

# 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.

# Cisco Networking Academy

本隐私数据表介绍了思科网络技术学院对个人数据（或可识别个人身份的信息）的处理方式。

思科将以符合本隐私数据表的方式处理来自思科网络技术学院的个人数据。在区分数据控制者和数据处理者的司法管辖区，思科是为管理客户关系而处理的个人数据以及思科网络技术学院为履行职能而处理的个人数据的数据控制者。

**注：**本计划根据全球隐私法律（包括有关儿童隐私的法律）运营。儿童不可注册或使用本计划。就本计划而言，如果适用法律因个人未满一定年龄（例如，美国将未满 13 岁的个人划分为儿童）而限制处理其个人数据，则我们视其为儿童。如果我们发现我们处理了儿童的个人信息，或者您创建的帐户违反了相关隐私法或本协议，我们将终止您的帐户并立即删除您的个人信息。如果思科授权使用我们的教学材料和资源的学院为计划中的个人创建了计划帐户，则上述限制不适用。在这种情况下，学院有责任根据适用的隐私法律，就收集、使用和/或披露个人信息，取得家长或监护人的适当同意。

## 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。我们帮助年轻人学习 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。

思科网院平台是我们的在线电子学习平台，面向全球学生。学生可以根据自己的兴趣、工作安排所需的技能和

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

地点偏好，从各种学习资源和课程中进行选择。学生可以选择参加由思科直接提供的自定进度的在线课程，也可以选择参加由我们的合作伙伴提供的自定进度或讲师授课的思科网络技术学院课程，这些合作伙伴是经思科授权使用我们的教学材料和资源的合作学院。

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：

**成员或用户** – 思科合作学院的学生、思科授权讲师和其他员工是思科网络技术学院计划的成员，也是思科网院平台的用户。我们会互换使用这些术语。

**思科合作伙伴** – 思科合作学院和其他第三方是思科合作伙伴。思科授权思科合作学院使用思科的内容和学习产品来教授 IT 和网络课程。根据合同，第三方有义务向思科网络技术学院计划提供托管服务，如支持、应用开发、集成等。

思科网络技术学院集成了各种思科产品。思科网络技术学院提供两个在线学习平台：[netacad.com](https://www.netacad.com) 和 [skillsforall.com](https://www.skillsforall.com)。有关 Skills for All 处理个人数据的详情，请参阅附录一。

有关思科网络技术学院的更多信息，请访问 [Netacad.com](https://www.netacad.com) 或 [SkillsForAll.com](https://www.skillsforall.com)。

请注意，本隐私数据表是对[思科在线隐私声明](#)的补充。

## 2. 个人数据处理

下表列出了思科网络技术学院为提供服务而处理的个人数据，并说明了处理这些数据的原因。我们收集您的个人数据依据的是合法利益和明确同意。您可以通过更新您的通信首选项（包括您[个人资料](#)中的营销通信）或通过发送电子邮件至 [compliance\\_netacad@cisco.com](mailto:compliance_netacad@cisco.com) 要求从思科网络技术学院计划中删除，随时撤回您的同意。

注意：您可能被要求提供下表所示以外的其他个人信息，以便获得支持或访问网络技术学院的内容。

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>

个人数据类别	个人数据类型	处理目的
<b>注册所需个人信息</b>	<ul style="list-style-type: none"> <li>电子邮件地址</li> <li>语言</li> <li>名</li> <li>姓</li> <li>州和国家/地区</li> <li>出生信息</li> <li>工作经验</li> </ul>	<p>我们使用注册信息的目的是：</p> <ul style="list-style-type: none"> <li>创建您的思科网院帐户，提供对内容的访问权限</li> <li>验证和授权访问您的帐户</li> <li>允许您访问您的个人资料</li> <li>注册您选择的课程</li> <li>根据您的兴趣，为您提供课程、网络研讨会和其他学习资源方面的建议</li> <li>提供您访问评估、测验及相关分数的权限以及查看您的记分册的权限</li> <li>为您的思科认证考试报名提供折扣</li> <li>为您提供结业和参赛证书、表彰和奖状</li> <li>如果您选择对我们的课程和计划提供反馈，通过调查请求您提供反馈</li> <li>如果您选择接收与计划相关的通信以及与新的学习产品和思科活动相关的信息，则向您发送相关通信和信息</li> <li>根据您的反馈和建议，对思科网院平台进行改进</li> <li>用于诊断技术问题、更新和平台的一般维护</li> <li>为您使用思科网院提供支持</li> <li>处理您更改或删除帐户的请求</li> <li>进行年龄组报告及识别重复注册。</li> </ul>
<b>可选个人信息</b>	<ul style="list-style-type: none"> <li>性别</li> <li>残疾</li> <li>种族/民族（仅限美国）</li> <li>兵役状况（仅限美国）</li> </ul>	<p>我们可选择收集以下信息，目的是：</p> <ul style="list-style-type: none"> <li>通过性别、残疾和种族/民族影响报告展示<a href="#">思科的企业社会责任</a></li> <li>为美国退伍军人匹配就</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>

	<ul style="list-style-type: none"> <li>电话号码</li> </ul>	<p>业和市场机会，从而促进思科网院对军队社区的影响。</p> <ul style="list-style-type: none"> <li>验证身份。</li> </ul>
<b>数据包跟踪器使用信息</b>	<ul style="list-style-type: none"> <li>IP 地址</li> <li>使用频率</li> <li>计算机类型</li> <li>操作系统</li> <li>地理位置 (国家/地区、省/自治区/直辖市、纬度、经度)</li> <li>数据包跟踪器中使用的功能/事件</li> <li>唯一标识符</li> </ul>	<p>我们使用数据包跟踪器使用信息的目的是:</p> <ul style="list-style-type: none"> <li>报告使用情况详细信息</li> <li>了解网络模拟工具如何用于教育目的</li> <li>诊断技术问题</li> <li>进行分析，发现改进机会</li> <li>回应成员支持请求</li> <li>计算用户数量和安装数量</li> </ul>
<b>Cookie 收集的信息</b>	<ul style="list-style-type: none"> <li>IP 地址</li> <li>已访问位置 URL</li> <li>会话 ID</li> <li>本地语言首选项</li> <li>站点访问计数</li> <li>站点访问模式</li> <li>页面访问模式</li> <li>独立访客 ID</li> </ul>	<p>我们使用浏览器 Cookie 收集的信息的目的是:</p> <ul style="list-style-type: none"> <li>在您选择注销之前，确保您可以一直登录思科网院平台</li> <li>提高思科网院平台的性能和您的体验</li> <li>市场</li> <li>进行分析</li> <li>进行广告定位，推广思科网院成员课程优惠</li> </ul>

### 3. 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

### 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](#)
- [APEC 处理者隐私认可](#)

Allen, Texas, USA	AWS China Data Center, Beijing, China
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- [欧盟标准合同条款](#)

## 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. 访问控制

成员、思科和思科合作伙伴可以访问存储在思科网院平台上的成员个人数据，如下表所述。应您的要求，思科和思科合作伙伴只有在故障排除、更新思科网院平台组件、管理平台或为成员提供支持时才会访问个人数据。

个人数据	谁具有访问权限	访问目的
<b>注册所需个人信息</b>	思科网院成员	修改和控制用户信息
	思科的合作伙伴 - 合作学院、第三方	向与合作伙伴直接相关的成员提供使用思科网院的支持和帮助。
	思科	<ul style="list-style-type: none"> <li>• 根据成员的请求修改或删除其信息。</li> <li>• 为思科网院平台提供支持及确定改进机会。</li> </ul>
<b>可选个人信息</b>	思科网院成员	修改和控制用户信息。
	思科	根据成员的请求修改或删除其信息。
<b>数据包跟踪器使用信息</b>	思科网院管理员	以汇总形式处理，用于改进模拟工具的学习体验。
<b>Cookie 收集的信息</b>	思科	改善思科网院平台的用户体验。

## 6. 数据可移植性

成员或用户可以使用思科[隐私申请表](#)提交数据可移植性请求。

## 7. 数据删除和保留

成员或用户可以通过思科[隐私申请表](#)发送请求，请求删

<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.

除存储在思科网院平台上的个人数据。思科将在 30 天内从其平台上删除个人数据，除非合法商业目的要求思科保留。删除个人数据后，无法撤销此操作。

思科将在成员身份有效期间保留其个人信息，并在必要时使用这些个人信息以满足我们的业务要求、履行法律义务、解决争议、保护我们的资产，并行使我们的权利和协议。如果收集个人信息的目的已达到，并且没有保留此类个人身份信息的要求或业务需求，我们将不会以可识别形式保留个人信息。

## 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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## 8. 个人数据安全

思科已经实施了适当的技术和组织措施，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。

网络技术学院内嵌的安全措施符合思科安全和数据隐私政策。根据这些标准，我们采用了思科的技术和组织安全措施，以按照法律要求，保护您的个人数据不受未经授权的访问、使用或披露。下表总结了与我们的加密措施有关的其他信息。

个人数据类别	安全控制和措施
<b>注册所需个人信息（不包括密码，见下文）</b>	<ul style="list-style-type: none"> <li>在传输和静态时加密</li> </ul>
<b>密码</b>	<ul style="list-style-type: none"> <li>对传输中的数据和静态数据进行加密和哈希处理</li> </ul>
<b>可选个人信息</b>	<ul style="list-style-type: none"> <li>在传输和静态时加密</li> </ul>
<b>数据包跟踪器使用信息</b>	<ul style="list-style-type: none"> <li>在传输和静态时加密</li> </ul>
<b>Cookie 收集的信息</b>	<ul style="list-style-type: none"> <li>在传输和静态时加密</li> </ul>

## 9. 第三方

我们可能与全球服务提供商、承包商或授权第三方共享数据，以帮助提供和改善思科网络技术学院的体验。思科网络技术学院课程可以由思科直接在线提供，也可以通过我们的合作伙伴提供的讲师授课的思科网络技术学院课程提供，这些合作伙伴是经思科授权使用我们的教

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

学材料和资源的合作学院。

共享的数据可能包括聚合统计信息或个性化数据。所有信息共享都是按照思科隐私声明进行的，并且与我们签约的第三方服务提供商都可以提供您可以从思科那里获得的相同级别的数据保护和信息安全。我们不出租或出售您的信息。

我们使用第三方提供以下服务：

- 培训管理系统
- 课程提供方
- CRM
- 学习通信
- 支持部门
- 课程徽章
- 工作匹配
- 身份和访问管理

## 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

要获取第三方的完整清单，请使用思科[隐私申请表](#)

## 10. 信息安全突发事件管理

### 数据泄露和事件通知过程

思科安全和信任组织中的数据保护和隐私小组协调数据事件响应过程，并管理企业范围内对以数据为中心的事件的响应。事件指挥官负责利用思科产品安全事件响应小组 (PSIRT)、思科安全事件响应小组 (CSIRT) 和高级安全计划组 (ASIG) 等多个团队，指导和协调思科的响应。

PSIRT 负责接收、调查和公开报告与思科产品和网络相关的安全漏洞。该团队与思科客户、独立安全研究人员、顾问、行业组织以及其它供应商一起查找思科产品和网络的潜在安全问题。[思科安全中心](#)详细介绍了安全事件报告流程。

思科通知服务允许客户订阅和接收重要的思科产品和技术信息，包括思科安全警告，以了解重要和严重性高的安全漏洞。此服务允许客户选择通知的时间和通知传递方法（电子邮件或 RSS 源）。访问级别由订阅者与思科之间的关系决定。如果您对任何产品或安全通知有疑问或顾虑，请与您的思科销售代表联系。

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.

## 11. 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 and 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。

## 12. 行使数据主体权利

个人数据由思科网络技术学院处理的用户有权要求访问、纠正、移植、暂停处理或删除由此服务处理的个人数据。

在响应请求之前，我们会确认身份（通常使用与思科帐户相关联的电子邮件地址）。如果无法满足相关请求，我们会做出解释。请注意，雇主是客户/控制者的用户可将请求提交给雇主以寻求响应。

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



## 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>美洲隐私官</b> 思科系统公司 170 W. Tasman Drive San Jose, CA 95134 UNITED STATES</p>	<p><b>APJC 隐私官</b> 思科系统公司 Bldg 80, Lvl 25, Mapletree Biz City, 80 Pasir Panjang Road, Singapore, 117372 SINGAPORE</p>	<p><b>欧洲隐私官</b> 思科系统公司 Haarlerbergweg 13-19, 1101 CH Amsterdam-Zuidoost NETHERLANDS</p>
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我们会尽力及时并以令您满意的方式回复询问和请求。如果与思科处理或传输的个人数据有关的隐私问题仍未解决，请联系思科[位于美国的第三方争议解决提供商](#)。或者，您可以联系您所在司法管辖区的数据保护监管机构寻求帮助。思科在欧盟的主要机构位于荷兰。因此，我们在欧盟的主管机构是荷兰 [Autoritiet Persoonsgegevens](#)。

## 13. 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。

# 附录一： Skills for

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

## All

本隐私数据表介绍了思科 Skills for All 对个人数据（可识别个人身份的信息）的处理方式。

思科将以符合本隐私数据表的方式处理来自思科 Skills for All 的个人数据。在区分数据控制者和数据处理者的司法管辖区，思科是为管理客户关系而处理的个人数据以及思科 Skills for All 为履行职能而处理的个人数据的数据控制者。

思科 Skills for All 成员的所有个人数据都按照思科的数据访问和安全控制流程进行存储、使用和处理。我们收集您的个人数据依据的是合法利益和明确同意。您可以通过更新您的通信首选项（包括您[个人资料](#)中的营销通信）或通过发送电子邮件至 [compliance\\_netacad@cisco.com](mailto:compliance_netacad@cisco.com) 要求从思科网络技术学院计划中删除，随时撤回您的同意。

**注：**思科 Skills for All 计划根据全球隐私法律（包括有关儿童隐私的法律）运营。儿童不可注册或使用本计划。就本计划而言，如果适用法律因个人未满一定年龄（例如，美国将未满 13 岁的个人划分为儿童）而限制处理其个人数据，则我们视其为儿童。如果我们发现我们处理了儿童的个人数据，或者您创建的帐户违反了相关隐私法或本协议，我们将终止您的帐户并立即删除您的个人数据。如果思科授权使用我们的教学材料和资源的学院为计划中的个人创建了计划账户，则上述限制不适用。在这种情况下，学院有责任根据适用的隐私法律，就收集、使用和/或披露个人信息，取得家长或监护人的适当同意。

## 1. 概述

思科 Skills for All 是基于云的学习体验平台解决方案，由思科提供给购买该解决方案供其授权用户使用的教育机构或人员。

思科 Skills for All 计划提供信息技术、网络安全和网络课程。学习资源自主注册，自定进度，由思科直接提供。学生直接在平台上注册课程。思科 Skills for All 成员可以在他们的 Skills for All 个人资料中访问自己的个人信息，

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.

并且可以修改或打印他们的个人信息。他们也可以联系思科 Skills for All 计划，删除其帐户。

思科 Skills for All 定期推出新的学习产品、举办活动、帮助学生就业，并不断寻求反馈以改进其产品和服务。思科 Skills for All 的成员可以选择接收与计划相关的通信和调查请求。Skills for All 成员可随时通过在平台中更新[个人资料](#)，选择不再接收此类请求。

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。

思科网络技术学院在 Skillsforall.com 上的 Skills for All 平台为全世界的学习者提供了以学习者为中心、移动优先的在线电子学习体验。Skills for All 学习者可以通过注册精心策划的职业道路来开始他们的学习旅程，无论其现有的信息技术技能如何。对发展或提高现有技能有特殊兴趣的学习者也可以从一系列自定进度的课程和学习资源中独立选择。

在本文件中，我们使用了 Skills for All 平台学习者、成员或用户等术语。以下是对这些术语的简要说明：

**学习者、成员或用户** - 学生是思科网络技术学院计划的成员，也是 Skills for All 平台的用户。我们会互换使用这些术语。

有关思科 Skills for All 的更多信息，请访问[思科 Skills for All](#)。

请注意，本隐私数据表是对[思科](#)在线[隐私声明](#)的补充。

## 2. 个人数据处理

这些课程由思科和思科合作伙伴开发，并通过思科 Skills for All 平台提供给世界各地的学生。下表列出了思科 Skills for All 为提供服务而处理的个人数据，并说明了处理这些数据的原因。

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>

个人数据类别	个人数据类型	处理目的
<b>注册需要个人信息</b>	<ul style="list-style-type: none"> <li>• 名字</li> <li>• 姓氏</li> <li>• 邮箱地址</li> <li>• 出生信息</li> <li>• 国家/地区和省/自治区/直辖市</li> <li>• 语言</li> </ul>	我们使用注册信息的目的是: <ul style="list-style-type: none"> <li>• 创建思科 Skills for All 用户帐户, 提供内容访问权限</li> <li>• 验证和授权访问您的帐户</li> <li>• 允许您访问您的个人资料</li> <li>• 注册您的课程</li> <li>• 根据您的兴趣, 为您提供课程、网络研讨会和其他学习资源方面的建议</li> <li>• 提供您访问评估、测验及相关分数的权限</li> <li>• 为您的思科认证考试报名提供折扣</li> <li>• 为您提供结业和参赛证书、表彰和奖状</li> <li>• 如果您选择对我们的课程和计划提供反馈, 通过调查请求您提供反馈</li> <li>• 如果您选择接收与计划相关的通信以及与新的学习产品和思科活动相关的信息, 则向您发送相关通信和信息</li> <li>• 根据您的反馈和建议, 对 Skills for All 平台进行改进</li> <li>• 用于诊断技术问题、更新和平台的一般维护</li> <li>• 为您使用 Skills for All 平台提供支持</li> <li>• 处理您更改或删除帐户的请求</li> <li>• 进行年龄组报告及识别重复注册。</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>

<b>可选个人信息</b>	<ul style="list-style-type: none"> <li>性别</li> <li>残疾</li> <li>种族/民族 (仅限美国)</li> <li>兵役状况 (仅限美国)</li> <li>电话号码</li> </ul>	<p>我们可选择收集以下信息，目的是：</p> <ul style="list-style-type: none"> <li>通过性别、残疾和种族/民族影响报告展示 <a href="#">思科的企业社会责任</a></li> <li>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。</li> <li>验证身份。</li> </ul>
<b>在线课程使用信息</b>	<ul style="list-style-type: none"> <li>学习活动 (视频互动、测验)</li> <li>评估数据</li> </ul>	<p>我们使用课程使用信息的目的是：</p> <ul style="list-style-type: none"> <li>跟踪用户学习进度</li> <li>评估学习进度以分配分数和课程徽章</li> <li>了解如何将互动活动用于教育目的</li> <li>诊断技术问题</li> <li>进行分析，发现改进机会</li> </ul>
<b>数据包跟踪器使用信息</b>	<ul style="list-style-type: none"> <li>IP 地址</li> <li>使用频率</li> <li>计算机类型</li> <li>操作系统</li> <li>地理位置 (国家/地区、省/自治区/直辖市、纬度、经度)</li> <li>数据包跟踪器中使用的功能/事件</li> <li>唯一标识符</li> </ul>	<p>我们使用数据包跟踪器使用信息的目的是：</p> <ul style="list-style-type: none"> <li>报告使用情况详细信息：</li> <li>了解网络模拟工具如何用于教育目的</li> <li>诊断技术问题</li> <li>进行分析，发现改进机会</li> <li>回应成员支持请求</li> <li>计算用户数量和安装数量</li> </ul>
<b>反馈表</b>	<ul style="list-style-type: none"> <li>名字</li> <li>姓氏</li> <li>邮件</li> <li>备注</li> </ul>	<p>我们使用用户反馈信息的目的是：</p> <ul style="list-style-type: none"> <li>跟踪用户生成的有关平台的评论</li> <li>发现改进机会</li> <li>回应成员支持请求</li> </ul>
<b>浏览器 Cookie 收集的信息</b>	<ul style="list-style-type: none"> <li>IP 地址</li> <li>已访问位置 URL</li> <li>会话 ID</li> <li>本地语言首选项</li> <li>站点访问计数</li> <li>站点访问模式</li> </ul>	<p>我们使用浏览器 Cookie 收集的信息的目的是：</p> <ul style="list-style-type: none"> <li>在您选择注销之前，确保您可以一直登录思科网院平台</li> <li>提高思科网院平台的性能和您的体验</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>

<ul style="list-style-type: none"> <li>页面访问模式</li> <li>独立访客 ID</li> </ul>	<ul style="list-style-type: none"> <li>市场</li> <li>进行分析</li> <li>进行广告定位, 推广思科网院成员课程优惠</li> </ul>
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### 3. 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	

### 4. 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](#)
- [APEC 处理者隐私认可](#)
- [欧盟标准合同条款](#)

### 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](#)

### 5. 访问控制

成员、思科和思科合作伙伴可以访问存储在思科 Skills for All 上的成员个人数据, 如下表所述。应您的要求, 思科和思科合作伙伴只有在故障排除、更新 Skills for All 组件、管理平台或为成员提供支持时才会访问个人数据。

个人数据	谁具有访问权限	访问目的
<b>注册所需个人信息</b>	Skills for All 成员	修改和控制用户信息
	思科合作伙伴 - 合作学院、第三方	向与合作伙伴直接相关的成员提供使用思科 Skills for All 的支持和帮助。

- [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
Required Registration Personal Information	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>
Optional Personal Information	Member through Skills for All	Modify and control User Information.
	Cisco	Modify or delete Member's information based on their request.
Online Curriculum Usage Information	Cisco	Identify improvement opportunities for Skills for All.
Packet Tracer Usage Information	Skills for All administrator	Processed in aggregate only to improve learning experience with a simulation tool.
Feedback form	Cisco	Identify improvement opportunities for Skills for All.
Information Collected by Browser Cookies	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](#).

	思科	<ul style="list-style-type: none"> <li>• 根据成员请求修改或删除其信息。</li> <li>• 为思科 Skills for All 提供支持及确定改进机会。</li> </ul>
可选个人信息	Skills for All 成员	修改和控制用户信息。
	思科	根据成员请求修改或删除其信息。
在线课程使用信息	思科	发现 Skills for All 改进机会。
数据包跟踪器使用信息	Skills for All 管理员	仅以汇总形式处理，用于改进模拟工具的学习体验。
反馈表	思科	发现 Skills for All 改进机会。
浏览器 Cookie 收集的信息	思科	为改善思科 Skills for All 用户体验而处理。

## 6. 可移植性

要提出可移植性请求，请使用思科[隐私申请表](#)。

## 7. 数据删除和保留

成员或用户可以通过思科[隐私申请表](#)发送请求，请求删除存储在思科网院平台上的个人数据。思科将在 30 天内从其平台上删除个人数据，除非合法商业目的要求思科保留。删除个人数据后，无法撤消此操作。

思科将在成员身份有效期间保留其个人信息，并在必要时使用这些个人信息以满足我们的业务要求、履行法律义务、解决争议、保护我们的资产，并行使我们的权利和协议。如果收集个人信息的目的已达到，并且没有保留此类个人身份信息的法律要求或业务需求，我们将不会以可识别形式保留个人信息。

## 8. 个人数据安全

思科已经实施了适当的技术和组织措施，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。

思科 Skills for All 内嵌的安全措施符合思科安全和数据隐私政策。根据这些标准，我们采用了思科的技术和组织

## 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

安全措施，以按照法律要求，保护您的个人数据不受未经授权的访问、使用或披露。下表总结了与我们的加密措施有关的其他信息。

个人数据类别	安全控制和措施
注册信息（不包括密码，在下文中讨论）	在传输和静态时加密
密码	对传输中的数据 and 静态数据进行加密和哈希处理
用户生成的信息	在传输和静态时加密
教育和专业资格及工作经验信息	在传输和静态时加密
数据包跟踪器使用信息	在传输和静态时加密
浏览器 Cookie 收集的信息	在传输和静态时加密

## 9. 第三方

思科与担任处理者的第三方合作，并与他们签订合同，提供您可从思科处获得的相同程度的数据保护和信息安全级别。共享的数据可能包括聚合统计信息或个性化数据。所有信息共享都是按照思科隐私声明进行的，并且与我们签约的第三方服务提供商都可以提供您可以从思科那里获得的相同级别的数据保护和信息安全。我们不出租或出售您的信息。

我们使用第三方提供以下服务：

- 课程提供方
- CRM
- 学习通信
- 支持部门
- 课程徽章
- 工作匹配
- 身份和访问管理

要获取第三方的完整清单，请使用思科[隐私申请表](#)。

## 10. 信息安全突发事件管理

数据泄露和事件通知过程



## 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.

思科安全和信任组织中的数据保护和隐私小组协调数据事件响应过程，并管理企业范围内对以数据为中心的事件的响应。事件指挥官负责利用思科产品安全事件响应小组 (PSIRT)、思科安全事件响应小组 (CSIRT) 和高级安全计划组 (ASIG) 等多个团队，指导和协调思科的响应。

PSIRT 负责接收、调查和公开报告与思科产品和网络相关的安全漏洞。该团队与思科客户、独立安全研究人员、顾问、行业组织以及其它供应商一起查找思科产品和网络的潜在安全问题。[思科安全中心](#)详细介绍了安全事件报告流程。

思科通知服务允许客户订阅和接收重要的思科产品和技术信息，包括思科安全警告，以了解重要和严重性高的安全漏洞。此服务允许客户选择通知的时间和通知传递方法（电子邮件或 RSS 源）。访问级别由订阅者与思科之间的关系决定。如果您对任何产品或安全通知有疑问或顾虑，请与您的思科销售代表联系。

## 11. 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。

## 12. 行使数据主体权利

## 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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个人数据由服务处理的用户有权要求访问、纠正、暂停处理或删除由此服务处理的个人数据。

在响应请求之前，我们会确认身份（通常使用与思科帐户相关联的电子邮件地址）。如果无法满足相关请求，我们会做出解释。请注意，雇主是客户/控制者的用户请求可能会被转交给其雇主以寻求响应。

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：

<p><b>首席隐私官</b> 思科系统公司 170 W. Tasman Drive San Jose, CA 95134 UNITED STATES</p>		
<p><b>美洲隐私官</b> 思科系统公司 170 W. Tasman Drive San Jose, CA 95134 UNITED STATES</p>	<p><b>APJC 隐私官</b> 思科系统公司 Bldg 80, Lvl 25, Mapletree Biz City, 80 Pasir Panjang Road, Singapore, 117372 SINGAPORE</p>	<p><b>欧洲隐私官</b> 思科系统公司 Haarlerbergweg 13-19, 1101 CH Amsterdam-Zuidoost NETHERLANDS</p>

我们会尽力及时并以令您满意的方式回复询问和请求。如果与思科处理或传输的个人数据有关的隐私问题仍未解决，请联系思科[位于美国的第三方争议解决提供商](#)。或者，您可以联系您所在司法管辖区的数据保护监管机构寻求帮助。思科在欧盟的主要机构位于荷兰。因此，我们在欧盟的主管机构是荷兰 [Autoriteit Persoonsgegevens](#)。

## 13. 常规信息

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](#)。

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

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。

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.