

# 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, nationality 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.

### **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, shipping and contact details.

### **Device information**

We collect information about the operating system, hardware version, device settings, file and software names and types and device identifiers.

### **Cookies and other tracking technologies**

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

### **Log data**

We may also receive, store and process log data, which is information that is automatically recorded by our servers whenever you access or use the platform.

### **Information, provided by the user**

We record the responses of the users provided during the assessment of their knowledge/competence.

### **Performance information of the user**

In addition to the user responses, we collect also performance data such as tests progress, accuracy, reaction times. Based on this information, we 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, access to 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.

## HOW IS THIS INFORMATION SHARED?

### **Information about the user**

If the customer registered the user for the service, he 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 made it available. Information about the performance of the user will be shared with the customer, only after the user made it available, regardless of whether the customer registered the user or not.

### **Information about the customer**

Information about the customer and its representatives is accessible to the other representatives of the company.

### **Sharing within Safebridge companies?**

We share information we have about you within the other Safebridge companies.

### **Sharing with third parties**

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

### **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 are enabled to decide to which customer your performance information will be available and you can control this from the application. 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](#).