

# Privacy Policy

## Data Protection & User Privacy

### 1. Introduction

CISCODE SARL (“CISCODE”, “we”, “us”, or “our”) respects your right to privacy and is committed to protecting the personal information of all visitors, clients, partners, candidates, and users of our digital platforms.

This Privacy Policy explains how we collect, process, store, and protect your personal data when you visit our website [www.ciscod.com](http://www.ciscod.com), contact us, apply for a job, or engage with our services.

CISCODE complies with all applicable data protection laws, including:

The General Data Protection Regulation (EU) 2016/679 (GDPR)

The Moroccan Law No. 09-08 relating to the protection of individuals with regard to the processing of personal data

### 2. Who We Are

CISCODE SARL

Registered under Moroccan law

Registered Office: Office n°26, 2nd Floor, Borj Al Andalous 2 Building, Avenue de l’Espagne, Tanger, Morocco

Email: [info@ciscod.com](mailto:info@ciscod.com)

Website: <https://www.ciscode.co.uk>

CISCODE is a digital services and software engineering company (ESN) providing IT consulting, software development, cloud integration, and data management services for clients in Europe, Africa, and the Middle East.

### 3. Data Controller and Contact

CISCODE is the Data Controller responsible for processing your personal data collected through this website and other business interactions.

If you have any questions or wish to exercise your privacy rights, please contact our Data Protection Officer (DPO):

Email: [info@ciscod.com](mailto:info@ciscod.com)

Address: Office n°26, 2nd Floor, Borj Al Andalous 2 Building, Avenue de l’Espagne, Tanger, Morocco

## 4. What Personal Data We Collect

We only collect information that is relevant, adequate, and necessary for the purposes described below.

a) When you visit our website

IP address and device identifiers

Browser type and version

Operating system

Pages visited, time spent, and clickstream data

Cookies and tracking technologies (see Cookie Policy)

b) When you contact us via a form or email

Full name and company name

Professional title and contact information (email, phone)

Subject and content of your message

c) When you become a client, supplier, or partner

Business and billing information

Contracts, purchase orders, invoices, payment details

Communications and meeting notes

d) When you apply for a position

Contact details, résumé/CV, cover letter

Employment history, education, skills

Any information voluntarily shared during interviews

## 5. Purposes and Legal Basis of Processing

We will not use your personal data for any purpose incompatible with those listed above unless we have obtained your explicit consent or are legally required to do so.

Left	Right
Purpose of Processing	Legal Basis (GDPR)
Managing contact or information requests	Consent

Providing contracted services and support	Contract performance
Managing client, partner, and supplier relationships	Legitimate interest
Recruitment and HR management	Consent / pre-contractual measures
Sending newsletters or marketing communications	Consent
Ensuring website security and performance	Legitimate interest
Legal and accounting compliance	Legal obligation

## 6. Data Retention

CISCODE keeps personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required by law.

After these periods, data is securely deleted or anonymized.

Left	Right
Category of Data	Retention Period
Website contact form data	3 years after last interaction
Client and supplier records	10 years after contract termination
Candidate data (if not hired)	2 years after last contact
Technical logs and cookies	13 months maximum

## 7. Data Sharing and International Transfers

CISCODE may share your personal data only with:

Authorized CISCODE personnel (technical, legal, HR, accounting, marketing)

Trusted third-party service providers (hosting, analytics, email delivery, security)

Business partners under confidentiality and data protection agreements

Legal authorities when required by law or court order

Whenever data is transferred outside the European Economic Area (EEA) or Morocco, CISCODE ensures adequate safeguards, such as:

European Commission Standard Contractual Clauses (SCCs)

Adequacy decisions for countries with equivalent protection levels

Explicit user consent when necessary

## 8. Security Measures

CISCODE applies advanced technical and organizational measures to protect personal data against loss, unauthorized access, alteration, or disclosure, including:

HTTPS/TLS encryption for all data exchanges

Access control and identity verification systems

Firewalls and intrusion detection tools

Regular data backups and disaster recovery plans

Data center hosting certified ISO 27001 and SOC 2

Employee confidentiality agreements and GDPR awareness training

## 9. Your Rights

Under the GDPR and Moroccan Law No. 09-08, you have the following rights regarding your personal data:

Right of access: Obtain a copy of your personal data held by us.

Right of rectification: Correct any inaccurate or incomplete data.

Right to erasure (“right to be forgotten”): Request deletion of your personal data.

Right to restriction of processing: Limit processing in certain circumstances.

Right to data portability: Receive your data in a structured, machine-readable format.

Right to object: Object to processing based on legitimate interest or marketing.

Right to withdraw consent: Withdraw consent at any time without affecting the lawfulness of prior processing.

To exercise any of these rights, please contact us at: [info@ciscod.com](mailto:info@ciscod.com)

We will respond to all legitimate requests within 30 days in accordance with applicable law.

## 10. Cookies and Similar Technologies

CISCODE uses cookies and similar tracking tools to enhance user experience, analyze traffic, and secure the platform.

You can configure your browser to refuse cookies or to alert you when cookies are sent.

For more information, please refer to our Cookie Policy.

## 11. Links to Third-Party Websites

Our website may include links to external sites operated by third parties.

CISCODE is not responsible for the privacy practices, content, or security of these external websites. We encourage you to review their privacy notices before sharing any personal information.

## **12. Children's Privacy**

Our website and services are not directed at children under 16 years old. We do not knowingly collect personal data from minors. If such data is inadvertently collected, we will delete it promptly upon discovery.

## **13. Updates to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in legislation, technology, or our practices.

The latest version will always be published on this page with a revised "last updated" date.

## **14. Contact Us**

For any questions, concerns, or complaints regarding this Privacy Policy or the processing of your personal data, please contact:

CISCODE SARL

Office n°26, 2nd Floor, Borj Al Andalous 2 Building, Avenue de l'Espagne, Tanger, Morocco

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