

Data Protection Support

Your Rights and How to Contact Our Data Protection Officer (DPO)

1. Introduction

CISCO SARL (“CISCO”, “we”, “our”, or “us”) is fully committed to protecting your personal data and respecting your privacy.

This page explains how you can exercise your rights and contact CISCO’s Data Protection Officer (DPO) regarding the processing of your personal information.

All data protection activities at CISCO comply with the General Data Protection Regulation (GDPR) (EU Regulation 2016/679) and the Moroccan Law No. 09-08 relating to the protection of individuals with regard to personal data processing.

2. Data Protection Officer (DPO)

CISCO has appointed a Data Protection Officer to oversee compliance with data protection laws and to serve as the primary contact point for any privacy-related requests or concerns.

Contact the DPO:

info@ciscod.com
(Subject: Data Protection Request)

☐ CISCO SARL – Data Protection Office
Office n°26, 2nd Floor, Borj Al Andalous 2 Building
Avenue de l’Espagne, Tanger, Morocco

All requests received are treated confidentially and processed in accordance with applicable data protection regulations.

3. Your Data Protection Rights

As an individual, you have the following rights under the GDPR and Moroccan Law 09-08:

Left	Right
Your Right	Description
Right of Access	You may request confirmation that CISCO processes your personal data and obtain a copy of that data.
Right to Rectification	You can request correction or completion of inaccurate or incomplete personal information.
Right to Erasure (“Right to be Forgotten”)	You can ask for your personal data to be deleted when it is no longer necessary or when

	you withdraw consent.
Right to Restrict Processing	You can ask CISCODE to temporarily limit processing of your data in specific cases (e.g., while a complaint is under review).
Right to Data Portability	You can request that your personal data be provided in a structured, commonly used format, or transferred to another controller.
Right to Object	You can object at any time to the processing of your personal data for legitimate reasons, including direct marketing.
Right to Withdraw Consent	If processing is based on your consent, you may withdraw it at any time without affecting the lawfulness of prior processing.

4. How to Submit a Data Protection Request

To exercise any of your rights, please send a written request by email to info@ciscod.com with the subject line "Data Protection Request".

Your request should include:

Your full name and email address

The specific right you wish to exercise

A detailed description of your request

Proof of identity (to ensure that the request is legitimate)

Once your request is received:

CISCODE will acknowledge receipt within 7 working days.

A full response will be provided within 30 calendar days, unless the request is complex (in which case, an extension of up to 60 days may apply, with notice).

All requests are handled free of charge, except in cases of manifestly excessive or unfounded demands.

5. Data Breach Reporting

CISCODE takes every reasonable measure to prevent unauthorized access, disclosure, alteration, or loss of personal data.

However, if you suspect a data breach affecting your personal information, you should immediately contact our DPO at info@ciscod.com (Subject: Data Breach Report).

Your report should include:

The nature of the incident (if known)

The date and time it occurred

The systems, services, or accounts potentially affected

Your name and contact information

CISCODE will investigate the incident promptly and take all necessary technical and legal actions to mitigate risks and inform relevant authorities where required.

6. Complaints and Supervisory Authorities

If you are not satisfied with how CISCODE handles your personal data or responds to your request, you may file a complaint with the competent data protection authority.

In Morocco, the supervisory authority is:

Commission Nationale de Contrôle de la Protection des Données à Caractère Personnel (CNDP)

Website: www.cndp.ma

Email: contact@cndp.ma

Address: Angle Avenue Annakhil & Mehdi Ben Barka, Immeuble RITA, 4th Floor, Hay Riad, Rabat, Morocco

If you are located in the European Union, you may also contact your local supervisory authority within your member state.

7. Security and Confidentiality Commitment

CISCODE applies strict technical and organizational security measures to protect personal data against unauthorized access, alteration, loss, or destruction.

These include:

End-to-end encryption (HTTPS/TLS)

Role-based access control and authentication mechanisms

Network intrusion detection and data backup systems

Regular staff training on GDPR compliance and data handling ethics

All data protection requests and related communications are treated confidentially and stored securely for audit purposes.

8. Updates to This Page

CISCODE may update this Data Protection Support page to reflect regulatory changes, internal policy updates, or improvements to our privacy framework.

The latest version will always be available on this page with the corresponding “Last updated” date.