Cisco Networking Academy

This Privacy Data Sheet, in combination with Cisco's Online Privacy Statement, describes the processing of personal data by Cisco Networking Academy platforms and applications, including Cisco Networking Academy, Skills for All, and Packet Tracer learning applications (collectively, the "***NetAcad Solutions***").

1. Overview

As the world changes all around us, acquiring technical skills is what brings opportunity, and the promise of education is what offers hope. Together with our education, instructor, training, and employment partners Cisco has made a commitment to developing the workforce of the future through the Cisco Networking Academy program. Since 1997, Cisco Networking Academy has been working toward a single goal: fostering the technical and entrepreneurial skills that people, educators, and companies need to change the world for the better. We support education worldwide by helping people learn IT skills and enabling them to innovate like technologists, think like entrepreneurs, and act as social change agents solving today's problems using technology.

The NetAcad Solutions are online e-learning platforms that are accessible by Members worldwide. Members can choose from a variety of learning resources and courses, based on their interests, required skills for job placements, and location preferences. Members may choose to take self-paced, online courses offered directly by Cisco or to take self-paced or instructor-led Cisco Networking Academy and Skills For All courses offered by our Academies.

Throughout this document, we have used the terms Members, Users, and Cisco Partners. Here is a brief explanation of these terms:

> '***Members***' and '***Users***' refers to users of the NetAcad Solutions, Cisco Authorized Instructors, and other staff at the Cisco Academies. We use these two terms interchangeably in this Privacy Data Sheet.

> '***Cisco Partners***' refers to Cisco Academies and third-party service providers that we engage in connection with our provisioning of the NetAcad Solutions. Cisco Academies are institutions authorized by Cisco to use Cisco content and learning offerings to teach IT, networking, and other technology-related classes via the NetAcad Solutions.

Cisco Networking Academy

本隐私数据表与思科的在线隐私声明相结合，描述了思科网络技术学院平台和应用程序（包括思科网络技术学院、Skills for All 和 Packet Tracer 学习应用）（统称为"***思科网院解决方案***"）对个人数据的处理。

1. 概述

当世界改变了我们周围的环境时，获得技术技能将会带来机会，而教育会给我们带来希望。思科与教育、讲师、培训和就业伙伴一起，共同致力于通过思科网络技术学院计划培养未来所需的劳动力。自 1997 年以来，思科网络技术学院一直致力于实现一个目标：培养公众、教育工作者和企业所需的技术和创业技能，共同将这个世界变得更美好。我们帮助人们学习 IT 技能，使他们能够像技术专家一样创新，像企业家一样思考，并充当社会变革推动者，利用技术解决当今的问题。通过这些方式，我们为全世界的教育事业提供支持。

思科网院解决方案是可供全球成员访问的在线电子学习平台。成员可以根据自己的兴趣、工作安排所需的技能和地点偏好，从各种学习资源和课程中进行选择。成员可以选择参加思科直接提供的自定进度的在线课程，也可以选择参加我们的合作学院提供的自定进度或讲师授课的思科网络技术学院和 Skills For All 课程。

在本文件中，我们使用了"成员"、"用户"和"思科合作伙伴"等术语。以下是对这些术语的简要说明：

> "***成员***"和"***用户***"是指思科网院解决方案的用户、思科授权教师和思科合作学院的其他员工。我们在本隐私数据表中交替使用这两个术语。

> "***思科合作伙伴***"是指思科合作学院和我们聘用的与提供思科网院解决方案相关的第三方服务提供商。思科合作学院是思科授权的机构，可使用思科内容和学习课程，通过思科网院解决方案教授 IT、网络和其他技术相关课程。

要了解有关思科网院解决方案的更多信息，请访问 Netacad.com 和 SkillsForAll.com。

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To learn more about the NetAcad Solutions, visit Netacad.com and SkillsForAll.com.

2. Personal Data Processing

Cisco Networking Academy generally processes the personal data listed below for the reasons listed below. There may be times where Cisco Networking Academy processes personal data that is not listed below, in which case, Cisco will provide you with notice of such processing where feasible. For example, you may be asked to provide additional personal data to provide you with technical support or access Networking Academy content.

Note to EU and UK Residents: Cisco Systems, Inc., doing business as Cisco Networking Academy, is the controller of the personal information described in this Section 2.

Category of Personal Data	Examples	Purpose
Profile Information	• Name • Email Address • Phone Number • Regional Location (e.g., country, state, province) • Date of Birth • Work Experience • Spoken and/or Preferred Language(s) • Answers to Security Questions	To provide the Cisco NetAcad Solutions to you, including: • Creating and maintaining your NetAcad account • Authenticating access to your account • Providing you access to your personal profile • Provide access to assessments, quizzes, and your scores in each of them as well as access to your gradebook • Providing you with awards and other merit recognitions (e.g., course completion certificates, participation certificates, and merit letters) • Providing Member support, including account and technical support. To communicate with you, such as: • Providing you with recommendations for courses,

2. 个人数据处理

思科网络技术学院一般会出于下列原因处理下列个人数据。有时，思科网络技术学院可能会处理下面未列出的个人数据，在这种情况下，思科将在可行的情况下向您发出此类处理的通知。例如，可能会要求您提供其他个人数据，以便为您提供技术支持或访问思科网络技术学院内容的权限。

欧盟和英国居民注意事项： 以思科网络技术学院的名义开展业务的 Cisco Systems, Inc. 是本第 2 节所述的个人信息的控制者。

个人数据类别	示例	目的
档案信息	• 姓名 • 电子邮件地址 • 电话号码 • 区域位置（例如，国家/地区、省/自治区/直辖市） • 出生日期 • 工作经验 • 口语和/或首选语言 • 安全提示问题答案	为您提供思科网院解决方案，包括： • 创建和维护您的思科网院帐户 • 验证对您的帐户的访问权限 • 允许您访问您的个人资料 • 提供对评估、测验和您的分数的访问权限，以及对您的成绩册的访问权限 • 为您提供奖励和其他表彰（例如，课程结业证书、参与证书和奖励信） • 提供会员支持，包括账户和技术支持。 与您沟通，例如： • 为您提供课程、网络研讨会和其他学习资源方面的建议 • 邀请您参加思科网院相关活动 • 邀请您参加调查并提供反馈 • 为您提供服务消息，例如计划和紧急维护通知、思科网院使用条款更新通知、即将开始的课程提醒等。 改进思科网院服务，包括思科网院平台、课程内容和其他学习材料，以及思科网院成员和技术支持。

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		• webinars, and other learning resources • Inviting you to Netacad-related events • Inviting you to participate in surveys and to provide feedback • Providing you with service-messages, such as scheduled and emergency maintenance notifications, notice of updates to the NetAcad Terms of Use, reminders of upcoming courses, and more. To make improvements to the Cisco NetAcad services, including the NetAcad platform, course content and other learning materials, and the NetAcad member and technical support.
Demographic Information	• Gender • Disability • Race/Ethnicity (US Only) • Military Status (US Only)	We use Demographic Information to: • Demonstrate Cisco's Corporate Social Responsibility through impact reporting using gender, disability, and race/ethnicity. • Match jobs and market to US military veterans, thereby promoting the impact of NetAcad on the military community.
Learning History	• Learning History (e.g., videos interactive activities, quizzes) • Assessment Data	We use curriculum usage information to: • Track User learning progression • Measure learning progress to assign scores and course badges • Understand how interactive activities are used for educational purposes • Diagnose technical issues • Conduct analytics to identify opportunities for improvement

人口统计信息	• 性别 • 残疾 • 种族/民族（仅限美国） • 兵役状况（仅限美国）	我们使用人口统计信息的目的是： • 通过包含性别、残疾和种族/民族的影响报告，展示思科的企业社会责任。 • 为美国退伍军人匹配就业和市场机会，从而促进思科网院对军队社区的影响。
学习历史记录	• 学习历史记录（如视频互动、测验） • 评估数据	我们使用课程使用信息的目的是： • 跟踪用户学习进度 • 评估学习进度以分配分数和课程徽章 • 了解如何将互动活动用于教育目的 • 诊断技术问题 • 进行分析，发现改进机会
设备和使用信息	• 在线标识符和设备信息（例如，IP 地址、操作系统、设备类型、唯一标识符 (UID) 等） • 使用日志（例如，用户访问思科网院解决方案的次数、使用了思科网院解决方案的哪些功能、用户与思科网院解决方案中的哪些对象进行了交互等） • 位置（例如省/自治区/直辖市、国家/地区、纬度和经度）。	我们使用设备和使用信息的目的是： • 提供思科网院解决方案 • 更好地了解我们的用户如何使用思科网院解决方案，以便我们可以对其进行改进 • 为您提供更相关的内容和广告。 • 分析营销工作的有效性。
反馈信息	• 您在提供反馈（例如，提交反馈表、通过邮件将您的反馈发送给我们、与支持专家聊天等）时选择与我们共享的个人数据。	我们使用反馈信息为您提供思科网院解决方案并改进思科网院解决方案。

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Device and Usage Information	• Online Identifiers and Device Information (e.g., IP address, operating system, device type, unique identifier (UID), etc.) • Usage Logs (e.g., how many times a user visits a NetAcad Solution, which features of the NetAcad Solution are used, which objects in the NetAcad Solutions Users interact with, etc.) • Location (e.g., state, country, latitude and longitude).	We user Device and Usage Information to: • Provide the NetAcad Solutions • To better understand how our users use the NetAcad Solutions so we can improve them • To provide you with more relevant content and advertisements. • To analyze the effectiveness of our marketing efforts.
Feedback Information	• Personal data that you elect to share with us when you provide feedback (e.g., submit a feedback form, email your feedback to us, chat with support specialist, etc.).	We use Feedback Information to provide you with and improve the NetAcad Solutions.

3. Cookies and Similar Technologies

Cisco Networking Academy uses cookies to help secure and enable your use of use of the NetAcad Solutions and its features. Cisco Networking Academy also uses cookies to improve the NetAcad Solutions, understand your interest in the NetAcad Solutions, and to provide you with more relevant content and ads. Use the "Cookies" link at the bottom of the Cisco Networking Academy webpages to learn more or to update your cookie preferences. To learn more about Cisco's use of cookies in general and how you can manage cookies, visit Cisco's Cookie Notice.

3. Cookie 和类似技术

思科网络技术学院使用 Cookie 来帮助保护思科网院解决方案及其功能并确保您能够使用。思科网络技术学院还使用 Cookie 来改进思科网院解决方案，了解您对思科网院解决方案的兴趣，并为您提供更相关的内容和广告。使用思科网络技术学院网页底部的 "Cookie" 链接了解更多信息或更新您的 Cookie 首选项。要了解有关思科对 Cookie 的使用以及您如何管理 Cookie 的更多一般信息，请访问思科的 Cookie 声明。

4. 个人信息来源

为了按照我们在本隐私数据表和思科在线隐私声明中的说明处理您的个人信息，思科可能会从以下来源收集您的数据：

直接从您处获取：
我们可能会直接从您那里收集个人信息。例如，当您注册思科网院帐户、使用思科网院解决方案或与思科网院通信时，我们可能会收集您的个人信息。

思科合作学院：
思科可能会从思科合作学院收集您的个人信息。例如，思科合作学院可能会向思科提供个人名单，以注册课程或邀请其用户注册账户。

思科合作伙伴：
思科可能会从与我们合作的其他组织收集个人信息。

思科服务提供商：
思科可能会从我们的服务提供商处收集您的个人信息。

5. 数据中心地点

思科利用其自有数据中心以及第三方基础设施供应商在全球范围内提供服务。

思科数据中心位置	基础设施供应商位置
Richardson, Texas, USA	AWS Data Center, Virginia, USA
Allen, Texas, USA	*AWS 中国数据中心，中国北京

4. Sources of Personal Information

To process your personal information as we describe in this Privacy Data Sheet and the Cisco Online Privacy Statement, Cisco may collect your data from the following sources:

Directly from You:
We may collect personal information directly from you. For example, we may collect your personal information when you sign up for a NetAcad account, use the NetAcad Solutions, or communicate with NetAcad.

Cisco Academies:
Cisco may collect your personal information from the Cisco Academies. For example, a Cisco Academy may provide Cisco with a list of individuals to register for a course or to invite their Users to sign up for an account.

Cisco Partners:
Cisco may collect personal information from other organizations with whom we partner.

Cisco Service Providers:
Cisco may collect your personal information from our service providers.

5. Data Center Locations

Cisco uses its own data centers as well as third-party infrastructure providers to deliver the service globally.

Cisco Data Center Locations	Infrastructure Provider Locations
Richardson, Texas, USA	AWS Data Center, Virginia, USA
Allen, Texas, USA	*AWS China Data Center, Beijing, China

* NetAcad uses the AWS China Data Center to provide the NetAcad Solutions to Users residing in Mainland China; however, personal information of Users located in Mainland China may be transferred to and accessed from the United States and other countries around the world.

6. Cross-Border Data Transfer Mechanisms

Cisco has invested in transfer mechanisms to enable the lawful use of data across jurisdictions:

*思科网院使用 AWS 中国数据中心向居住在中国大陆的用户提供思科网院解决方案；但是，位于中国大陆的用户的个人信息可能会传输到美国和世界其他国家/地区以及从美国和世界其他国家/地区进行访问。

6. 跨境数据传输机制

思科已投资传输机制，确保跨司法管辖区合法使用数据。

- 约束性企业规则（控制者）
- APEC 跨境隐私规则
- 欧盟标准合同条款

7. 数据保留

思科会保留个人数据，以便出于本隐私数据表和思科在线隐私声明中所述的目的处理数据。在确定用于这些目的的保留期时，思科会考虑以下因素：

(i)　　 数据的性质，
(ii)　　处理数据的目的，以及
(iii)　 我们认为数据对于此类目的必要和相关的时间。

8. 个人数据安全

思科已经实施了技术和组织措施，旨在保护个人数据免受意外丢失和未经授权的访问、使用、更改和泄露。有关思科安全和隐私计划的更多信息和常见问题，请访问思科信任中心。

9. 我们与谁共享您的数据

我们可能会与全球思科合作伙伴共享您的个人数据，以根据思科在线隐私声明和本隐私数据表处理您的个人数据，包括为您提供思科网络技术学院和/或思科合作学院提供的课程。要了解有关思科可能与谁共享您的个人数据的更多信息，请访问思科的在线隐私声明。

除非您同意，否则我们不会出售您的信息。

- Binding Corporate Rules (Controller)
- APEC Cross-Border Privacy Rules
- EU Standard Contractual Clauses

7. Data Retention

Cisco retains personal data to process the data for the purposes described in this Privacy Data Sheet and Cisco's Online Privacy Statement. When determining the retention period for those purposes, Cisco takes the following factors into consideration:

(i)   the nature of the data,
(ii)   the purpose for processing the data, and
(iii)   how long we believe the data may be necessary and relevant for such purposes.

8. Personal Data Security

Cisco has implemented technical and organizational measures designed to safeguard personal data from accidental loss and unauthorized access, use, alteration, and disclosure. For more information and FAQs related to Cisco's Security and Privacy Program please visit the Cisco Trust Center.

9. With Whom We Share Your Data

We may share your personal data with Cisco Partners globally to process your personal data in accordance with the Cisco Online Privacy Statement and this Privacy Data sheet, including to provide you with courses offered by Cisco Networking Academy and/or Cisco Academies. To learn more about with whom Cisco may share your personal data, visit Cisco's Online Privacy Statement.

We will not sell your information unless you consent to us doing so.

10.Certifications and Compliance with Privacy Requirements

The Security and Trust Organization and Cisco Legal provide risk and compliance management and consultation services to help drive security and regulatory compliance into the design of Cisco products and services. The Service is built

10. 认证和遵守隐私要求

安全和信任组织以及思科法律部提供风险和合规性管理和咨询服务，以协助将安全和法规遵从性纳入思科产品和服务的设计。我们在构建服务时已经考虑了隐私，且服务旨在能够以符合全球隐私要求的方式使用。

除了第 4 节中列出的跨境数据传输机制/认证外，思科还通过了以下认证：

- 欧盟-美国隐私保护框架
- 瑞士-美国隐私保护框架

将来，除了遵守我们严格的内部标准外，思科还会保持第三方验证，以展示我们对信息安全的承诺。

思科持有全球 ISO 9001 认证和 ISO 14001 注册证书，由企业质量合规性和认证程序管理。该程序用于制定并贯彻执行流程质量管理和环境责任的政策规定。访问我们的质量认证页，以了解这些法规遵从性认证的范围，并阅读更多信息。

11. 您的权利

个人数据由思科网络技术学院处理的用户可能有权请求访问您的个人数据、获取个人数据副本、更正、删除以及在某些情况下暂停处理您的个人数据。

在响应请求之前，我们会要求用户确认其身份（通常使用与思科帐户相关联的电子邮件地址）。如果无法满足用户的请求，我们会向用户做出解释。

可以通过以下方式提交请求：

1) 思科隐私申请表
2) 通过邮递：

首席隐私官
思科系统公司
170 W. Tasman Drive
San Jose, CA 95134
UNITED STATES

美洲隐私官	APJC 隐私官	欧洲隐私官
思科系统公司	思科系统公司	思科系统公司
170 W. Tasman	Bldg 80, Lvl 25,	Haarlerbergweg

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with privacy in mind and is designed so that it can be used in a manner consistent with global privacy requirements.

In addition to the Cross-Border Data Transfer Mechanisms/ Certifications listed in Section 4, Cisco certifies to the following:

- EU-US Privacy Shield Framework
- Swiss-US Privacy Shield Framework

Further, in addition to complying with our stringent internal standards, Cisco also maintains third-party validations to demonstrate our commitment to information security.

Cisco holds a Global ISO 9001 Certification and ISO 14001 Registration, managed by the Corporate Quality Compliance and Certifications program, which establishes and maintains policies that ensure quality management of processes and environmental responsibilities. Visit our Quality Certifications page to understand the scope of these compliance certifications and read more information.

11.Your Rights

Users whose personal data is processed by the Cisco Networking Academy may have the right to request access, obtain a copy of, correct, delete, and in some instances, suspend the processing of your personal data.

We will ask Users to verify their identity (typically with the email address associated with a Cisco account) before responding to the request. If we cannot comply with a User's request, we will provide the User with an explanation.

Requests can be made by submitting a request via:

1) the Cisco Privacy Request Form
2) by postal mail:

Chief Privacy Officer Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134 UNITED STATES		
Americas Privacy Officer Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134	**APJC Privacy Officer** Cisco Systems, Inc. Bldg 80, Lvl 25, Mapletree Biz City, 80 Pasir Panjang	**EMEAR Privacy Officer** Cisco Systems, Inc. Haarlerbergweg 13-19, 1101 CH Amsterdam-Zuidoost

Drive San Jose, CA 95134 UNITED STATES	Mapletree Biz City, 80 Pasir Panjang Road, Singapore, 117372 SINGAPORE	13-19, 1101 CH Amsterdam-Zuidoost NETHERLANDS

请访问思科的在线隐私声明了解更多信息。

12. 一般信息

有关思科安全和隐私计划的更多一般信息和常见问题，请访问思科信任中心。

思科隐私数据表每年或根据需要进行审查和更新。要查看最新版本，请访问思科信任中心的个人数据隐私部分。

要接收有关隐私数据表更新的邮件通知，请点击思科信任中心右上角的"订阅"链接。

思科可能会在某些地点提供本数据隐私表的当地语言翻译。您同意，此类翻译仅供参考，如有任何不一致之处，以本数据隐私表的英文版本为准。

UNITED STATES	Road, Singapore, 117372 SINGAPORE	NETHERLANDS

Visit Cisco's Online Privacy Statement to learn more.

12. General Information

For more general information and FAQs related to Cisco's Security and Privacy Program, please visit the Cisco Trust Center.

Cisco Privacy Data Sheets are reviewed and updated on an annual, or as needed, basis. For the most current version, go to the Personal Data Privacy section of the Cisco Trust Center.

To receive email notifications of updates to the Privacy Data Sheet, click the "Subscribe" link in the upper right corner of the Cisco Trust Center.

Cisco may provide local language translations of this Data Privacy Sheet in some locations. You agree those translations are provided for informational purposes only and if there is any inconsistency, the English version of this Data Privacy Sheet will prevail.