

Privacy & cookie policy Backbase Academy

1. Purpose of this Privacy Policy

This privacy policy sets out how Backbase Academy uses and protects any information that is shared with Backbase when you use this website (www.backbase.com/services/backbase-academy) and/or (potentially) participate in an online or classroom training, test or certification program of the Backbase Academy ("Training"). Backbase Academy is part of Backbase Europe BV, Jacob Bontiusplaats 9,1018 LL Amsterdam, the Netherlands, registered at the Dutch Chamber of Commerce under no. 34274514 ("Backbase") which can also include an affiliated Backbase entity. Backbase is committed to ensuring that your privacy is protected. Should we ask you or your employer to provide certain information by which you can be identified when using this website and/or participating in a Training, then you can be assured that it will only be used in accordance with this privacy statement.

2. What We Collect

We may collect the following information:

- name, company and job title
- contact information including email address and phone number
- demographic information such as country
- your technical knowledge and experience needed for the Training
- Training participation, completion and results
- other information relevant to Trainings or Training offers

3. What we do with the information we gather

We require this information to deliver you the relevant Training, to send you information and important notices related to the Training you or your employer requested for you, to improve the quality of our services and in particular for the following reason: record keeping in relation to the Trainings. We may periodically send emails about news regarding Backbase software, such as new version releases, or other information which could be relevant for your Training including previous certifications or which we think you may find interesting using the email address which you or your employer have provided.

4. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

5. How we share your information

Backbase (defined at the top) is the data controller, that is, the entity determining the purposes and means of the processing of the personal data collected from you.

The personal data processed when you use our services for Trainings will not be transferred without your prior explicit consent, to other individuals or businesses, for their own use, other than required by law or to Backbase group companies. Some vendors or other entities with whom we have a business relationship to provide products, services including Backbase group companies will however have access to and process your personal information, but only on behalf of Backbase and only to supply services to Backbase related to the purposes set in this Privacy Policy.

Your personal data are transferred by and between Backbase and other Backbase group companies for the same purposes set out in this Privacy Policy.

6. How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to you doing the online Training or browsing the relevant website.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. In addition, we use on our site third-party cookies of different providers for displaying advertisement on other websites. These cookies by no means gather additional information about you except for being a visitor on our site. Other information gathered is handled by the third-party cookie provider and should be further explained in their privacy policy.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. Certain cookies are necessary to be able to do an online Training.

7. Links to other websites

Our Backbase Academy website, training portal or other Backbase websites may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

8. Controlling your personal information

You have the right to access, correct, update or delete your data as well as any other rights applicable in your jurisdiction by emailing us at training@backbase.com. In order to delete your data, you need to send an email to the above email address and ask for deletion. Note that after the deletion of your personal data, it cannot be recovered and any Training data including certification records stored will also be permanently deleted. We will also delete your personal data once it is no longer necessary for the purposes for which it was originally collected.

Backbase will need to hold your personal information locked where required by applicable laws and during the relevant statutes of limitations, even if you ask for its deletion. This term should typically not exceed 5 years in most jurisdictions. Backbase will not delete your personal data where it refers to an active relationship or a Training explicitly requested by you or your employer (e.g. a recent Training order made).