Preserving Your Privacy

What is Customer Content and how do we safeguard it?

Customer Content refers to the data provided by you to Cisco in connection with your use of Cisco solutions. It also refers to data developed at your specific request related to a statement of work or contract.

Customer Content IS NOT:

- Personal Data
- Systems Information
- Core dumps

How does Cisco use Customer Content?

The important thing to remember is that: Customer Content will be used solely for the purposes you provided it to us for and shall be treated confidentially.

Solution Delivery

- Often, your content can help us provide security threat protection or deliver services such as TAC support, implementation, or process automation.

Accelerate Your ROI

- We use shared Customer Content to give you insights, analytics, and recommendations that help you get more value out of your investment.

Trusted Relationship

- You may provide us with Customer Content to enable us to assist you with system design, context for troubleshooting, and purchase decisions.

How does Cisco share and protect your Customer Content?

When it comes to managing your data, we adhere to our Trust Principles of trustworthiness, transparency, and accountability.

Trust

- We hold ourselves and our partners accountable for the highest security and privacy standards. If we utilize a third party to host or process data, the third party acting on our behalf must meet our information security standards and agree to protect that data to the same level we do.

Transparency

- We recognize that your content shall be treated confidentially and requires separate treatment from Systems Information and other data types. We will work with you to identify, limit, and manage what content you provide to us.

Accountability

- View our Privacy Data Sheets and Data Maps for specific products, such as Webex Meetings and Webex Teams, to see how your Customer Content is stored and where it flows.

How to learn more

- For the types of data we collect, and how we use, store, and safeguard it, please visit the Trust Portal.

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