



## “Política de Privacidad”

### PROTECCIÓN DE DATOS

Mediante este aviso, GLOBAL KNOWLEDGE NETWORK SPAIN, S.L., (en adelante GKNS), informa a los usuarios del/de los Sitio/s de Internet de su propiedad (en adelante, los "Usuarios" y el "Sitio") acerca de su política de protección de datos de carácter personal (en adelante, "los Datos Personales") para que los Usuarios determinen libre y voluntariamente si desean facilitar a GKNS los Datos Personales que se les puedan requerir o que se puedan obtener de los Usuarios con ocasión de la suscripción o alta en algunos de los servicios ofrecidos en el Sitio o a través del Sitio. GKNS se reserva el derecho a modificar la presente política para adaptarla a novedades legislativas o jurisprudenciales así como a prácticas de la industria.

Ciertos servicios prestados en el Sitio pueden contener condiciones particulares con previsiones específicas en materia de protección de Datos Personales.

Los Datos Personales recogidos serán objeto de tratamiento automatizado e incorporados a los correspondientes ficheros automatizados por GKNS, siendo esta compañía titular y responsable de sus propios ficheros (en adelante, los "Ficheros"). Conforme a la normativa aplicable, estos Ficheros se encuentran inscritos en el Registro General de Protección de Datos. GKNS proporciona a los Usuarios los recursos técnicos adecuados para que, con carácter previo, puedan acceder a este aviso sobre la Política de Privacidad o a cualquier otra información relevante y puedan prestar su consentimiento a fin de que GKNS proceda al tratamiento automatizado de sus Datos Personales. Salvo en los campos en que se indique lo contrario, las respuestas a las preguntas sobre Datos Personales son voluntarias, sin que la falta de contestación implique una merma en la calidad o cantidad de los servicios correspondientes, a menos que se indique otra cosa.

El Usuario garantiza que los Datos Personales facilitados a GKNS son veraces y se hace responsable de comunicar a éstas cualquier modificación en los mismos.

La recogida y tratamiento automatizado de los Datos Personales tiene como finalidad el mantenimiento de la relación contractual en su caso establecida con GKNS, la gestión, administración, prestación, ampliación y mejora de los servicios en los que el Usuario decida suscribirse, darse de alta, o utilizar la adecuación de dichos servicios a las preferencias y gustos de los Usuarios, el estudio de la utilización de los servicios por parte de los Usuarios, el diseño de nuevos servicios relacionados con dichos servicios, el envío de actualizaciones de los servicios, el envío, por medios tradicionales y electrónicos, de información técnica, operativa y comercial acerca de productos y servicios ofrecidos por GKNS actualmente y en el futuro. La finalidad de la recogida y tratamiento automatizado de los Datos Personales incluye igualmente el envío de formularios de encuestas, que el Usuario no queda obligado a contestar.

GKNS ha adoptado los niveles de seguridad de protección de los Datos Personales legalmente requeridos, y procura instalar aquellos otros medios y medidas técnicas adicionales a su alcance para evitar la pérdida, mal uso, alteración, acceso no autorizado y robo de los Datos Personales facilitados a GKNS.

Ello no obstante, el Usuario debe ser consciente de que las medidas de seguridad en Internet no son inexpugnables.

En ciertos casos se puede proponer ceder los Datos Personales a terceros. Cuando proceda, esta circunstancia será debidamente advertida a los Usuarios en los formularios de recogida de Datos Personales, junto con la identificación de la sociedad que los ceda y dicho tercero, el tipo de actividades a las que se dedica y la finalidad a que responde la cesión. El Usuario podrá oponerse en todo momento a cualquiera o todas las cesiones precitadas mediante el ejercicio de sus derechos según se detalla más abajo.



Los Usuarios tienen reconocidos y podrán ejercitar los derechos de acceso, cancelación, rectificación y oposición, así como tienen reconocido el derecho a ser informados de las cesiones realizadas contactando con GKNS a través de la dirección: Retama 7, 6ª Planta, 28045 Madrid.

**English:**

We take the protection of your personal information very seriously.

GLOBAL KNOWLEDGE, INC. and its subsidiaries and affiliates (collectively referred to in this Privacy Statement as "we" or "Global Knowledge") recognize the importance of protecting the privacy of all information provided by users of our web sites, registrants for our classes, recipients of our e-mail newsletters and all other customers of our products and services. This Privacy Statement discloses the privacy practices for all products and services of Global Knowledge.

**INFORMATION COLLECTION AND USE**

Global Knowledge collects certain information from our website users, students and other customers. In this section of our Privacy Statement, we describe the type of information we collect and how we use it to provide better services to our customers.

**Registration and Ordering**

When registering for our instructor-led classes, participating in our webcasts, using parts of our websites, and signing up for certain selected services (such as free subscriptions), users must first register. During registration, users are required to give their contact information (such as name, e-mail address, mailing address and phone number). For internal purposes, we use this information to communicate with users and provide requested services, and, for our website visitors, to provide a more personalized experience on our sites. We also may collect demographic information (such as job title and purchasing responsibilities, company information and professional certification). We use aggregate demographic information about our audience to improve our service, for marketing purposes and/or industry reporting purposes.

For our services that require payment, we also collect billing information and in some instances credit card information (such as account name, number and expiration date), which is used for our or our agent's billing purposes only, and is not otherwise shared.

**E-mail Newsletters**

If users wish to subscribe to our e-mail newsletters, we ask for contact information (such as name, e-mail address and, occasionally, demographic information). We use this information in the same manner as we use contact information in the registration and ordering process described above. Recipients of our newsletters can unsubscribe using the instructions listed at the end of the e-mail newsletter.

**Surveys and Contests**

From time to time we invite web site users and other customers to provide information via surveys or contests. Participation in these surveys or contests is completely voluntary and the website user or other customer therefore has a choice whether to disclose requested contact information (such as name and mailing address) and demographic information (such as zip code or job title). In addition to the other uses set forth in this policy, contact information collected in connection with surveys and contests is used to notify the winners and award prizes and to monitor or improve the use of, and satisfaction with the website or other product or service.

**Interactive Features**

At some of our sites, we offer interactive and community features such as discussion boards, webcasts and user profiles. Note that all personal information sent or posted via such features becomes public information for which we are not responsible.

**Communications with Us**

We have features where our customers can submit information to us (such as our feedback forms). Where such submissions include requests for service, support or information, we may forward them, as needed, to best respond to the specific request. In addition, we may retain e-mails and other information sent to us for our internal administrative purposes, and to help us to serve customers better.

**Automatic Data Collection**

Our Web server automatically recognizes, collects, and stores:

1. the domain name and e-mail address (where possible) of visitors to our Web site
2. information volunteered by visitors to the site, such as survey information and/or site registrations
3. the e-mail addresses of people who communicate with us via e-mail.

We also compile information on the pages accessed at our site by visitors. The information collected is used:

1. to improve the content of our Web site,
2. to customize the content and/or layout of our site for registered visitors
3. to notify registered visitors about updates and special offers.

#### **WITH WHOM CUSTOMER INFORMATION IS SHARED**

On occasion, Global Knowledge may also make contact information available to partners offering similar products or services which we feel will be of interest to Customer, such as partners who co-sponsor or co-present an event or program (e.g., Free Web Seminars). However, we do not share credit card information with such third parties.

On occasion, we may provide targeted lists of names and offline and online contact information for marketing purposes to a third party agent, subject to our Permission policies, as described below, pursuant to which we give customers the option of not having their name or contact information disclosed to third parties.

Nortel Networks, Inc. requires that Global Knowledge provide data on all students who attend a Nortel class hosted by Global Knowledge. This information includes student name, company name, email, and exam rating. A student who does not wish this information to be revealed must notify the instructor at the time of the class.

Other than as set forth above, we do not share personally identifiable information with other companies, apart from those acting as our agents in providing our product(s)/service(s), and which agree to use it only for that purpose and to keep the information secure and confidential. Also, our parent, subsidiary and affiliate companies, entities into which our company may be merged, or entities to which any of our assets, products, sites or operations may be transferred, will be able to use personal information. We will also disclose information we maintain when required to do so by law, for example, in response to a court order or a subpoena or other legal obligation, in response to a law enforcement agency's request, or in special cases when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference with (either intentionally or unintentionally) our rights or property. Users should also be aware that courts of equity, such as U.S. Bankruptcy Courts, might have the authority under certain circumstances to permit personal information to be shared or transferred to third parties without permission.

We may share aggregate information, which is not personally identifiable, with others. This information may include usage and demographic data, but it will not include personal information.

#### **PERMISSION**

If a Customer does not want to receive e-mail from us in the future, they may let us know via e-mail or the USPS at the appropriate address shown in the "Contact Us" section of our web site. If Customer supplies us with postal address, Customer may receive the information requested and occasional offers from Global Knowledge with information on new products and services of interest to Information Technology professionals. By providing phone number, Customer expressly permits us, or someone designated by us, to contact Customer at the phone number provided. If Customer does not want to receive such mailings, they may click on the "Contact Us" portion of our web site to obtain our contact information. To insure that Customer information is properly removed from our database, please provide us with the exact name, company name (if applicable), delivery address, city, state, ZIP, and e-mail address, as well as a KEYCODE and Customer Number from the back cover of any Global Knowledge mailings that Customer may receive.

Please note that we will endeavor to implement Customer permission requests within a reasonable time, although for a time Customer may continue to receive mailings, etc., transmitted based on information released prior to the implementation of Customer request. In addition, please note that even after such request is implemented, Customer will continue to receive information directly related to the product or service for which Customer registered (or which Customer otherwise agreed to receive), so Customer always are kept informed.

#### **SECURITY**

We use reasonable precautions to protect our customers' personal information and to store it securely. Sensitive information that is transmitted to us online (such as credit card number) is encrypted and is transmitted to us securely. In addition, access to all of our customers' information, not just the sensitive information mentioned above, is restricted. Only employees who need the information to perform a specific job (for example, a billing clerk or a customer service representative) are granted access to personally identifiable information. Finally, the servers on which we store personally identifiable information are kept in a secure environment.

#### **LINKS**

Our web sites contain links to other sites. Global Knowledge is not responsible for the privacy practices or content of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each web site to which we may link that may collect personally identifiable information.

#### **NOTIFICATION and CHANGES**

If we change our Privacy Statement, we will post those changes on this page so our users are aware of what information we collect, how we use it and under which circumstances, if any, we disclose it. Users should check this policy frequently to keep abreast of any changes.

For questions about this Privacy Statement, contact:

Legal Department  
Global Knowledge  
9000 Regency Parkway  
Suite 500  
Cary, NC 27518 USA  
[legal@globalknowledge.com](mailto:legal@globalknowledge.com)