LogMeIn Rescue: EU Data Act

LogMeIn

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

LogMeIn Rescue API

Can you export session (case) data from LogMeIn Rescue using an API?

Yes, LogMeIn Rescue maintains an API (https://support.logmein.com/rescue/help/rescue-api-reference-guide) that can pull session (case) data.

What data can be exported via the API?

The LogMeIn Rescue API allows Customers to programmatically access and export various data types related to their remote support sessions and device management. Common data types that can be exported via the API include:

Data Category	Description
Session (Case) Data	Information about remote support sessions, such as Session ID / Case ID, Session open/close timestamps, Duration, Session status, Type of session, Technician name, ID, email, End user name, Email, Device details, Problem description / case notes, Resolution notes, Session transcript (chat, if applicable), Session actions, Custom fields/Tags (if configured by your organization), Group/Team/Organization info, Source channel (e.g., web, email, call, etc.)
Technician and User Data	Information about Technician and Users (e.g., Technician ID, name, and email, Teams, roles, and permissions), Session statistics (e.g., number handled, duration, etc.), and User account status (active/inactive)
Audit and Activity Logs	Activity logs, events, or actions performed in the tenant environment (if available via the API), including Requested by, Entity type, Entity ID, Entity name, Change type, Last changed, Section, Field, Old Value, Old Action, New Value, New Action
Device and Environment Data	Computer name, OS/type/version, Recent activity and health metrics, and Asset/group assignments (if agents or integrations are used)

The exact data types that Customer can retrieve will depend on the endpoints exposed in your specific LogMeIn Rescue subscription and version.

Consult the LogMeIn Rescue API documentation (https://support.logmein.com/rescue/help/rescue-api-reference-guide) for details.

What Export Formats Are Available using the API?

Reports from the Rescue Admin Console are typically exportable in **XML** format.

Limitations / Caveats:

- **Integration Variances**: The data available for reporting may change if the product is integrated with third-party platforms or tools.
- **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.
- **Bulk Export Limitations**: Bulk history exports may need to be processed in batches due to volume or system constraints.
- **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.
- **Report Data Availability:** The level of detail in reported actions and transcripts may vary depending on session type and the specific features used.

LogMeIn Rescue Admin Console Reports

Can you export data in LogMeIn Rescue using Console Reports?
Yes. LogMeIn Rescue's Admin Console allows export of session, audit, and technician reports. Limits apply on data access, included fields, and retention. As a result, for automated or bulk access, use the LogMeIn Rescue API.

Consult the LogMeIn Rescue API documentation (https://support.logmein.com/rescue/help/rescue-api-reference-guide) for details.

What Export Formats Are Available using Console Reports?
The LogMeIn Rescue Admin Console exports reports in the following formats: HTML, HTML (Download), Excel XML, Excel tab delimited, and CSV.

What data can Customers export?
LogMeIn Rescue provides a wide variety of reports from the Admin Console. Consult the LogMeIn Rescue Administrator's Guide for more information.

Limitations / Caveats:

- **User Role:** Only admins or users with sufficient rights can export these reports.
- **Data Retention:** Older session data may be automatically deleted according to your organization's retention policy.
- **Custom Fields:** Some complex custom fields or views may not be fully exported as shown in the UI.
- **Report Size Limits:** Large exports may be divided or paginated.

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.