

ANNEX

Detailed Information for Personal Data And Data Security

eSkill has implemented appropriate security policies, rules, and technical measures to protect against the loss, unauthorized access, misuse, and alteration of the information under our control.

Please note that even though eSkill takes all appropriate technical and organizational measures to safeguard the data that you provide to us, no transmission over the internet can ever be guaranteed to be 100% secure.

1. Data Collection Steps

If you are visiting eSkill's website or blog and you want to get access to demo sessions, trials, or educational resources, we will ask you to provide contact information, such as your name, email address, company name, country, and phone number.

When you sign up for eSkill's services as a new Customer, we will need certain data, including your name, postal address, phone number, email address, contact name, and payment information.

Note that credit card information is not stored by eSkill; only transaction histories are kept. All credit card transactions are handled by established third-party banking organizations and processing agents. They receive the information needed to verify and authorize your credit card or other payment information and to process your order. For every order paid by credit card, the information is encrypted with industry-standard encryption (SSL).

eSkill test-taker functionalities request that the Test Takers provide the following contact information: full name and email address (hereafter "personal information"). This information is used only to contact the Test Taker when necessary and for storing their contact information.

eSkill will not use the information for any other reasons than those that have been disclosed in this document.

1.1 Information We Collect Automatically through Cookies and Other Tracking Technology

If you are visiting eSkill's website or blog and you want to get access to demo sessions, trials, or educational resources, we will ask you to provide contact information, such as your name, email address, company name, country, and phone number.

When you sign up for eSkill's services as a new Customer, we will need certain data, including your name, postal address, phone number, email address, contact name, and payment information.

Cookies:

eSkill uses cookies or similar technologies to analyze trends, administer Websites, track users on our Websites and Services, target advertisements, and gather demographic information about our user base. These cookies generally make interactions with the Websites easy and meaningful.

When you visit www.eskill.com, our server sends a cookie to the computer, tablet, or mobile device you are using. Cookies do not personally identify you; they just recognize your browser. Unless you choose to identify yourself by responding to a promotional offer, opening an account, or filling out a web form, or if you have previously identified yourself to eSkill, you remain anonymous to the Company.

When accessing eSkill's Websites, visitors receive a message that asks them to opt in on their first visit. The message will not appear again unless they clear their cookies. If you choose to opt out of tracking, we will treat you as if your cookies are disabled.

Log File Information

We may collect log file information about your browser or device each time you access eSkill services. Log file information may include personal information, such as an email or IP address, or anonymous information, such as your web request, browser type, device used, the URLs of referring and exit pages, number of clicks, and how you interact with links on eSkill Websites, domain names, landing pages, pages viewed, and other such information.

Third-Party Tools

We may also collect analytics data or use third-party analytics tools to help us measure traffic and usage trends for the eSkill Websites. These tools collect information sent by your browser or device, including the pages you visited on our website, your use of third party applications, and other information that assists us in analyzing and improving the Websites.

2. Right and License to Data

All rights to Customer data shall remain the exclusive property of the Customer. eSkill has a limited, nonexclusive license to access and use these data as provided in this Agreement solely for performing its obligations hereunder. Customer data shall in no way become part of the eSkill Services, nor shall eSkill have any rights in or to that data. The Customer retains the right to use the eSkill Services to access and retrieve, within the tools and web services available in the web interface, the data stored on the eSkill infrastructure, as long as they have an active pricing plan.

eSkill uses third-party providers, such as [G2Crowd](#), [Capterra](#), and others, so that our Customers may review eSkill products and services. Therefore, we provide our Customers' names and email addresses to these companies, and our Customers complete their reviews through these third parties' websites.

All rights to eSkill Websites and Blog visitor's data (www.eskill.com, www.blog.eskill.com) are under eSkill's sole ownership. We will not sell, share, or rent this information to others in ways different from those that have been disclosed in this Privacy Policy.

3. Data Usage Steps

We may disclose information when required by law, a court, or a government order, or when such action is necessary to conform to the edicts of the law or comply with a legal process serviced on our Website. In this case, we will promptly inform the Customer or Test Taker of the potential disclosure or disclosures.

eSkill uses the collected data to manage and improve our business and personalize your experiences. eSkill may use information collected to provide you with additional information about our services, partners, promotions, and events. We may use the information collected automatically through cookies and clear GIFs, log files, device identifiers, and location data for the following reasons:

- To provide our services to you;
- To communicate with you about your use of the eSkill Services;
- To remember information so that you will not have to re-enter it during your visit or future visits to the site;
- To provide and monitor the effectiveness of our services;
- To monitor aggregate metrics such as the total number of visitors, traffic, usage, and demographic patterns on our Websites;
- To diagnose or fix technical problems;
- To respond to your inquiries, fulfill your orders (if you are a Customer), and to conduct other customer service matters;
- If you are a test taker, to collect your answers, score them, and submit a score associated with your name to the eSkill Customer that asked you to take the test;
- If you are a test taker, to share with an eSkill Customer's integrated Applicant Tracking System or other system used by that eSkill Customer;
- For marketing and promotional purposes (for example, we may use your information, such as your email address, to send you news and newsletters, special offers and promotions, or to otherwise contact you about products or information we think may interest you); and
- To better understand how users access and use our Websites and Services (on both an aggregated and an individualized basis), including how to improve our Websites and Services, to respond to user desires and preferences, and to conduct other research or analysis.

4. Exception for Troubleshooting

An IP address is a set of numbers that is automatically assigned to your computer whenever you log on to your internet service provider or through your company's local area network (LAN) or wide area network (WAN). We may use your IP address to help diagnose problems with our server and to administer our website.

5. Data Security Steps

Data Security Safeguards:

eSkill will record and retain data for the time necessary to provide the service requested by the Customer or stated by the purposes outlined in this document, and the User can always request that the Data Controller suspend or remove the data.

At any time before the expiration date, the Test Taker can request the removal of his or her personal information, and eSkill will do so within a reasonable time frame. This request should be made via email, using the email address provided in the Contact Information section.

6. Data Security and Integrity

6.1 Security Policy

eSkill will take technical and procedural measures to secure data from unauthorized access, destruction, use, modification, or disclosure. We operate secure data networks protected by industry-standard firewalls and password protection. We have security measures in place, such as an organizational security policy, to attempt to protect against the loss, misuse, or alteration of the Customers' user and Test Taker data under our control.

Our main vendor for physical infrastructure, and the entire infrastructure, is hosted in data centers in the United States.

eSkill warrants that all Customer data will be encrypted in transmission, for the web interface, at a level equivalent to or stronger than 256-bit level encryption. eSkill shall at all times use industry-standard and up-to-date security tools, technologies, and procedures, including but not limited to antivirus applications, firewalls, antimalware protections, and intrusion detection.

6.2 Limited Access

Only certain employees have access to the information you provide us. We impose strict rules on our employees who have access to the databases that store user and test taker information and the servers that host our services. All of our employees must follow organizational security policies and are bound by a confidentiality agreement.

Access to servers, network devices, and other data processing equipment and tools is granted based on well-defined roles. Only authorized personnel can access the eSkill application. Password policies are enforced by eSkill on infrastructure components and cloud systems used to operate the eSkill application.

Network, database, and operating system accounts for eSkill employees are reviewed regularly to ensure appropriate employee access levels. The passwords are changed every time an employee leaves. eSkill undertakes a series of actions, according to internal procedures, to terminate both network and physical access by former employees.

The Customer is responsible for managing and reviewing access for its eSkill accounts. Access to the application is provided through a username and an associated password. Customers may assign roles and permissions within their organization to allow for easy management of eSkill tools.

6.3 Prevention

While we cannot guarantee that loss, misuse, disclosure, or alteration of data will not occur, eSkill takes reasonable precautions to prevent such unfortunate occurrences.