

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.

To learn more about the NetAcad Solutions, visit [Netacad.com](https://www.netacad.com) and [SkillsForAll.com](https://www.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	<ul style="list-style-type: none"> Name Email Address 	To provide the Cisco NetAcad Solutions to you, including:



	<ul style="list-style-type: none"> • Phone Number • Regional Location (e.g., country, state, province) • Date of Birth • Work Experience • Spoken and/or Preferred Language(s) • Answers to Security Questions 	<ul style="list-style-type: none"> • 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. <p>To communicate with you, such as:</p> <ul style="list-style-type: none"> • Providing you with recommendations for courses, 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. <p>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.</p>
<p>Demographic Information</p>	<ul style="list-style-type: none"> • Gender • Disability • Race/Ethnicity (US Only) • Military Status (US Only) 	<p>We use Demographic Information to:</p> <ul style="list-style-type: none"> • 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.
<p>Learning History</p>	<ul style="list-style-type: none"> • Learning History (e.g., videos interactive activities, quizzes) • Assessment Data 	<p>We use curriculum usage information to:</p> <ul style="list-style-type: none"> • 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
<p>Device and Usage Information</p>	<ul style="list-style-type: none"> • 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). 	<p>We user Device and Usage Information to:</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> 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.
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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.

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:

- [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 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:

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

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.