

## **PRIVACY & COOKIE POLICY**

**This Privacy Policy for the Backbase Academy website at [learn.backbase.com](https://learn.backbase.com) (the “Academy Website”) tells you who we are, what personal data we collect about you, why we collect it, and what we do with it. For the purposes of this Privacy Policy, personal data means any information or set of information that directly or indirectly identifies you, such as your name, email or phone number. This Privacy Policy sets out how Backbase or an affiliated Backbase entity uses and protects your personal data when you use the Academy Website, in your capacity as employee, customer or partner. Please take a moment to familiarize yourself with this Privacy Policy.**

Should you or your employer provide certain information to the Backbase Academy by which you can be identified when using the Academy Website and/or participating in a Training (as defined below), please be assured that it will only be used in accordance with this Privacy Policy.

### **1. Who are we?**

Backbase Academy is the starting point for acquiring in-depth knowledge about our software product and its implementation. More information on the Backbase Academy may be found [here](#). Backbase is Backbase BV, Jacob Bontiusplaats 9, 1018 LL Amsterdam, the Netherlands, registered at the Dutch Chamber of Commerce under no. 34192943 (“**Backbase**”) which can also include an affiliated Backbase entity. Backbase is the data controller and determines the purposes and means of the processing of the personal data collected from you.

### **2. What we collect and for which purpose?**

#### ***Purpose***

We process the personal data for the following purposes:

- to provide the relevant online or classroom training, test or certification program of the Backbase Academy (“**Training**”);
- to send you information and important notices related to the requested Training;
- to improve the quality of our Trainings and in particular we record training certificates;
- to send (periodically) emails about 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 provided.

#### ***What personal data we process***

- 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 Training or Training offers.

### ***Lawful basis processing***

The lawful basis we rely on to process your personal data for the purposes described in this section is our need to enter into or perform a contract with you or your employer, or to take pre-contractual steps at your or your employer's request, or on the basis of your consent to this Privacy Policy.

### ***Cookies***

Please see the relevant cookie statement available via the user menu at the Academy Website and your preferences may be updated there.

## **3. Security**

We are committed to ensuring that your personal data is secure. We have put in place organizational, technical and physical measures to protect your personal data, taking into account the nature of the personal data and the processing. The safety and security of your personal data also depends on you. Where we have given you (or where you have chosen) a password for access to the Academy Website, you are responsible for keeping this password confidential. We ask you not to share your credentials with anyone.

## **4. How we share your information**

Backbase is a global organization that has affiliates, business processes, management structures, and technical systems that cross national borders. Therefore, Backbase may use resources and servers located in various countries across the globe and your personal data may be shared with the following third parties:

- **Backbase affiliate companies:** Your personal data may be transferred by and between Backbase and other Backbase group companies for the purposes set out in this Privacy Policy.
- **Business/Service Providers:** We use third party providers, such as IT providers for storing personal data (e.g. our learning platform provider [Docebo](#)). We make sure that these service providers are contractually obliged not to use your personal data for purposes other than those requested by Backbase or required by law.

- **Others:** Backbase may also disclose your personal data to comply with any court order, law, or legal process, including to respond to any government or regulatory request, as well as to enforce our legal rights.

Due to our global nature, your personal data may be transferred outside the country where you use the Academy Website. When we do so, we ensure to comply with laws on the transfer of personal data between countries. In case you are an EU citizen, this may include countries outside the European Economic Area (EEA) that do not have laws that provide specific protection for personal data. In such a case we will make sure other additional legal measures are in place following applicable law, such as transfers governed by the [Standard Contractual Clauses](#).

## 5. Your privacy rights

Depending on the reason for processing your personal data and applicable laws, you have the following rights with regards to your personal data:

- **Access:** You have the right to request copies of the personal data we process about you. If you are a California resident, you have the right to request information regarding our disclosure of personal information to third parties.
- **Rectification:** You have the right to request that we correct any personal data we process that you believe is inaccurate or incomplete.
- **Erasure:** You have the right to ask us to delete your personal data.
- **Restrict processing:** You have the right to request that we restrict processing of your personal data if you believe the personal data is inaccurate; if your personal data has been unlawfully processed; if we no longer need your personal data but you want us to keep it for use in a legal claim; or if you have objected to our processing your personal data our legitimate interests.
- **Object to processing:** You have the right to object to our processing your personal data for our own legitimate interests, including marketing communications. However, you cannot object to our processing your personal data if we are legally required to do so or if it is necessary to fulfill a contract with you.
- **Data portability:** You have the right to request that we transfer your personal data that we process by automated means to you or to another company, where this is technically feasible.

You can exercise the above rights by email to [legal@backbase.com](mailto:legal@backbase.com). Backbase will do its best to address your request in time. We may charge you a small fee for this.

Please note that Backbase will need to keep your personal data where required by applicable law and during the relevant statutes of limitations, even if you ask for its deletion. Backbase will not delete your personal data where it refers to an active relationship or a product or service explicitly requested by you. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

## **6. How long we keep your personal data**

We delete personal data when they are no longer necessary for the purposes described in this Privacy Policy. It can be the case however that we need your personal data to safeguard our legitimate interest, to perform a contract to which you are subject or to respond to your questions or provide to you the required service or support; whether there is a legal obligation to which we are subject; or (iii) whether retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations, litigation, or regulatory investigation).

## **7. Links to other websites**

The Academy Website may contain links to other websites, such as partner websites. However, once you have used these links to leave our site, you should note that Backbase does not have any control over that website. Therefore, Backbase 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 Policy. You should exercise caution and look at the privacy policy applicable to the website in question.

## **8. Contact**

- **Backbase**

Legal Department

Backbase BV,

Jacob Bontiusplaats 9, Unit 504,

1018 LL, Amsterdam, the Netherlands

legal@backbase.com

- **Supervisory authority**

You may also contact the Dutch Data Protection Authority directly at Autoriteit Persoonsgegevens: <https://autoriteitpersoonsgegevens.nl/> or the supervisory authority competent for your country or region.

Version: November 2022