

PRIVACY POLICY

WHAT KINDS OF INFORMATION DO WE COLLECT?

Depending on which services you use, we collect different kinds of information:

Information, provided by the customer

We collect name, surname, email, gender, nationality, country/place of birth and date of birth. To be able to provide certain services, we may collect identification (like a photo of your government-issued ID) or other authentication information of the users and the representatives of the customers. We may record and store phone calls for quality assurance and training purposes as further detailed in the Data Protection Declaration.

Information about payments

We collect payment information, such as your credit or debit card number and other card information, and other account and authentication information, as well as billing and contact details.

Device information

We collect information about the operating system, hardware type and device settings, including IP address and network provider.

Cookies and other tracking technologies

We use cookies and similar technologies to provide and support our services.

Information, provided by the user

We record user activities related to the access or activation of a product from a user.

Performance information of the user

We record user activities related to the progress and performance of a user in a course and the corresponding tests or assessments, such as test progress, accuracy, reaction times, results and time for completion.

This information is used to provide customers with reports about the knowledge/competences of the user.

HOW DO WE USE THIS INFORMATION?

Provide services

We use information to enable you to access and use the application, to access our trainings, assessments and reports, as well as to manage, issue and validate certificates.

Communicate with you

We use your information to send you marketing communications, communicate with you about our services and let you know about our policies and terms.

Improve our services

We analyse the information we have to evaluate and improve products and services, develop new products or features and conduct troubleshooting activities. Furthermore, we train our staff and establish call handling standards to insure the highest level of customer service.

WHERE IS THIS INFORMATION STORED?

Cloud service

We use cloud infrastructure services to store your information.

HOW IS THIS INFORMATION SHARED?

Information about the user

If the customer registered a user for the service, the customer will have access to the personal information which was used for the registration and information about the test progress. If the customer did not register the user for the service, he will have access to the personal information only after the user makes such information available.

Information about the customer

Information about the customer and its representatives is accessible to the other representatives of the company. The recorded data are available only to PBX/IT Admin via the PBX Admin dashboard.

Sharing within the group

We may share and/or transfer your information, including any personal information, to any affiliate, subsidiary or holding company of Safebridge, or to any other company of the group in which Safebridge is a member.

Sharing with third parties

Anonymised information may be shared with third parties for the purpose of scientific research, development or improvement of services.

We may share your information, including any personal information, with a third party to fulfil a legal obligation which Safebridge is subject to, in accordance with Article 6 GDPR.

Sharing information outside of EU

We may transfer, store, use and process your information, including any personal information, to countries outside of the European Economic Area ("EEA"), for the purposes as described here.

REVIEW AND UPDATE YOUR INFORMATION

As a user, you may request in writing copies of your personal information held by us. We will provide you with a copy of the personal information held by us as soon as practicable. We may request proof of identification to verify your access request. If your personal information that we hold is inaccurate, let us know and we will update the relevant information. You may also request the erasure of your personal information in accordance with the relevant data protection legislation. If you have any questions or complaints about Safebridge's information handling practices, please see contact information posted on our website at Contact.

MORE INFORMATION

You can find out more in our Data Protection Declaration (Datenschutzerklärung) located at www.safebridge.net/legal in the English and German languages.