

Cisco Networking Academy Privacy Data Sheet

This Privacy Data Sheet describes the processing of personal data (or personally identifiable information) by Cisco Networking Academy.

1. Overview of Cisco Networking Academy program and the Cisco NetAcad Platform

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 young 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. Additional information about our program can be accessed on <https://www.netacad.com/about-networking-academy>

The Cisco NetAcad Platform is our online e-learning platform that is accessible to students worldwide. Students can choose from a variety of learning resources and courses, based on their particular interests, required skills for job placements, and location preferences. Students may choose to take self-paced, online courses offered directly by Cisco or may choose to take self-paced or instructor-led Cisco Networking Academy courses offered by our partners, which are Academies authorized by Cisco to use our teaching materials and resources.

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

Members or Users – Students, Cisco Authorized Instructors, and other staff at the Cisco Academies are members of Cisco Networking Academy program and are Users of the Cisco NetAcad platform. We may use these terms interchangeably.

Cisco Partners – Cisco Academies and other third parties are Cisco Partners. The Cisco Academies are authorized by Cisco to use Cisco content and learning offerings to teach IT and Networking classes. Third parties are contractually bound to provide managed services to the Cisco Networking Academy Program, such as support, application development, integration, etc.

The following paragraphs describe Cisco's processing of personal data in connection with the delivery of the Cisco Networking Academy Program, the location and transfers of that data, and how it is secured in accordance with privacy principles, laws, and regulations. Cisco will use your personal data in compliance with the information in this Privacy Data Sheet. Note that this Privacy Data Sheet is a supplement to the [Cisco Privacy Statement](#).

2. Personal Data Processing

Cisco Networking Academy allows Users to access instructor-led and self-paced learning resources using the Cisco NetAcad Platform. These courses are delivered by Cisco or Cisco Partners referred to as "Cisco Academies." Cisco Academies are schools, colleges, educational institutions, and non-profit learning centers situated globally and focused on championing the goals of the Cisco Networking Academy Program.

The Cisco Networking Academy Program offers a multitude of IT and Networking courses. Some self-paced learning courses are offered directly by Cisco and other courses are delivered by Cisco Authorized Instructors who work for Cisco Academies. Students register for courses either directly with Cisco or through the Cisco Academies. This requires students' personal information to be shared with Cisco Academies. Members of Cisco Networking Academy have access to their personal information in their NetAcad.com profile and are able to modify or print their personal information. They may also contact the Cisco Networking Academy Program to delete their account.

Cisco Networking Academy regularly introduces new learning offerings, hosts competitions and events, helps students find jobs, and is continually seeking feedback to improve its products and services. Members of Cisco Networking Academy may opt in to receive program communications and requests for surveys. NetAcad members are able to opt out of such requests at any time by updating their profile in the Cisco NetAcad Platform.

All personal data of Cisco Networking Academy members is stored, used, and processed in accordance with Cisco's data access and stringent security controls process.

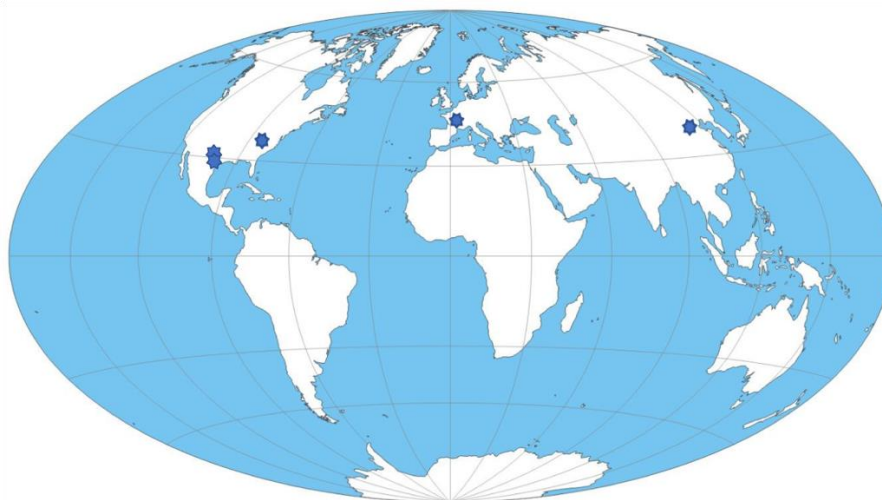
The table below lists the personal data used by Cisco Networking Academy to carry out the services and describes why we process that data.

Personal Data Category	Personal Data Processed by NetAcad	Purpose of Processing
Registration Information	<ul style="list-style-type: none"> • First Name • Last Name • Email Address • Date of Birth • Address (Country, State, City, Zip code, Street Name) • Phone number • Screen name • Cisco Certification ID 	<p>We use Registration Information to:</p> <ul style="list-style-type: none"> • Create your NetAcad account to provide access to content • Authenticate and authorize access to your account • Provide you access to your personal profile • Enroll in courses chosen by you • Provide you recommendations for courses, webinars, and other learning resources based on your interests • Provide access to Assessments, Quizzes, and your scores in each of them as well as access to your Gradebook • Apply discounts to your Cisco certification exam registration • Provide you Course Completion and Competition Participation certificates, Recognition, and Merit letters • Request your feedback through Surveys if you have opted in to provide feedback on our courses and program • Send you Program communications and information of new learning offerings and Cisco events if you have opted in to receive them • Make improvements to the Cisco NetAcad Platform based on your feedback and suggestions • For triage to diagnose technical issues, updates, and general maintenance of the platform • Provide you support to use NetAcad • Process your request to alter or delete your account
Educational & Professional Qualifications and Work Experience Information (Only for Instructor Qualification & Student Job matching purposes)	<ul style="list-style-type: none"> • First Name • Last Name • Email Address • Phone • Address (Country, State, City, Zip code, Street Name) • Educational & Professional Qualifications • Certifications • Personal Video • Resume • Digital Personal Photograph • Work History 	<p>We use Educational & Professional Qualifications and Work Experience Information to:</p> <ul style="list-style-type: none"> • Qualify prospective Instructors to become Cisco Authorized Instructors and teach Cisco Networking Academy courses • Send you reminders if your Cisco Certification has expired • Match your skills to jobs posted by Cisco and Cisco partners

<p>Packet Tracer Usage Information</p>	<ul style="list-style-type: none"> • IP address • Frequency of use • Machine type • Operating System • Geographic Location (Country, State, Latitude, Longitude) • Functionalities/Events used within Packet Tracer 	<p>We use Packet Tracer Usage Information (in aggregate only) to:</p> <ul style="list-style-type: none"> • Understand how the simulation tool is used for educational purposes • Diagnose technical issues • Conduct analytics to identify opportunities for improvement • Respond to member support requests
<p>User Generated Information</p>	<ul style="list-style-type: none"> • Messages (content, sender, recipients, date, time, and read receipts) • Content Shared (files, file names, screen shots of personal account) 	<p>We use User Generated Information to:</p> <ul style="list-style-type: none"> • Provide support to you as needed • Provide you access to your information in Cisco NetAcad Platform • Provide you access to Competition Participation certificate
<p>Information Collected by Browser Cookies</p>	<ul style="list-style-type: none"> • IP address • Location URL accessed • Session ID • Local language preference • Site visit count • Site access pattern • Page visit pattern • Unique visitor ID 	<p>We use Information Collected by Browser Cookies to:</p> <ul style="list-style-type: none"> • Ensure that you can stay logged into the Cisco NetAcad Platform until you choose to log out • Improve the performance of the Cisco NetAcad Platform and your experience with it

3. Cross-Border Transfers

Cisco Networking Academy leverages its own data centers to deliver the Program globally. The Cisco Networking Academy data centers are currently located in the following countries (data center locations may change from time to time and this Privacy Data Sheet will be updated to reflect those changes):



Location	Data center name
Americas	Cisco Data Center, Richardson, TX (2 data centers)
Americas	AWS Data Center, Virginia
Europe	OutScale Data Center, Paris, France
APJC	AWS+China Data Center, Beijing, China

Cisco has invested in a number of transfer mechanisms to enable the lawful use of data across jurisdictions. In particular:

- [Binding Corporate Rules](#)
- [EU-US Privacy Shield Framework](#)
- [Swiss-US Privacy Shield Framework](#)
- [APEC Cross Border Privacy Rules](#)
- [APEC Privacy Recognition for Processors](#)
- [EU Standard Contractual Clauses](#)

4. Access Control

Members, Cisco, and Cisco Partners can access personal data of members stored on Cisco NetAcad Platform as described in the table below. Cisco and Cisco Partners will access the personal data in order to update the Cisco NetAcad Platform components, and to manage the platform, or upon a user's request to assist with job matching, troubleshooting, or providing support to the members.

Personal Data Category	Who has access	Purpose of the access
Registration Information	Student Member through NetAcad.com	View and update their own profile information.
	Instructor Member through NetAcad.com	View and update their own profile information. View student names and email addresses to enroll a student into a class or remove a student from a class. Manage class by creating a student user.
	Contact, Advisor, Staff, and ASC Academy Specialist Members through NetAcad.com	View and update their own profile information. View instructor or student names and email addresses to enroll a user into a class or remove a user from a class. Manage class by creating a student user. View all users' names and email addresses at their academy to provide support and manage their academy.

	Cisco Partners - Academies, Third Party	Provide support and assistance to members who are directly associated with the partners for using Cisco NetAcad Platform. Modify or delete a Member's information based on their request. Also used to provide support and identify improvement opportunities for the Cisco NetAcad Platform.
Educational & Professional Qualifications and Work Experience Information	Cisco Partners – Third Party	Provide job matching services to Members. The service is supported by a third-party Partner.
Packet Tracer Usage Information	Cisco	Processed in aggregate to improve learning experience with a simulation tool.
User Generated Information	Student, Instructor, Contact, Advisor, Staff and ASC Academy Specialist Members through NetAcad.com	Processed to provide support as needed and to view your information in Netacad platform.
	Cisco Partners - Academies, Third Party	Provide support and assistance to Users who are directly associated with the partners for education and learning.
	Cisco	Provide support and assistance to view your information in NetAcad platform.
Information Collected by Browser Cookies	Cisco	Processed to improve the user experience with the Cisco NetAcad platform.

5. Data Portability or User-Generated information and other Personal data

Cisco Networking Academy allows Members of the platform to access, view, or change all User Generated Information in their Cisco NetAcad.com Profile. User may print all the information using standard browser functionality. The date of birth is used for validating a User in the event of any fraud and can only be changed by contacting Cisco NetAcad Support or opening a support ticket. There is no time restriction on accessing this data for active Cisco Networking Academy members.

6. Data Deletion

Members or Users can request deletion of personal data stored on the Cisco NetAcad Platform by sending a request to compliance_netacad@cisco.com. Cisco will remove the personal data from its platform in 30 days, unless the personal data is required to be retained by Cisco for legitimate business purposes. There is no ability to undo this action once the personal data is removed.

7. Personal Data Security

Security embedded within Cisco NetAcad Platform is in compliance with [CSDL](#) (Cisco Secure Development Lifecycle) standards and has obtained CATO (Cloud Approval to Operate) certification. In accordance with these standards, we have adopted Cisco's technical and organizational security measures to protect your personal data from unauthorized access, use, or disclosure as required by law. Additional information about our encryption architecture is summarized in the table and paragraphs below.

Personal Data Category	Type of Encryption
Registration Information (excluding Passwords, discussed below)	Encrypted in transit and at rest
Passwords	Encrypted and hashed in transit and at rest
User-Generated Information	Encrypted in transit and at rest
Educational & Professional Qualifications and Work Experience Information	Encrypted in transit and at rest
Packet Tracer Usage Information	Encrypted in transit and at rest

Information Collected by Browser Cookies

Encrypted in transit and at rest

8. Third Party Service Providers (Sub-processors)

Cisco Networking Academy may share a Member's registration information, educational & professional qualifications and work experience information and/or User Generated Information with service providers, contractors, or other third parties to assist in providing or improving the e-learning platform or for sending Cisco product and events-related communications to those who have opted-in to receive such communications. The data shared may include a Member's name and email address or aggregate statistics or anonymized data. All sharing of information is carried out consistent with the Cisco Privacy Statement and we contract with third-party service providers that can provide the same level of data protection and information security that you can expect from Cisco. We do not rent or sell your information.

If a Member or User enrolls in one or more Cisco Networking Academy courses offered by a Cisco Authorized Academy who is our third-party partner, we may share with the partner any or all information described in the Data Sheet with the exception of date of birth of the Member/User.

Cisco partners with service providers that contract to provide the same level of data protection and information security that you can expect from Cisco. A list of sub-processors is available upon request.

9. Information Security Incident Management

Breach and Incident Notification Processes

The Data Protection & Privacy team within Cisco's Security & Trust Organization coordinates the Data Incident Response Process and manages the enterprise-wide response to data-centric incidents. The Incident Commander directs and coordinates Cisco's response, leveraging diverse teams including the Cisco Product Security Incident Response Team (PSIRT), the Cisco Security Incident Response Team (CSIRT), and the Advanced Security Initiatives Group (ASIG).

PSIRT manages the receipt, investigation, and public reporting of security vulnerabilities related to Cisco products and networks. The team works with Customers, independent security researchers, consultants, industry organizations, and other vendors to identify possible security issues with Cisco products and networks. The [Cisco Security Center](#) details the process for reporting security incidents.

The Cisco Notification Service allows Customers to subscribe and receive important Cisco product and technology information, including Cisco security advisories for critical and high severity security vulnerabilities. This service allows Customers to choose the timing of notifications, and the notification delivery method (email message or RSS feed). The level of access is determined by the subscriber's relationship with Cisco. If you have questions or concerns about any product or security notifications, contact your Cisco sales representative.

10. Certifications and Compliance with Privacy Laws

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. Cisco NetAcad e-learning platform and its underlying processes are designed to meet Cisco's obligations under the EU General Data Protection Regulation and other privacy laws around the world.

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.

Cisco NetAcad e-learning platform leverages the following privacy transfer mechanisms related to the lawful use of data across jurisdictions. See Section 3, above.

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

11. General Information and GDPR FAQ

For more information related to Cisco Networking Academy's e-learning platform features, please see the [Cisco NetAcad FAQs](#) page that is accessible to all members of the platform. Additional GDPR specific FAQs can be accessed here: [Cisco NetAcad GDPR FAQ](#).

For more general information and FAQs related to Cisco's Security Compliance Program and Cisco's GDPR readiness 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.