

# Cisco Networking Academy

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

Cisco will process personal data from Cisco Networking Academy in a manner that is consistent with this Privacy Data Sheet. In jurisdictions that distinguish between Data Controllers and Data Processors, Cisco is the Data Controller for the personal data processed to administer and manage the customer relationship and the personal data processed by Cisco Networking Academy in order to provide its functionality.

**Note:** The Program operates in accordance with global privacy laws, including laws that impact children's privacy. Registration or use of the Program is not intended for children. For the purposes of the Program, we consider an individual to be a child if the applicable law limits the processing of an individual's personal data because the individual is under a certain age (for example, individuals under 13 years of age are children in the US). If we discover that we have processed a child's personal data or that you have created an account that violates applicable privacy laws or this Agreement, we will terminate your account and promptly delete your personal data. The foregoing restrictions do not apply if an Academy authorized by Cisco to use our teaching materials and resources has created an account for the individual in the Program. In such cases, the Academy is responsible for obtaining the appropriate consent(s) from the parent or guardian for collection, use and/or disclosure of personal information in accordance with the applicable privacy laws.

## 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 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.

# 思科網路學會

此隱私權資料表為思科網路學會處理個人資料（或可識別個人的資訊）的相關說明。

思科會以此隱私權資料表一致的方式處理思科網路學會中的個人資料。若位於區分資料控制者和資料處理者的司法管轄，則思科為個人資料的資料控制者，以管理或控制客戶關係以及思科網路學會所處理的個人資料，以提供其功能。

**請注意：**本計畫遵循全球隱私權法令，包括規範兒童隱私權的法令。計畫的註冊或使用非為兒童而設。為達到計畫的目的，若適用法律因個人小於特定年紀而限制該個人資料的存取權，我們視該個人為兒童（如美國將未滿 13 歲的個人視為兒童）。若我們發現您處理了某位兒童的個人資料，或您建立了違反適用隱私權法規或本合約的帳號，我們便會終止您的帳號，並且立即刪除您的個人資料。若思科授權的學會使用我們的教材和資源，也已於計畫中建立個人帳號，則上述規定不適用。在此類情況下，學會有責向家長或監護人因收集、使用和/或揭露個人資訊的目的而獲取正當同意，以遵循適用的隱私權法令。

## 1. 概觀

隨著週遭世界的改變，取得技術能力將帶來機會，而接受教育將帶來希望。在我們的教育、講師、訓練以及就業夥伴共同努力下，思科承諾透過思科網路學會計畫開發未來的人力。自 1997 年起，思科網路學會持續為單一目標努力：促進人們、教育者和公司為創造更美好的世界所需的技術和創業技能。我們以幫助年輕人學習 IT 技能，幫助他們像技術人員一樣創新，以企業家的角度思考，並且幫助他們扮演社會變革推動者的角色，以科技解決當今世界的問題，來支援世界各地的教育。

Cisco NetAcad 平台是我們線上學習的平台，世界各地的學生皆可透過網路存取此平台。學生可以根據其興趣、工作技能的需求以及偏好的地點來選擇各式各樣的學習

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 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.

Cisco Networking Academy integrates with various Cisco offerings. Cisco Networking Academy offers 2 online learning platforms: Netacad.com and Skillsforall.com. Please refer to Addendum One for details regarding processing of personal data by Skills for All.

For more information about Cisco Networking Academy, visit [Netacad.com](https://www.netacad.com) or [SkillsForAll.com](https://www.skillsforall.com).

Note that this Privacy Data Sheet is a supplement to the [Cisco Online Privacy Statement](#).

## 2. Personal Data Processing

The table below lists the personal data processed by Cisco Networking Academy to provide its services and describes why the data is processed. We collect your personal data based upon legitimate interest and explicit consent. You may withdraw your consent at any time by updating your communication preferences, including marketing communications in your [profile](#) or by requesting to be removed from the Cisco Networking Academy program by emailing [compliance\\_netacad@cisco.com](mailto:compliance_netacad@cisco.com).

Note: You may be asked to provide additional personal information other than what is shown in the table below in

資源和課程。學生得選擇按照自己學習步伐的課程，由思科直接提供，或者選擇按照自己學習步伐或講師帶領的思科網路學會課程，由思科授權的學會（我們的合作夥伴）提供並使用我們的教材及資源。

在本文件中，我們使用了會員、使用者以及思科合作夥伴等辭彙。以下為這些辭彙的簡單解釋：

**會員或使用者** - 學生、思科授權的講師以及思科學會的其他員工為思科網路學會計畫的會員，也是 Cisco NetAcad 平台的使用者。我們可能會經常互換使用這些詞彙。

**思科合作夥伴** - 思科學會和其他第三方為思科合作夥伴。思科學會由思科授權使用思科內容和提供的學習課程，以教授 IT 和網路課程。第三方為受合約約束向思科網路學會計畫提供代管服務，例如支援、應用程式開發、整合等。

思科網路學會整合思科所提供的各種各樣的課程。思科網路學會提供兩個線上學習平台：Netacad.com 以及 Skillsforall.com。請閱讀附錄一有關 Skills for All 處理個人資料的相關事項。

關於 思科網路學會 的更多資訊，請參閱 [Netacad.com](https://www.netacad.com) 或 [SkillsForAll.com](https://www.skillsforall.com)。

請注意：此隱私權資料表為 [思科線上隱私權聲明的補充資訊](#)。

## 2. 個人資料處理

下表為 思科網路學會 為提供其服務的目的所處理的個人資料清單，包含資料處理原因的說明。我們依據合法利益及明確同意收集您的個人資料。您得隨時更新通訊偏好設定（包括 [設定檔](#) 的行銷通訊）來撤回同意，或傳送電子郵件至 [compliance\\_netacad@cisco.com](mailto:compliance_netacad@cisco.com)，要求思科網路學會計畫將您移除。

請注意：您可能被要求提供下表以外的其他個人資料，以獲得支援或網路學會內容的存取權。

order to receive support or get access to Networking Academy content.

Personal Data Category	Type of Personal Data	Purpose of Processing
<b>Required Registration Personal Information</b>	<ul style="list-style-type: none"> <li>Email Address</li> <li>Language</li> <li>First Name</li> <li>Last Name</li> <li>State and Country/Region</li> <li>Birth Information</li> <li>Work Experience</li> </ul>	<p>We use registration information to:</p> <ul style="list-style-type: none"> <li>Create your NetAcad account to provide access to content</li> <li>Authenticate and authorize access to your account</li> <li>Provide you access to your personal profile</li> <li>Enroll in courses chosen by you</li> <li>Provide you recommendations for courses, webinars, and other learning resources based on your interests</li> <li>Provide access to assessments, quizzes, and your scores in each of them as well as access to your gradebook</li> <li>Apply discounts to your Cisco certification exam registration</li> <li>Provide you course completion and competition participation certificates, recognition, and merit letters</li> <li>Request your feedback through surveys if you have opted in to provide feedback on our courses and program</li> <li>Send you Program communications and information of new learning offerings and Cisco events if you have opted in to receive them</li> <li>Make improvements to the Cisco NetAcad Platform based on your feedback and suggestions</li> <li>For triage to diagnose technical issues, updates, and general maintenance of the platform</li> <li>Provide you support to use NetAcad</li> <li>Process your request to alter or delete your account</li> </ul>

個人資料類別	個人資料類型	處理目的
<b>必要個人註冊資訊</b>	<ul style="list-style-type: none"> <li>電子郵件地址</li> <li>語言</li> <li>名字</li> <li>姓氏</li> <li>州和國家/地區</li> <li>出生資訊</li> <li>工作經驗</li> </ul>	<p>我們因以下目的使用註冊資訊：</p> <ul style="list-style-type: none"> <li>建立您的 NetAcad 帳號以提供內容存取權</li> <li>驗證您的帳戶並授權存取</li> <li>提供您對於您個人設定檔的存取權</li> <li>註冊您所選擇的課程</li> <li>根據您的興趣，提供您課程、網路研討會以及其他學習資源推薦</li> <li>提供評估、測驗和您在其他各項目的得分，以及您成績單的存取權</li> <li>在思科證書測驗報名時套用折扣</li> <li>提供您完成課程及參賽的證書、認證和推薦信</li> <li>以問卷方式邀請您提供回饋（依您的選擇是否提供）</li> <li>將新的學習課程和思科活動的計畫通訊和資訊傳送給您（若您同意接受）</li> <li>根據您的回饋和建議改善 Cisco NetAcad 平台</li> <li>診斷技術問題、更新以及一般平台維護以進行分級</li> <li>在您使用 NetAcad 的方面提供支援</li> <li>處理您所提出欲修改或刪除您帳號的申請</li> <li>完成年齡群組報告，並且識別重複註冊的狀況</li> </ul>
<b>選用個人資訊</b>	<ul style="list-style-type: none"> <li>性別</li> <li>身心障礙者</li> <li>種族/民族（限美國）</li> <li>兵役狀況（限美國）</li> <li>電話號碼</li> </ul>	<p>我們會為以下目的選擇性的收集以下資訊：</p> <ul style="list-style-type: none"> <li>透過影響性別、行為能力和種族/民族的報告示範 <a href="#">思科的企業社會責任</a></li> <li>幫助美國退伍軍人媒合工作和市場，從而促進</li> </ul>

		<ul style="list-style-type: none"> <li>Conduct age group reporting and identify duplicate registrations.</li> </ul>
<b>Optional Personal Information</b>	<ul style="list-style-type: none"> <li>Gender</li> <li>Disability</li> <li>Race/Ethnicity (US Only)</li> <li>Military Status (US Only)</li> <li>Phone Number</li> </ul>	<p>We optionally collect the following information to:</p> <ul style="list-style-type: none"> <li>Demonstrate <a href="#">Cisco's Corporate Social Responsibility</a> through impact reporting using gender, disability, and race/ ethnicity</li> <li>Match jobs and market to US military veterans thereby promoting the impact of NetAcad on the military community.</li> <li>Validate identity.</li> </ul>
<b>Packet Tracer Usage Information</b>	<ul style="list-style-type: none"> <li>IP address</li> <li>Frequency of use</li> <li>Machine type</li> <li>Operating System</li> <li>Geographic Location (Country, State, Latitude, Longitude)</li> <li>Functionalities/Events used within Packet Tracer</li> <li>Unique identifier</li> </ul>	<p>We use packet tracer usage information to:</p> <ul style="list-style-type: none"> <li>Report usage details</li> <li>Understand how the network simulation tool is used for educational purposes</li> <li>Diagnose technical issues</li> <li>Conduct analytics to identify opportunities for improvement</li> <li>Respond to member support requests</li> <li>Count number of users and installations</li> </ul>
<b>Information Collected by Cookies</b>	<ul style="list-style-type: none"> <li>IP address</li> <li>Location URL accessed</li> <li>Session ID</li> <li>Local language preference</li> <li>Site visit count</li> <li>Site access pattern</li> <li>Page visit pattern</li> <li>Unique visitor ID</li> </ul>	<p>We use information collected by browser cookies to:</p> <ul style="list-style-type: none"> <li>Ensure that you can stay logged into the Cisco NetAcad Platform until you choose to log out</li> <li>Improve the performance of the Cisco NetAcad Platform and your experience with it</li> <li>Market</li> <li>Perform Analytics</li> <li>Carry out ad targeting to promote NetAcad member course offers</li> </ul>

		<p>NetAcad 在軍人社群中的影響力。</p> <ul style="list-style-type: none"> <li>有效的身分。</li> </ul>
<b>Packet Tracer 使用資訊</b>	<ul style="list-style-type: none"> <li>IP 位址</li> <li>使用頻率</li> <li>機器類型</li> <li>作業系統</li> <li>地理位置 (國家/地區、州、經緯度)</li> <li>Packet Tracer 所使用的功能/事件</li> <li>唯一識別碼</li> </ul>	<p>我們為以下目的使用 Packet Tracer 使用資訊:</p> <ul style="list-style-type: none"> <li>回報使用詳細資料</li> <li>瞭解如何將網路模擬工具用於教育目的</li> <li>診斷技術問題</li> <li>執行分析以識別改善的機會</li> <li>回應會員支援請求</li> <li>計算使用者人數和安裝次數</li> </ul>
<b>Cookie 收集的資訊</b>	<ul style="list-style-type: none"> <li>IP 位址</li> <li>已存取位置 URL</li> <li>工作階段 ID</li> <li>當地語言偏好設定</li> <li>造訪次數計算</li> <li>網站存取模式</li> <li>網頁造訪模式</li> <li>唯一訪客 ID</li> </ul>	<p>我們因以下目的使用瀏覽器 Cookie 所收集的資訊:</p> <ul style="list-style-type: none"> <li>確保您可以在 Cisco NetAcad 平台上保持登入狀態, 直到您選擇登出</li> <li>改善 Cisco NetAcad 平台的效能以及您的使用體驗</li> <li>市場</li> <li>執行分析</li> <li>指定廣告目標以宣傳 NetAcad 會員課程優惠</li> </ul>

### 3. 資料中心位置

思科利用其資料中心和第三方基礎架構提供者, 共同提供全球服務。

思科資料中心位置	基礎架構提供者位置
美國德州理查森市	美國維吉尼亞州 AWS 資料中心
美國德州艾倫市	中國北京 AWS 中國資料中心

### 3. 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

### 4. 跨境資料傳輸機制

思科為了在不同司法管轄區間合法使用資料, 在傳輸機制方面進行投資:

- [企業自我約束規則 \(控制器\)](#)
- [APEC 跨境隱私權規則](#)

Allen, Texas, USA	AWS China Data Center, Beijing, China
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- [APEC 的資料處理業隱私承認](#)
- [歐盟標準合約條款](#)

## 4. Cross-Border Data Transfer Mechanisms

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

- [Binding Corporate Rules \(Controller\)](#)
- [APEC Cross-Border Privacy Rules](#)
- [APEC Privacy Recognition for Processors](#)
- [EU Standard Contractual Clauses](#)

## 5. Access Control

Members, Cisco and Cisco's Partners can access personal data of members stored on Cisco NetAcad Platform as described in the table below. Upon request by you, Cisco and Cisco's Partners will access the personal data only while troubleshooting, updating the Cisco NetAcad Platform components, managing the platform, or providing support to the members.

Personal Data	Who Has Access	Purpose of Access
<b>Required Registration Personal Information</b>	Member through NetAcad	Modify and control user information
	Cisco's Partners - Academies, Third Parties	Provide support and assistance to members who are directly associated with the partners for using Cisco NetAcad.
	Cisco	<ul style="list-style-type: none"> <li>• Modify or delete Member's information based on their request.</li> <li>• Provide Support and identify improvement opportunities for the Cisco NetAcad Platform.</li> </ul>
<b>Optional Personal Information</b>	Member through NetAcad	Modify and control User Information.
	Cisco	Modify or delete Member's information based on their request.

## 5. 存取控制

會員、思科以及思科的合作夥伴可以存取在 Cisco NetAcad 平台所儲存的會員個人資料，請見下表說明。根據您的要求，思科和思科的合作夥伴只會在疑難排解、更新 Cisco NetAcad 平台組件、管理平台或提供會員支援等狀況時存取個人資料。

個人資料	誰可以存取	存取目的
<b>必要個人註冊資訊</b>	經 NetAcad 註冊的會員	修改和控制使用者資訊
	思科的合作夥伴 - 學會, 第三方	向在使用 Cisco NetAcad 方面和合作夥伴直接相關的會員提供支援。
	思科	<ul style="list-style-type: none"> <li>• 依會員要求修改或刪除會員資訊</li> <li>• 為 Cisco NetAcad 平台提供支援和辨識改善的機會</li> </ul>
<b>選用個人資料</b>	經 NetAcad 註冊的會員	修改和控制使用者資訊
	思科	根據會員的要求修改或刪除會員資訊。
<b>Packet Tracer 使用資訊</b>	NetAcad 管理員	彙總處理以改善使用模擬工具的學習體驗
<b>Cookie 收集的資訊</b>	思科	利用 Cisco NetAcad 平台改善使用者體驗

<b>Packet Tracer Usage Information</b>	NetAcad administrator	Aggregate processing to improve learning experience with a simulation tool.
<b>Information Collected by Cookies</b>	Cisco	Improve the user experience with the Cisco NetAcad platform.

## 6. Data Portability

Members or users can use the Cisco [Privacy Request form](#) to submit a request for data portability.

## 7. Data Deletion and Retention

Members or Users can request deletion of personal data stored on the Cisco NetAcad Platform by sending a request via the Cisco [Privacy Request form](#). Cisco will remove the personal data from its platform within 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.

Cisco will retain the personal information of Members during the period of their active membership and use such personal information as necessary to comply with our business requirements, legal obligations, resolve disputes, protect our assets, and enforce our rights and agreements. We will not retain personal information in identifiable form when the purposes for which the personal information was collected have been achieved and, there is no legal or business need to retain such personally identifiable information.

## 8. Personal Data Security

Cisco has implemented appropriate technical and organizational measures designed to secure personal data from accidental loss and unauthorized access, use, alteration, and disclosure.

Security embedded within the Networking Academy is in accordance with Cisco security and data privacy policies. 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 is summarized in the table below.

Personal Data Category	Security controls and measures
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## 6. 資料可攜

會員或使用者可以使用思科[隱私權申請表](#)來提交資料可攜性的申請。

## 7. 資料刪除和保留

會員或使用者可以傳送思科[隱私權申請表](#)，申請刪除儲存於 Cisco NetAcad 平台的個人資料。思科將在 30 天內自其平台刪除個人資料，除非個人資料因合法商業目的而需由思科保留。個人資料一旦經刪除，將無法復原。

思科會在會員資格有效期間內保留會員的個人資訊，並在必要時使用此類個人資訊以符合我們的業務需求、法律義務、解決爭議、保護我們的資產和執行我們的權利和合約。當達到收集個人資料的目的，且無法律或業務需求需保留此類可識別個人的資訊時，我們不會以可識別的形式保留個人資訊。

## 8. 個人資料安全

思科已執行適當的技術和組織措施以保護個人資料不遭意外遺失及未經授權的存取、使用、修改和揭露。

內嵌於網路學會的安全機制遵循思科安全和資料隱私權政策。根據這些標準，我們採用思科的技術和組織安全措施來保護您的個人資料依法律要求不遭未經授權的存取、使用或揭露。關於我們加密的其他資訊請見下表的摘要說明。

個人資料類別	安全控制和措施
<b>必要個人註冊資訊 (不包括密碼, 詳見下方說明)</b>	<ul style="list-style-type: none"> <li>在資料傳輸和靜止時已加密</li> </ul>
<b>密碼</b>	<ul style="list-style-type: none"> <li>不論傳輸或靜止, 都使用雙重加密 (Encrypted and hashed)</li> </ul>
<b>選用個人資訊</b>	<ul style="list-style-type: none"> <li>不論傳輸或靜止, 都使用加密</li> </ul>
<b>Packet Tracer 使用資訊</b>	<ul style="list-style-type: none"> <li>在資料傳輸和靜止時已加密</li> </ul>
<b>Cookie 收集的資訊</b>	<ul style="list-style-type: none"> <li>在資料傳輸和靜止時已加密</li> </ul>

Required Registration Personal Information (excluding Passwords, discussed below)	<ul style="list-style-type: none"><li>• Encrypted in transit and at rest</li></ul>
Passwords	<ul style="list-style-type: none"><li>• Encrypted and hashed in transit and at rest</li></ul>
Optional Personal Information	<ul style="list-style-type: none"><li>• Encrypted in transit and at rest</li></ul>
Packet Tracer Usage Information	<ul style="list-style-type: none"><li>• Encrypted in transit and at rest</li></ul>
Information Collected by Cookies	<ul style="list-style-type: none"><li>• Encrypted in transit and at rest</li></ul>

## 9. Third Parties

We may share data with service providers, contractors or authorized third parties globally to assist in providing and improving the Cisco Networking Academy experience. Cisco Networking Academy courses can be offered online directly by Cisco or through instructor-led Cisco Networking Academy courses offered by our partners, which are Academies authorized by Cisco to use our teaching materials and resources.

The data shared may include aggregate statistics or individualized 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.

We use third parties to provide the following services:

- Learning Management System
- Course Providers
- CRM
- Learning Communications
- Support Desk
- Course Badges
- Job Matching
- Identity and Access Management

To request a full list of third parties, please use the Cisco [Privacy Request form](#)

## 10. Information Security Incident Management

### Breach and Incident Notification Processes

## 9. 第三方

我們可能和全球服務供應商、承包商或授權的第三方分享資料以協助提供和改善思科網路學會體驗。思科網路學會課程可由思科以線上方式提供，或由我們的合作夥伴以講師教授思科網路學會課程的方式提供，而合作夥伴為思科授權可提供並使用我們的教材及資源的學會。

共享資料可能包括匯總統計或個別資料。所有資料共享皆按照《思科隱私權聲明》而進行，我們與第三方服務提供商簽訂合約，確保提供與思科同等之資料保護和資訊安全水準。我們不會出租或販售您的資訊。

我們使用第三方以提供下列服務：

- 學習管理系統
- 課程提供者
- CRM
- 學習通訊
- 服務中心
- 課程徽章
- 工作媒合
- 識別和存取管理

如欲申請第三方的完整清單，請使用思科[隱私權申請表](#)

## 10. 資訊安全事件管理

### 違規和事件通知流程

思科資安和信任組織的資料保護與隱私團隊負責協調資料事件回應流程，管理企業範圍內以資料為中心的事件回應。事件指揮官指揮並協調思科之回應，利用協調多組團隊資源，包括思科產品安全突發事件響應團隊 (PSIRT)、思科資安事件應變小組 (CSIRT) 和進階安全性倡議組織 (Advanced Security Initiatives Group, ASIG)。

PSIRT 負責管理思科產品和網路相關之安全漏洞資訊的接收、調查和公開報告。該團隊與客戶、獨立安全研究人員、顧問、同業組織和其他供應商合作，以確認思科產品和網路可能存在的安全問題。[思科資安中心](#)詳述資安事件報告之流程。

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.

## 11. 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 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.

思科通知服務使客戶能夠訂閱並接收重要的思科產品和技術資訊，包括針對關鍵和高嚴重性安全漏洞的思科安全公告。該項服務使客戶能夠選擇通知的時間和傳送方法（電子郵件或 RSS 摘要）。存取等級視訂購者與思科間之合作關係而定。如果您對任何產品或安全通知有疑問或疑慮，請聯絡您的思科業務代表。

## 11. 認證和隱私要求合規

資安和信任組織，以及思科法務部門，皆提供風險和法規遵循管理、諮詢服務，以協助將資安和符合法規事項納入思科之產品和服務設計。本服務是以隱私為宗旨來建構，旨在使其能夠以符合全球隱私要求的方式使用。

除了第 4 節所述的跨境傳輸機制/認證以外，思科認證以下：

- [歐盟-美國隱私保護架構 \(Privacy Shield Frameworks\)](#)
- [瑞士-美國隱私保護架構 \(Privacy Shield Frameworks\)](#)

再者，除了遵循我們嚴格的內部標準以外，思科也會維護第三方驗證，以展現我們對資訊安全的承諾。

思科擁有全球 ISO 9001 和 ISO 14001 認證，認證由公司品質承諾和認證計畫所管理，該計畫亦負責建立及維護政策，以確保流程的品質管理和環境責任。請至 [品質認證](#) 頁面以瞭解這些合規認證的範疇與閱讀更多資訊。

## 12. 行使資料主體權利

由思科網路學會處理個人資料的使用者有權要求存取、修復、可攜、暫停處理或刪除服務處理的個人資料。

我們會在回應請求前確認識別碼（通常是與思科帳號有關的電子郵件地址）。如果我們無法遵循您的要求，我們將向您提供說明。請注意：若使用者為客戶/控制器的雇主，則可能重新導向其雇主以獲得回應。

您可以透過以下提交方式提出請求：

- 1) 思科 [隱私權申請表](#)
- 2) 郵寄郵件：



## 12. Exercising Data Subject Rights

Users whose personal data is processed by the Cisco Networking Academy have the right to request access, rectification, portability, suspension of processing, or deletion of the personal data processed by the Service.

We will confirm identification (typically with the email address associated with a Cisco account) before responding to the request. If we cannot comply with the request, we will provide an explanation. Please note, users whose employer is the Customer/Controller, may be redirect the request to their employer for a response.

Requests can be made by submitting a request via:

- 1) the Cisco [Privacy Request form](#)
- 2) by postal mail:

<p><b>Chief Privacy Officer</b> Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134 UNITED STATES</p>		
<p><b>Americas Privacy Officer</b> Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134 UNITED STATES</p>	<p><b>APJC Privacy Officer</b> Cisco Systems, Inc. Bldg 80, Lvl 25, Mapletree Biz City, 80 Pasir Panjang Road, Singapore, 117372 SINGAPORE</p>	<p><b>EMEAR Privacy Officer</b> Cisco Systems, Inc. Haarlerbergweg 13-19, 1101 CH Amsterdam-Zuidoost NETHERLANDS</p>

We will endeavor to timely and satisfactorily respond to inquiries and requests. If a privacy concern related to the personal data processed or transferred by Cisco remains unresolved, contact Cisco's [US-based third-party dispute resolution provider](#). Alternatively, you can contact the data protection supervisory authority in your jurisdiction for assistance. Cisco's main establishment in the EU is in the Netherlands. As such, our EU lead authority is the Dutch [Autoriteit Persoonsgegevens](#).

## 13. General Information

For more general information and FAQs related to Cisco's Security and Privacy Program please visit [The Cisco Trust Center](#).

<p><b>隱私權長</b> Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134 美國</p>		
<p><b>美洲隱私權長</b> Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134 美國</p>	<p><b>亞太地區、日本及中國隱私權長</b> Cisco Systems, Inc. Bldg 80, Lvl 25, Mapletree Biz City, 80 Pasir Panjang Road, Singapore, 117372 新加坡</p>	<p><b>歐洲、中東、非洲和俄羅斯隱私權長</b> Cisco Systems, Inc. Haarlerbergweg 13-19, 1101 CH Amsterdam-Zuidoost 荷蘭</p>

我們會盡力以及時且令人滿意的方式回應您的詢問和要  
求。如果您對於思科處理或傳送之個人資料的隱私權問  
題仍有疑慮，請聯絡思科[位於美國的第三方爭議仲裁者](#)。  
或者，您也可以聯絡您所屬司法管轄區的資料保護主管機  
關以尋求其協助。思科在歐盟的主要據點位於荷蘭。因  
此，我們的歐盟主管機關是荷蘭 [Autoritiet Persoonsgegevens](#)。

## 13. 一般資訊

更多與思科資安合規計畫相關的資訊和常見問題，請見  
[思科信任中心](#)。

思科隱私權資料表每年（或在需要時）會檢閱和更新。  
若要查看最新版本，請前往思科信任中心的[個人資料隱  
私權區段](#)。

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.

## Addendum One: Skills for All

This Privacy Data Sheet describes the processing of personal data (or personally identifiable information) by Skills for All with Cisco.

Cisco will process personal data from Skills for All with Cisco in a manner that is consistent with this Privacy Data Sheet. In jurisdictions that distinguish between Data Controllers and Data Processors, Cisco is the Data Controller for the personal data processed to administer and manage the customer relationship and the personal data processed by Skills for All with Cisco in order to provide its functionality.

All personal data of Skills for All with Cisco members is stored, used, and processed in accordance with Cisco's data access and security controls process. We collect your personal data based upon legitimate interest and explicit consent. You may withdraw your consent at any time by updating your communication preferences, including marketing communications in your [profile](#) or by requesting to be removed from the Cisco Networking Academy program by emailing [compliance\\_netacad@cisco.com](mailto:compliance_netacad@cisco.com).

**Note:** The Skills for All with Cisco Program operates in accordance with global privacy laws, including laws that impact children's privacy. Registration or use of the Program is not intended for children. For the purposes of the Program, we consider an individual to be a child if the applicable law limits the processing of an individual's personal data because

## 附錄一： Skills for All

本隱私權資料表說明 Skills for All with Cisco 處理個人資料（或可識別個人的資訊）的相關事宜。

思科會以與本隱私權資料表一致的方式處理來自 Skills for All with Cisco 的個人資料。若位於區分資料控制者和資料處理者的司法管轄，則思科為個人資料的資料控制者，以管理或控制客戶關係以及 Skills for All with Cisco 所處理的個人資料，以提供其功能。

Skills for All with Cisco 會員的所有個人資料皆遵循思科的資料處理和安全控制程序儲存、使用和處理。我們依據合法利益及明確同意收集您的個人資料。您得隨時更新通訊偏好設定（包括[設定檔](#)的行銷通訊）來撤回同意，或傳送電子郵件至 [compliance\\_netacad@cisco.com](mailto:compliance_netacad@cisco.com)，要求思科網路學會計畫將您移除。

**請注意：** Skills for All with Cisco Program 之營運遵循全球隱私權法令，包括影響兒童隱私權之法令。計畫的註冊或使用非為兒童而設。為達到計畫的目的，若適用法律因個人小於特定年紀而限制該個人資料的存取權，我們視該個人為兒童（如美國將未滿 13 歲的個人視為兒童）。若我們發現您處理了某位兒童的個人資料，或您建立了違反適用隱私權法規或本合約的帳號，我們便會終止您的帳號，並且立即刪除您的個人資料。若思科授權的學會使用我們的教材和資源，也已於計畫中建立個人帳號，則上述規定不適用。在此類情況下，學會有責向家長或監護人因收集、使用和/或揭露個人資訊的目的而獲取正當同意，以遵循適用的隱私權法令。

the individual is under a certain age (for example, individuals under 13 years of age are children in the US). If we discover that we have processed a child's personal data or that you have created an account that violates applicable privacy laws or this Agreement, we will terminate your account and promptly delete your personal data. The foregoing restrictions do not apply if an Academy authorized by Cisco to use our teaching materials and resources has created an account for the individual in the Program. In such cases, the Academy is responsible for obtaining the appropriate consent(s) from the parent or guardian for collection, use and/or disclosure of personal information in accordance with the applicable privacy laws.

## 1. Overview

Skills for All with Cisco is a cloud-based learning experience platform solution made available by Cisco to educational institutions or persons who acquire it for use by their authorized users.

The Skills for All with Cisco Program offers IT, Cybersecurity and Networking courses. Learning resources are self-enrolled, self-paced and are offered directly by Cisco. Students register for courses directly on the platform. Members of Skills for All with Cisco have access to their personal information in their Skills for All profile and can modify or print their personal information. They may also contact the Skills for All with Cisco Program to delete their account.

Skills for All with Cisco regularly introduces new learning offerings, hosts events, helps students find jobs, and is continually seeking feedback to improve its products and services. Members of Skills for All with Cisco may opt in to receive program communications and requests for surveys. Skills for All members can opt out of such requests at any time by updating their [profile](#) in the platform.

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.

The Cisco Networking Academy's Skills for All platform at [Skillsforall.com](#) provides a learner-centric, mobile-first, online e-learning experience to learners worldwide. Skills for All learners can start their learning journey by enrolling in curated career pathways regardless of their existing IT skills. Learners with particular interests to develop or improve existing skills can also independently choose from a range of self-paced courses and learning resources.

## 1. 概觀

Skills for All with Cisco 係由思科提供之雲端學習體驗解決方案，由教育機構或個人取得該產品以供其授權使用者使用。

The Skills for All with Cisco Program 提供 IT、網路安全和網路課程。學習資源可自助註冊，依自己步調調整，且由思科直接提供。學生可直接於平台上註冊課程。Skills for All with Cisco 的會員有權於其 Skills for All 設定檔中存取其個人資訊，也可以修改或列印其個人資訊。會員也得聯絡 Skills for All with Cisco 計畫來刪除其帳號。

Skills for All with Cisco 會定期介紹新的學習課程、舉辦的活動，幫助學生找工作，並且會持續尋求回饋以改善其產品和服務。Skills for All with Cisco 的會員可選擇收到計畫通訊及問卷邀請。Skills for All 會員可隨時以更新其平台 [設定檔](#) 的方式選擇退出接收邀請。

在我們的教育、講師、訓練以及就業夥伴共同努力下，思科承諾透過思科網路學會計畫開發未來的人力。自 1997 年起，思科網路學會持續為單一目標努力：促進人們、教育者和公司為創造更美好的世界所需的技術和創業技能。

思科網路學會的 Skills for All 平台（平台網址：[Skillsforall.com](#)）為全球學員提供以學員為中心、行動優先的線上學習體驗。Skills for All 學員可以在精選註冊職業生涯規劃後開始學習之旅，即便其已經擁有 IT 技能。有特定興趣的學員如欲發展或改善現有的技能，也可以自特定範圍內獨立選擇自主學習課程和學習資源。

在本文件中，我們使用了 Skills for all 平台學員、會員或使用者等辭彙。以下為這些辭彙的簡單解釋：

**學員、會員或使用者** - 學生為思科網路學會計畫的會員，也是 Skills for All 平台的使用者。我們可能會經常互換使用這些詞彙。

關於 Skills for All with Cisco 的詳情，請造訪 [Skills for All with Cisco](#)。

Throughout this document, we have used the terms Learners, Members or Users of Skills for all platforms. Here is a brief explanation of these terms:

**Learners, Members or Users** – Students are members of the Cisco Networking Academy program and are Users of the Skills for All platform. We may use these terms interchangeably.

For more information about Skills for All with Cisco, visit [Skills for All with Cisco](#).

Note that this Privacy Data Sheet is a supplement to the [Cisco Online Privacy Statement](#).

## 2. Personal Data Processing

These courses are developed by Cisco and Cisco partners and are delivered to students worldwide through the Skills for All with Cisco platform. The table below lists the personal data processed by Skills for All with Cisco to provide its services and describes why the data is processed.

Personal Data Category	Type of Personal Data	Purpose of Processing
<b>Required Registration Personal Information</b>	<ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• Email Address</li> <li>• Birth Information</li> <li>• Country/Region and State</li> <li>• Language</li> </ul>	We use registration information to: <ul style="list-style-type: none"> <li>• Create Skills for All with Cisco User account to provide access to content</li> <li>• Authenticate and authorize access to your account</li> <li>• Provide you access to your personal profile</li> <li>• Enroll you in courses</li> <li>• Provide you with recommendations for courses, webinars, and other learning resources based on your interests</li> <li>• Provide access to assessments, quizzes, and your scores</li> <li>• Apply discounts to your Cisco certification exam registration</li> <li>• Provide you with course completion and competition participation certificates, recognition, and Merit letters</li> <li>• Request your feedback through surveys if you have opted in to provide feedback on our courses</li> </ul>

請注意：此隱私權資料表為思科線上隱私權聲明的補充資訊。

## 2. 個人資料處理

這些課程為思科和及思科合作夥伴所開發，且透過 Skills for All with Cisco 平台提供給世界各地的學生。下表為 Skills for All with Cisco 為提供其服務的目的所處理的個人資料清單，包含資料處理原因的說明。

個人資料類別	個人資料類型	處理目的
<b>需註冊 個人資料</b>	<ul style="list-style-type: none"> <li>• 名字</li> <li>• 姓氏</li> <li>• 電子郵件地址</li> <li>• 出生資訊</li> <li>• 州和國家/地區</li> <li>• 語言</li> </ul>	我們因以下目的使用註冊資訊： <ul style="list-style-type: none"> <li>• 建立 Skills for All with Cisco 使用者帳號以提供內容存取權</li> <li>• 驗證您的帳戶並授權存取</li> <li>• 提供您對於您個人設定檔的存取權</li> <li>• 讓您註冊課程</li> <li>• 根據您的興趣，提供您課程、網路研討會以及其他學習資源推薦</li> <li>• 提供評估、測驗和您的分數存取權</li> <li>• 在思科證書測驗報名時套用折扣</li> <li>• 提供您完成課程及參賽的證書、認證和推薦信</li> <li>• 以問卷方式邀請您提供回饋（依您的選擇是否提供）</li> <li>• 將新的學習課程和思科活動的計畫通訊和資訊傳送給您（若您同意接受）</li> <li>• 根據您的回饋和建議改善 Skills for All 平台</li> <li>• 診斷技術問題、更新以及一般平台維護以進行分級</li> <li>• 對於您使用 Skills for All 平台方面提供支援</li> </ul>

		<p>and program</p> <ul style="list-style-type: none"> <li>Send you program communications and information of new learning offerings and Cisco events if you have opted in to receive them</li> <li>Make improvements to the Skills for All Platform based on your feedback and suggestions</li> <li>Triage to diagnose technical issues, updates, and general maintenance of the platform</li> <li>Provide you with support to use Skills for All Platform</li> <li>Process your request to alter or delete your account</li> <li>Perform age group reporting and identify duplicate registrations</li> </ul>
<b>Optional Personal Information</b>	<ul style="list-style-type: none"> <li>Gender</li> <li>Disability</li> <li>Race/Ethnicity (US Only)</li> <li>Military Status (US Only)</li> <li>Phone Number</li> </ul>	<p>We optionally collect the following information to:</p> <ul style="list-style-type: none"> <li>Demonstrate <a href="#">Cisco's Corporate Social Responsibility</a> through impact reporting using gender, disability, and race/ethnicity</li> <li>Match jobs and market to US military veterans thereby promoting the impact of NetAcad on the military community.</li> <li>Validate identity.</li> </ul>
<b>Online curriculum Usage Information</b>	<ul style="list-style-type: none"> <li>Learning activities (videos interactive activities, quizzes)</li> <li>Assessment Data</li> </ul>	<p>We use curriculum usage information to:</p> <ul style="list-style-type: none"> <li>Track User learning progression</li> <li>Measure learning progress to assign scores and course badges</li> <li>Understand how interactive activities are used for educational purposes</li> <li>Diagnose technical issues</li> <li>Conduct analytics to identify opportunities for improvement</li> </ul>
<b>Packet Tracer Usage Information</b>	<ul style="list-style-type: none"> <li>IP address</li> <li>Frequency of use</li> <li>Machine type</li> <li>Operating System</li> <li>Geographic Location</li> </ul>	<p>We use Packet Tracer Usage Information to:</p> <ul style="list-style-type: none"> <li>Report usage details:</li> <li>Understand how the network simulation tool is used for educational purposes</li> <li>Diagnose technical</li> </ul>

		<ul style="list-style-type: none"> <li>處理您所提出欲修改或刪除您帳號的申請</li> <li>執行年齡群組報告，並且識別重複註冊的狀況</li> </ul>
<b>選用個人資訊</b>	<ul style="list-style-type: none"> <li>性別</li> <li>身心障礙者</li> <li>種族/民族 (限美國)</li> <li>兵役狀況 (限美國)</li> <li>電話號碼</li> </ul>	<p>我們會為以下目的選擇性的收集以下資訊:</p> <ul style="list-style-type: none"> <li>透過影響性別、行為能力和種族/民族的報告示範 <a href="#">思科的企業社會責任</a></li> <li>幫助美國退伍軍人媒合工作和市場，從而促進 NetAcad 在軍人社群中的影響力。</li> <li>有效的身分。</li> </ul>
<b>線上課程表使用資訊</b>	<ul style="list-style-type: none"> <li>學習活動 (影片互動活動、測驗)</li> <li>評估資料</li> </ul>	<p>我們為以下目的使用課程表使用資訊:</p> <ul style="list-style-type: none"> <li>追蹤使用者學習發展</li> <li>評量學習過程以指定分數和課程徽章</li> <li>瞭解如何將互動活動用於教育目的</li> <li>診斷技術問題</li> <li>執行分析以識別改善的機會</li> </ul>
<b>Packet Tracer 使用資訊</b>	<ul style="list-style-type: none"> <li>IP 位址</li> <li>使用頻率</li> <li>機器類型</li> <li>作業系統</li> <li>地理位置 (國家/地區、州、經緯度)</li> <li>Packet Tracer 所使用的功能/事件</li> <li>唯一識別碼</li> </ul>	<p>我們為以下目的使用 Packet Tracer 使用資訊:</p> <ul style="list-style-type: none"> <li>回報使用詳細資料:</li> <li>瞭解如何將網路模擬工具用於教育目的</li> <li>診斷技術問題</li> <li>執行分析以識別改善的機會</li> <li>回應會員支援請求</li> <li>計算使用者人數和安裝次數</li> </ul>
<b>意見回饋表</b>	<ul style="list-style-type: none"> <li>名字</li> <li>姓氏</li> <li>電子郵件</li> <li>備註</li> </ul>	<p>我們為以下目的使用使用者回饋資訊:</p> <ul style="list-style-type: none"> <li>追蹤使用者針對平台而產生的意見</li> <li>識別可改善的機會</li> <li>回應會員支援請求</li> </ul>

	(Country, State, Latitude, Longitude) <ul style="list-style-type: none"> <li>Functionalities/Events used within Packet Tracer</li> <li>Unique identifier</li> </ul>	issues <ul style="list-style-type: none"> <li>Conduct analytics to identify opportunities for improvement</li> <li>Respond to member support requests</li> <li>Count number of users and installations</li> </ul>
<b>Feedback form</b>	<ul style="list-style-type: none"> <li>First Name</li> <li>Last Name</li> <li>E-mail</li> <li>Comments</li> </ul>	We use User Feedback information to: <ul style="list-style-type: none"> <li>Track comments Users generate about the platform</li> <li>Identify opportunities for improvement</li> <li>Respond to member support requests</li> </ul>
<b>Information Collected by Browser Cookies</b>	<ul style="list-style-type: none"> <li>IP address</li> <li>Location URL accessed</li> <li>Session ID</li> <li>Local language preference</li> <li>Site visit count</li> <li>Site access pattern</li> <li>Page visit pattern</li> <li>Unique visitor ID</li> </ul>	We use Information Collected by Browser Cookies to: <ul style="list-style-type: none"> <li>Ensure that you can stay logged into the Cisco NetAcad Platform until you choose to log out</li> <li>Improve the performance of the Cisco NetAcad Platform and your experience with it</li> <li>Market</li> <li>Perform Analytics</li> <li>Carry out ad targeting to promote NetAcad member course offers</li> </ul>

<b>瀏覽器 Cookie 所收集的資訊</b>	<ul style="list-style-type: none"> <li>IP 位址</li> <li>已存取位置 URL</li> <li>工作階段 ID</li> <li>當地語言偏好設定</li> <li>造訪次數計算</li> <li>網站存取模式</li> <li>網頁造訪模式</li> <li>唯一訪客 ID</li> </ul>	我們因以下目的使用瀏覽器 Cookie 所收集的資訊: <ul style="list-style-type: none"> <li>確保您可以在 Cisco NetAcad 平台上保持登入狀態，直到您選擇登出</li> <li>改善 Cisco NetAcad 平台的效能以及您的使用體驗</li> <li>市場</li> <li>執行分析</li> <li>指定廣告目標以宣傳 NetAcad 會員課程優惠</li> </ul>
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### 3. 資料中心位置

思科利用其資料中心和第三方基礎架構提供者，共同提供全球服務。

思科資料中心位置	基礎架構提供者位置
美國德州理查森市	美國維吉尼亞州 AWS 資料中心
美國德州艾倫市	

### 3. 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	

### 4. Cross-Border Data Transfer Mechanisms

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

- [Binding Corporate Rules \(Controller\)](#)
- [APEC Cross-Border Privacy Rules](#)

### 4. 跨境資料傳輸機制

思科為了在不同司法管轄區間合法使用資料，在傳輸機制方面進行投資：

- [企業自我約束規則（控制器）](#)
- [APEC 跨境隱私權規則](#)
- [APEC 的資料處理業隱私承認](#)
- [歐盟標準合約條款](#)

### 5. 存取控制

會員、思科以及思科合作夥伴可以存取在 Skills for All with Cisco 中所儲存的會員個人資料，詳見下表說明。根據您的要求，思科和思科合作夥伴只會在疑難排解、更新 Skills for All 組件、管理平台或提供會員支援等狀況時

- [APEC Privacy Recognition for Processors](#)
- [EU Standard Contractual Clauses](#)

## 5. Access Control

Members, Cisco and Cisco Partners can access personal data of members stored on Skills for All with Cisco as described in the table below. Upon request by you, Cisco and Cisco Partners will access the personal data only while troubleshooting, updating the Skills for All components, managing the platform, or providing support to the members.

Personal Data	Who Has Access	Purpose of Access
<b>Required Registration Personal Information</b>	Member through Skills for All	Modify and control User Information
	Cisco Partners - Academies, Third Party	Provide support and assistance to members who are directly associated with the partners for using Skills for All with Cisco.
	Cisco	<ul style="list-style-type: none"> <li>• Modify or delete Member's information based on their request.</li> <li>• Provide Support and identify improvement opportunities for the Skills for All with Cisco.</li> </ul>
<b>Optional Personal Information</b>	Member through Skills for All	Modify and control User Information.
	Cisco	Modify or delete Member's information based on their request.
<b>Online Curriculum Usage Information</b>	Cisco	Identify improvement opportunities for Skills for All.
<b>Packet Tracer Usage Information</b>	Skills for All administrator	Processed in aggregate only to improve learning experience with a simulation tool.
<b>Feedback form</b>	Cisco	Identify improvement opportunities for Skills for All.
<b>Information Collected by Browser Cookies</b>	Cisco	Processed to improve the user experience with Skills for All with Cisco.

## 6. Portability

To initiate a request for portability, please use the [Cisco Privacy Request form](#).

存取個人資料。

個人資料	誰可以存取	存取目的
<b>必要個人註冊資訊</b>	註冊 Skills for All 的會員	修改和控制使用者資訊
	思科合作夥伴 - 學會, 第三方	向在使用 Skills for All with Cisco 方面和合作夥伴直接相關的會員提供支援。
	思科	<ul style="list-style-type: none"> <li>• 依會員要求修改或刪除會員資訊</li> <li>• 為 Skills for All with Cisco 提供支援和辨識改善的機會。</li> </ul>
<b>選用個人資訊</b>	註冊 Skills for All 的會員	修改和控制使用者資訊
	思科	依會員要求修改或刪除會員資訊
<b>線上課程表使用資訊</b>	思科	為 Skills for All 識別改善的機會。
<b>Packet Tracer 使用資訊</b>	Skills for All 管理員	彙總處理只為改善使用模擬工具的學習體驗。
<b>意見回饋表</b>	思科	為 Skills for All 識別改善的機會。
<b>瀏覽器 Cookie 所收集的資訊</b>	思科	處理 Skills for All with Cisco 使用者體驗的改善流程。

## 6. 可攜性

如欲寄發可攜性申請, 請使用思科 [隱私權申請表](#)。

## 7. 資料刪除和保留

會員或使用者可以傳送思科 [隱私權申請表](#), 申請刪除儲存於 Cisco NetAcad 平台的個人資料。思科將在 30 天內自其平台刪除個人資料, 除非個人資料因合法商業目的而需由思科保留。個人資料一旦經刪除, 將無法復原。

思科會在會員資格有效期間內保留會員的個人資料, 並在必要時使用此類個人資料以符合我們的業務需求、法

## 7. Data Deletion and Retention

Members or Users can request deletion of personal data stored on the Cisco NetAcad Platform by sending a request via the Cisco [Privacy Request form](#). Cisco will remove the personal data from its platform within 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.

Cisco will retain the personal information of Members during the period of their active membership and use such personal information as necessary to comply with our business requirements, legal obligations, resolve disputes, protect our assets, and enforce our rights and agreements. We will not retain personal information in identifiable form when the purpose(s) for which the personal information was collected have been achieved and, there is no legal or business need to retain such personally identifiable information.

## 8. Personal Data Security

Cisco has implemented appropriate technical and organizational measures designed to secure personal data from accidental loss and unauthorized access, use, alteration, and disclosure.

Security embedded within the Skills for All with Cisco is in accordance with Cisco security and data privacy policies. 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 is summarized in the table below.

Personal Data Category	Security controls and measures
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

律義務、解決爭議、保護我們的資產和執行我們的權利和合約。如個人資料蒐集之目的已達成，且法律上或業務上已無保留個人可識別資訊之必要時，我們將以去識別化之形式保留您的個人資料。

## 8. 個人資料安全

思科已執行適當的技術和組織措施以保護個人資料不遭意外遺失及未經授權的存取、使用、修改和揭露。

內嵌於 Skills for All with Cisco 的安全機制遵循思科安全和資料隱私權政策。根據這些標準，我們採用思科的技術和組織安全措施來保護您的個人資料依法律要求不遭未經授權的存取、使用或揭露。關於我們加密的其他資訊請見下表的摘要說明。

個人資料類別	安全控制和措施
註冊資訊 (不包括密碼, 詳見下方說明)	不論傳輸或靜止, 都使用加密
密碼	不論傳輸或靜止, 都使用雙重加密 (Encrypted and hashed)
使用者自創資訊	不論傳輸或靜止, 都使用加密
教育和專業認證以及工作經驗資訊	不論傳輸或靜止, 都使用加密
Packet Tracer 使用資訊	不論傳輸或靜止, 都使用加密
瀏覽器 Cookie 所收集的資訊	在資料傳輸和靜止時已加密

## 9. 第三方

思科與約定提供與思科相同資料保護與資訊安全等級的第三方締結夥伴關係。共享資料可能包括匯總統計或個別資料。所有資料共享皆按照《思科隱私權聲明》而進行，我們與第三方服務提供商簽訂合約，確保提供與思科同等之資料保護和資訊安全水準。我們不會出租或販售您的資訊。

我們使用第三方以提供下列服務：

- 課程提供者



## 9. Third Parties

Cisco partners with third parties that act as processors and contract to provide the same level of data protection and information security that you can expect from Cisco. The data shared may include aggregate statistics or individualized 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.

We use third parties to provide the following services:

- Course Providers
- CRM
- Learning Communications
- Support Desk
- Course Badges
- Job Matching
- Identity and Access Management

To request a full list of third parties, please use the Cisco [Privacy Request form](#).

## 10. 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.

- CRM
- 學習通訊
- 服務中心
- 課程徽章
- 工作媒合
- 識別和存取管理

如欲申請第三方的完整清單，請使用思科[隱私權申請表](#)。

## 10. 資訊安全事件管理

### 違規和事件通知流程

思科資安和信任組織的資料保護與隱私團隊負責協調資料事件回應流程，管理企業範圍內以資料為中心的事件回應。事件指揮官指揮並協調思科之回應，利用協調多組團隊資源，包括思科產品安全突發事件響應團隊 (PSIRT)、思科資安事件應變小組 (CSIRT) 和進階安全性倡議組織 (Advanced Security Initiatives Group, ASIG)。

PSIRT 負責管理思科產品和網路相關之安全漏洞資訊的接收、調查和公開報告。該團隊與客戶、獨立安全研究人員、顧問、同業組織和其他供應商合作，以確認思科產品和網路可能存在的安全問題。[思科資安中心](#)詳述資安事件報告之流程。

思科通知服務使客戶能夠訂閱並接收重要的思科產品和技術資訊，包括針對關鍵和高嚴重性安全漏洞的思科安全公告。該項服務使客戶能夠選擇通知的時間和傳送方法（電子郵件或 RSS 摘要）。存取等級視訂購者與思科間之合作關係而定。如果您對任何產品或安全通知有疑問或疑慮，請聯絡您的思科業務代表。

## 11. 認證和隱私要求合規

資安和信任組織，以及思科法務部門，皆提供風險和法規遵循管理、諮詢服務，以協助將資安和符合法規事項納入思科之產品和服務設計。本服務是以隱私為宗旨來建構，旨在使其能夠以符合全球隱私要求的方式使用。

除了第 4 節所述的跨境資料傳輸機制/認證以外，思科認證以下：

## 11. 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 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 has 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.

## 12. Exercising Data Subject Rights

Users whose personal data is processed by the Service have the right to request access, rectification, suspension of processing, or deletion of the personal data processed by the Service.

We will confirm identification (typically with the email address associated with a Cisco account) before responding to the request. If we cannot comply with the request, we will provide an explanation. Please note, users whose employer is the Customer/Controller, may be redirected to their employer for a response.

Requests can be made by submitting a request via:

- 1) the Cisco [Privacy Request form](#)
- 2) by postal mail:

<p><b>Chief Privacy Officer</b> Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134 UNITED STATES</p>
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- [歐盟-美國隱私保護架構 \(Privacy Shield Frameworks\)](#)
- [瑞士-美國隱私保護架構 \(Privacy Shield Frameworks\)](#)

再者，除了遵循我們嚴格的內部標準以外，思科也會維護第三方驗證，以展現我們對資訊安全的承諾。思科擁有全球 ISO 9001 和 ISO 14001 認證，認證由公司品質承諾和認證計畫所管理，該計畫亦負責建立及維護政策，以確保流程的品質管理和環境責任。請至 [品質認證](#) 頁面以瞭解這些合規認證的範疇與閱讀更多資訊。

## 12. 行使資料主體權利

由服務處理個人資料的使用者有權要求存取、修復、可攜、暫停處理或刪除服務處理的個人資料。

我們會在回應請求前確認識別碼（通常是與思科帳號有關的電子郵件地址）。如果我們無法遵循您的要求，我們將向您提供說明。請注意：若使用者為客戶/控制器的僱主，則可能重新導向其僱主以獲得回應。

您可以透過以下提交方式提出請求：

- 1) 思科 [隱私權申請表](#)
- 2) 郵寄郵件：

<p><b>隱私權長</b> Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134 美國</p>		
<p><b>美洲隱私權長</b> Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134 美國</p>	<p><b>亞太地區、日本及中國隱私權長</b> Cisco Systems, Inc. Bldg 80, Lvl 25, Mapletree Biz City, 80 Pasir Panjang Road, Singapore, 117372</p>	<p><b>歐洲、中東、非洲和俄羅斯隱私權長</b> Cisco Systems, Inc. Haarlerbergweg 13-19, 1101 CH Amsterdam-Zuidoost 荷蘭</p>

Americas Privacy Officer	APJC Privacy Officer	EMEAR Privacy Officer
Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134 UNITED STATES	Cisco Systems, Inc. Bldg 80, Lvl 25, Mapletree Biz City, 80 Pasir Panjang Road, Singapore, 117372 SINGAPORE	Cisco Systems, Inc. Haarlerbergweg 13-19, 1101 CH Amsterdam-Zuidoost NETHERLANDS

We will endeavor to timely and satisfactorily respond to inquiries and requests. If a privacy concern related to the personal data processed or transferred by Cisco remains unresolved, contact Cisco's [US-based third-party dispute resolution provider](#). Alternatively, you can contact the data protection supervisory authority in your jurisdiction for assistance. Cisco's main establishment in the EU is in the Netherlands. As such, our EU lead authority is the Dutch [Autoriteit Persoonsgegevens](#).

## 13. 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.

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我們會盡力以及時且令人滿意的方式回應您的詢問和要  
求。如果您對於思科處理或傳送之個人資料的隱私權問  
題仍有疑慮，請聯絡思科[位於美國的第三方爭議仲裁者](#)。  
或者，您也可以聯絡您司法管轄區內的資料保護主管機關  
尋求協助。思科在歐盟的主要據點位於荷蘭。因此，我們  
的歐盟主管機關是荷蘭 [Autoriteit Persoonsgegevens](#)。

## 13. 一般資訊

更多與思科資安合規計畫相關的資訊和常見問題，請見  
[思科信任中心](#)。

思科隱私權資料表每年（或在需要時）會檢閱和更新。  
若要查看最新版本，請前往思科信任中心的[個人資料隱  
私權區段](#)。