending on report type.
- **Granularity**: Reports are pre-defined; customization of columns and fields is limited.
- **User Role:** Only admins or users with sufficient rights can export these reports.

- **No Full Raw Event Log**: Export options do not include certain detailed audit events or remote session recordings.
- **No API Export from Console:** API exports offer more customization and are managed separately; Admin Console exports are limited to fixed-format CSV files.

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.