

Slido

This Privacy Data Sheet effective from February 5th, 2025 describes the processing of personal data (or personally identifiable information) by Slido. You can find the previous Slido Privacy Policies [here](#).

If you purchased Slido from Cisco's Global Price List or as part of the Webex Suite (and not through the [Slido website](#)) this Privacy Data Sheet does not apply. Instead, please refer to the applicable privacy data sheet available on [The Cisco Trust Center](#).

Slido is a cloud-based, B2B, software as a service solution made available by Slido to businesses who acquire it for use by their authorized users.

Where we are the controller, we decide what personal data to collect from you, how and why and are responsible for dealing with your requests to exercise your rights. Where our Customer (represented by the organiser of your event) is the controller, you can either contact them directly or if you cannot contact them directly, contact us and we can pass your query on to them.

Slido will process personal data from the Service in a manner that is consistent with this Privacy Data Sheet.

1. Overview

Slido is a cloud-based, B2B, software as a service solution offering real-time active engagement of participants at meetings, trainings, events or workshops. Participants stay engaged by voting in live polls and asking questions.

For a detailed overview of the Service, please visit the www.slido.com website.

You can find our identification and ways to contact us [here](#). Our Data Protection Officer at dpo@slido.com would also be happy to help with your privacy questions, concerns and would also welcome your feedback. If we use any capitalised words here that we don't define, you'll find the meaning in our [Terms of Service](#).

2. Personal Data Processing

The table below lists the personal data processed by Slido to provide its Service, who the data relates to, who the controller is and describes why the data is processed.

Apart from technical data which we collect automatically, we get personal data from you as the data subject directly - it's what you give us. We may also obtain personal data from our partners. When such information is associated with your Slido account, we treat it as personal data.

Slido does not:

- Produce decisions that would result in legal or other significant effects impacting the rights of data subjects based solely by automated means.
- Sell your personal data.

Personal Data Category & Type of Personal Data	Controller	Legal Basis & Purpose
Participant profile data (optional): <ul style="list-style-type: none">• Name• Email address• Company	Customer	Contract with Customer: Provision of the Services only (Service provision may include support,

		maintenance and protection of the Service in all cases).
<p>Participant content data in Enterprise plans (optional):</p> <ul style="list-style-type: none"> Questions, poll answers, ideas, chats - simply content shared by participants and related to a non-anonymous individual 	Customer	Contract with Customer: provision of the Services only.
<p>Participant content data in non-Enterprise plans (optional):</p> <ul style="list-style-type: none"> Questions, poll answers, ideas, chats - simply content shared by participants and related to a non-anonymous individual 	Customer, Slido	Contract with Customer and/ or legitimate interest of provision, tailoring and improvement of our Services, development of new ones.
<p>Organiser profile data + contact data of representatives involved in the procurement, legal, IT & security and audit processes:</p> <ul style="list-style-type: none"> Name, email address, role, company 	Slido, Customer	<p>Contract and/ or legitimate interest of provision, tailoring and improvement of our Services, development of new ones and marketing.</p> <p>This may include e.g. registration, account management, feedback, education, product news etc.</p>
<p>Other organiser data (optional): video & voice</p> <ul style="list-style-type: none"> This may include e.g. support, user experience research calls, testimonials, feedback 	Slido, Customer	Consent and/ or legitimate interest of provision, tailoring and improvement of our Services, development of new ones and marketing.
<p>Purchase data (optional):</p> <ul style="list-style-type: none"> E.g.; invoices We do not collect payment card information - this is collected directly by the payment gateway 	Slido, Customer	<p>Contract and/ or legitimate interest of provision, tailoring and improvement of our Services, development of new ones, sales and marketing.</p> <p>This may include e.g. procurement, sales, contracting, reviews, billing, accounting, statistics etc.</p>
<p>User technical data:</p> <ul style="list-style-type: none"> Most of this data is not personal data, but some may be in some circumstances E.g.: <ul style="list-style-type: none"> Device data (e.g. hardware model, operating system version, unique device identifiers), Log data (e.g. details about your connection such as IP address, date, time, edge-location, 	Slido	Contract and/ or legitimate interest of provision, tailoring and improvement of our Services.

<p>sslprotocol, ssl-cipher or time-taken to serve you requested site, device event information such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL)</p> <ul style="list-style-type: none"> - Location information - (IP address) - Unique application numbers - Browser local storage and application data caches 		
<p>Cookies and other trackers:</p> <ul style="list-style-type: none"> • Essential cookies • Analytical and advertising cookies are optional • For more information about cookies, please see our Cookie Policy 	Slido	Contract, consent and/ or legitimate interest of provision, tailoring and improvement of our Services, development of new ones and marketing.
<p>Support data of people reaching out to us/ us to people (optional):</p> <ul style="list-style-type: none"> • E.g. on our web forms, chat, email, demo, contact us, newsletter, webinars, masterclasses, feedback, user research etc. • Usually name, email, company, queries, rarely voice, pictures and video 	Slido	Consent and/ or contract with the person and/ or legitimate interest of provision, tailoring and improvement of our Services, development of new ones, sales and marketing.

Slido may also generally process personal data not related to the service provision such as leads or partners data – usually name, email, company, speaker content, occasionally telephone number, voice and/ or video, where Slido is the controller, usually based on consent and/or contract with that person or legitimate interests of provision, tailoring and improvement of our Services, development of new ones, sales and marketing and cooperation to provide the best Service possible.

Because of the nature of the Service we don't expect any sensitive data or any other personal data in any other fields. Notwithstanding the foregoing and subject to the execution of a written Business Associate Agreement ('BAA') under the Health and Accountability Act of 1996 (HIPAA) between Customer as a covered entity under HIPAA and Slido, Customer with an Enterprise plan may collect protected health information as defined within the HIPAA in the content fields via the Service in their sole discretion and in accordance with the terms set forth in the BAA and these Terms.

We may use anonymised and aggregated data or share such data for any other legitimate business purpose. We may share non-personal aggregated data publicly (e.g. to show trends about the usage of our Services).

3. Data Center Locations

Slido uses third-party providers. For specific information about which service providers we use, what for, what personal data we send them, where they will process that data and how we make sure it's protected, please see our [table of recipients](#) and Section 9 Sub-processors below.

Data Center Locations - default
Ireland
Germany

4. Cross-Border Data Transfer Mechanisms

Slido is based in Slovakia, EU, but some of our staff and service providers we rely on to provide the best Service to you work outside of Slovakia or the EU. This means your personal data may be transferred outside of the country where you live. Having said that, we will only transfer or share your personal data if there are sufficient controls in place to protect it.

Where transfers outside of the EU occur, there are Standard Contractual Clauses in place as well as other technical, organisational and contractual measures, where applicable. Please see our [table of recipients](#) for more information.

5. Access Control

Who has access to your data depends on who you are:

- If you are a participant, who can see your content data depends on the organiser's event and their privacy settings – e.g. an event might be public. If an organiser lets you interact anonymously, it is up to you whether you decide to fill in your profile data and interact with these. Your profile and content data can be accessed by the organiser's company (our Customer) and relevant Slido staff and service providers. Your technical data can be accessed by our staff and service providers. If an organiser requires Single Sign On (SSO) to join an event, the participant interactions within events will have the participant name displayed by default. However, the organiser has the option to turn on anonymous participation through privacy settings on both an event and organizational level. If the anonymous participation feature is turned on, the participants have the option to select anonymous interaction. These options don't affect the Quiz (where participant names are required).
- If you are an organiser, we can share your profile data with your company and relevant Slido staff and service providers. We only share your technical data with our staff and service providers.
- If you are anyone else, we only share your data with our staff and service providers or who you ask us to.

Please note that even after you remove information from the Service, copies of that content may remain viewable elsewhere to the extent it has been shared with others.

The table below lists who can access your personal data at a minimum, and why.

Personal Data Category	Who has Access	Purpose of the Access
Participant profile data	Customer	View joined participants
	Users	Organisers and participants at an event can view the participants' names if they are using these
	Slido	Provide the Service
Participant content data in Enterprise plans	Customer	View questions, polls etc.
	Users	Organisers and participants at an event can view questions, polls etc.
	Slido	Provide the Service
Participant content data in non-Enterprise plans	Customer	View questions, polls etc.
	Users	Organisers and participants at an event can view questions, polls etc.
	Slido	Provide, tailor, improve the Service and develop new ones
Organiser profile data	Organiser	View or edit profile data or email preferences
	Customer	User management
	Slido	Provide, tailor, improve the Service and develop new ones, marketing (incl. e.g. registration, account management, feedback, education, product news etc.)
Other organiser data	Slido	Provide, tailor, improve the Service and develop new ones, marketing (incl. e.g. support, user experience research calls, testimonials)
	Customer	Manage organiser involvement
Contact data of representatives involved in the procurement, legal, IT & security and audit processes	Slido	Provide, tailor, improve the Service and develop new ones, marketing
	Customer	Manage representative involvement
Purchase data	Slido	Procurement, sales, contracting, reviews, billing, accounting, statistics etc.
	Customer	Procurement, sales, contracting, reviews, billing, accounting, statistics etc.

User technical data	Slido	Provide, tailor, improve the Service and develop new ones, marketing
Cookies and other trackers	Slido	Provide, tailor, improve the Service and develop new ones, marketing
Support data	Slido	Provide, tailor, improve the Service and develop new ones, marketing

6. Data Portability

Slido allows Customers and hosts to export event content data through www.slido.com.

7. Data Retention

How long we keep your personal data depends on the type of data and the purpose for which we use the data. We will keep your personal data only for the period necessary to fulfil the purposes unless the law tells us to keep it for longer.

The Service also offers certain controls for the Users to automatically delete their data via the Service themselves. Our back up policies are continuously evaluated according to industry standards.

The table below lists the personal data used by Slido, the length of time that data needs to be retained, and why we retain it.

Type of Personal Data	Retention Period	Reason for Retention
Participant profile data	Unless participant profile data is required by an organiser, participant may delete their profile data while at an event. Participant profile data associated with a specific meeting is retained until account termination. Participant profile data associated with a specific meeting can be deleted by deleting all Slido data associated with that meeting.	Provide the Service

<p>Participant content data in Enterprise plans</p>	<p>Participant content data in Enterprise plans associated with a specific meeting is retained until account termination.</p> <p>Participant content data in Enterprise plans associated with a specific meeting can be deleted by deleting all Slido data associated with that meeting.</p>	<p>Provide the Service</p>
<p>Participant content data in non-Enterprise plans</p>	<p>Participant content data in nonEnterprise plans associated with a specific meeting is retained until account termination.</p> <p>Participant content data in nonEnterprise plans associated with a specific meeting can be deleted by deleting all Slido data associated with that meeting.</p>	<p>Provide, tailor, improve the Service and develop new ones</p>
<p>Organiser profile data</p>	<p>Organiser profile data is retained until account termination.</p>	<p>Provide, tailor, improve the Service and develop new ones, marketing (incl. e.g. registration, account management, feedback, education, product news etc.)</p>
<p>Other organiser data</p>	<p>Until deletion requested</p>	<p>Provide, tailor, improve the Service and develop new ones, marketing (incl. e.g. support, user experience research calls, testimonials)</p>
<p>Contact data of representatives involved in the procurement, legal, IT & security and audit processes</p>	<p>In accordance with business records retention periods</p>	<p>Provide, tailor, improve the Service and develop new ones, marketing</p>
<p>Purchase data</p>	<p>In accordance with business records retention periods</p>	<p>Procurement, sales, contracting, reviews, billing, accounting, statistics etc.</p>
<p>User technical data</p>	<p>Deleted 180 days after collection</p>	<p>Provide, tailor, improve the Service and develop new ones, marketing</p>
<p>Cookies and other trackers</p>	<p>Depending on the type of cookie: https://www.sli.do/cookie-policy</p>	<p>To provide, tailor, improve the Service and develop new ones, marketing</p>
<p>Support data</p>	<p>In accordance with business records retention periods</p>	<p>Provide, tailor, improve the Service and develop new ones, marketing</p> <p>*Any support requests submitted through Cisco's TAC Service is subject to the retention periods listed in the TAC Privacy Data Sheet.</p>

--	--	--

Leads and partners can also request deletion.

8. Personal Data Security

Slido has implemented appropriate technical and organizational measures designed to secure personal data from accidental loss and unauthorized access, use, alteration, and disclosure. You can find additional information on these measures, incl. encryption, in our Security [Appendix](#).

9. Sub-processors

Slido partners with service providers and contracts to provide the same level of data protection and information security that you can expect from Slido.

A current list of sub-processors for the service is below:

Sub-processor	Personal Data	Service Type	Location of Data Center
Amazon Web Services, Inc.	All data	Infrastructure as a Service	Dublin, Ireland Frankfurt, Germany

Our parent company Cisco Systems Inc. and its subsidiaries may also act as Subprocessors in some circumstances under Standard Contractual Clauses entered into.

You can find a current list of other recipients at <https://www.sli.do/terms#service-providers>.

10. Information Security Incident Management

Breach and Incident Notification Processes

The Information Security team within Cisco's Security & Trust Organization coordinates the Data Incident Response Process and manages the enterprise-wide response to data-centric incidents. The Incident Commander directs and coordinates Cisco's response, leveraging diverse teams including the Cisco Product Security Incident Response Team (PSIRT), the Cisco Security Incident Response Team (CSIRT), and the Advanced Security Initiatives Group (ASIG).

PSIRT manages the receipt, investigation, and public reporting of security vulnerabilities related to Cisco products and networks. The team works with Customers, independent security researchers, consultants, industry organizations, and other vendors to identify possible security issues with Cisco products and networks. The [Cisco Security Center](#) details the process for reporting security incidents.

The Cisco Notification Service allows Customers to subscribe and receive important Cisco product and technology information, including Cisco security advisories for critical and high severity security vulnerabilities. This service allows Customers to choose the timing of notifications, and the notification delivery method (email message or RSS feed). The level of access is determined by the subscriber's relationship with Cisco. If you have questions or concerns about any product or security notifications, contact your Cisco sales representative.

11. Exercising Data Subject Rights

Users whose personal data is processed by the Service have the right to request access, rectification, suspension of processing, data portability and / or deletion of the personal data processed by the Service as well as object to processing.

The fastest way to submit and get a rights request resolved is via the automatic controls you have in the Service. However, if you can't do that for whatever reason, we will need to confirm identification (typically with the email address associated with a Cisco account) before responding to the request. If we cannot comply with the request, we will provide an explanation. Please note, users whose employer is the Customer/Controller, may be redirect to their employer for a response. Requests can be made by submitting a request via:

- 1) the [Cisco Privacy Request form](#)
- 2) by postal mail:

Chief Privacy Officer Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134 UNITED STATES		
Americas Privacy Officer Cisco Systems, Inc. 170 W. Tasman Drive San Jose, CA 95134 UNITED STATES	APJC Privacy Officer Cisco Systems, Inc. Bldg 80, Lvl 25, Mapletree Biz City, 80 Pasir Panjang Road, Singapore, 117372 SINGAPORE	EMEA Privacy Officer Cisco Systems, Inc. Haarlerbergweg 13-19, 1101 CH Amsterdam-Zuidoost NETHERLANDS

No one shall be discriminated against for using their rights.

Some of the rights above are not absolute, meaning we may not be able to comply with them immediately or fully. For example, if the law requires us to keep some personal data (e.g. we won't be able to delete all your personal data if the law makes us keep records of your request and our compliance), or to maintain backups for the protection of your personal data (e.g. your information will be in our backups for 28 days before it is deleted automatically and permanently.)

We will endeavor to timely and satisfactorily respond to inquiries and requests or provide explanations. If you have any concerns about how we handle your privacy, we want your feedback so we can improve. Please let our Data Protection Officer know at dpo@slido.com. You also have a right to complain to your national supervisory data protection authority, or the Data Protection Authority in Slovakia, where our main establishment is. See [here](#) for more information about how to complain to the Slovak Data Protection Authority.

If a privacy concern related to the personal data processed or transferred by Slido remains unresolved, contact Cisco's [US-based third-party dispute resolution provider](#).

12. Changes

As our business evolves, Slido may change this Privacy Data Sheet from time to time to keep up to date with the changes to our Service and our business, and laws applicable to us and you. We will, however, always maintain our commitment to respect your privacy. We will post any changes on this page. If you'd also like to be notified of material changes by email, you can sign up by emailing legal@slido.com with the subject "Subscribe to Slido Privacy Data Sheet Notifications" and telling us the email address where we should send such notifications. If you continue to use the Service after those changes are in effect, you agree to the revised policy. If you disagree, you'll have to stop using the Service and delete your data.

13. Children

We do not knowingly collect personal data of children where the law would require us to obtain the consent of their parents. If you would like to collect personal data from children through the Service where parental consent is required by law, you agree to get all the consents to do this legally.

14. Integrations and Other Products and Services

Slido integrates with Cisco Webex products. Please see the applicable [Privacy Data Sheet](#) for details regarding processing of personal data by Slido in Webex.

Note, Slido may also be integrated with third-party products. Slido is not responsible for Customer Data once it leaves Slido for a non-Slido product. Protection of data within the applicable third-party system is governed by the contract(s) and policies of the applicable third party.

We may sometimes include or offer third party products or services on our Websites or through the Service. These third parties will have their own privacy policies and it is up to you to follow these. We are not responsible for these third parties. However, we do our best to protect our Websites and Services and welcome any feedback about these third parties.

15. General Information

For more general information and FAQs related to Cisco's Security and Privacy Program please visit [The Cisco Trust Center](#).

This Privacy Data Sheet is a supplement to the [Cisco Online Privacy Statement](#), Cisco being our parent company. To the extent this document differs from the Cisco Online Privacy Statement, this document will take precedence. If there is a difference in translated, non-English versions of this document, the U.S. - English version will take precedence.

Cisco frequently evolves and updates its offerings. Cisco Privacy Data Sheets are subject to change, and are reviewed and updated on an annual basis, or as reasonably needed to reflect a material change in the processing of Personal Data. For the most current version, go to the [Personal Data Privacy](#) section of the Cisco Trust Center.

Addendum One: Slido in Zoom (Optional)

This Addendum to the Slido Privacy Data Sheet effective from February 5th, 2025 describes the processing of personal data (or personally identifiable information) by the Slido in Zoom integration (Slido in Zoom).

Slido will process personal data from Slido in Zoom in a manner that is consistent with this Privacy Data Sheet.

Note: This Privacy Data Sheet is a supplement to the [Cisco Online Privacy Statement](#).

1. Overview

Bringing Slido, the industry-leading audience interaction platform, into the Zoom marketplace helps users get the most out of meetings and events by crowdsourcing top questions and engaging participants with live polls and quizzes.

For a detailed overview of the Service, please visit www.slido.com.

2. Personal Data Processing

The table below lists the supplementary personal data processed by Slido in Zoom to provide its Service, who the data relates to, who the controller is and describes why the data is processed, to the extent that these are not already listed in the Slido Privacy Data Sheet.

We get personal data directly from Zoom. When such information is associated with your Slido in Zoom account, we treat it as personal data.

Slido does not:

- Produce decisions that would result in legal or other significant effects impacting the rights of data subjects based solely by automated means.
- Sell your personal data.

Personal Data Category & Type of Personal Data	Controller	Legal Basis & Purpose
Participant profile data: <ul style="list-style-type: none">• Zoom screen name• Zoom user's role in the meeting	Customer	Contract with Customer: Provision of the Services only (Service provision may include support, maintenance and protection of the Service in all cases).
Organiser* profile data: <ul style="list-style-type: none">• Department• Language• Phone country• Phone number• Zoom user's role name• URL for user's zoom picture <p>*Organiser is user who installed Slido app</p>	Slido, Customer	Contract and/ or legitimate interest of provision, tailoring and improvement of our Services, development of new ones and marketing. This may include registration, account management, feedback, education, product news etc.

<p>User technical data:</p> <ul style="list-style-type: none"> • Most of this data is not personal data, but some may be in some circumstances • E.g.: <ul style="list-style-type: none"> - Additional Zoom user profile & activity information (e.g. timezone, created_at, last login time, last client version, status of user's account, groups IDs, custom arbitrary attributes, action payload, of) - Certain IDs (e.g. Zoom ID, Account ID, Action ID, msgID, TriggerID) • List of other data can be found here. 	<p>Slido</p>	<p>Contract and/ or legitimate interest of provision, tailoring and improvement of our Services.</p>
---	--------------	--

Because of the nature of the Service, we don't expect any sensitive data or any other personal data in any other fields.

Other data such as meeting ID, breakout room ID, thread ID, and user's zoom plan may be collected, but as Slido is B2B we do not consider it personal data but rather collateral event data.

3. Access Control

Who has access to your data depends on who you are:

The table below lists who can access your personal data at a minimum, and why.

Personal Data Category	Who has Access	Purpose of the Access
Participant profile data	Slido	Provide the Service
Organiser profile data	Slido	Provide, tailor, improve the Service and develop new ones, marketing (incl. e.g. registration, account management, feedback, education, product news etc.)
User technical data	Slido	Provide, tailor, improve the Service and develop new ones, marketing

4. Data Retention

How long we keep your personal data depends on the type of data and the purpose for which we use the data. We will keep your personal data only for the period necessary to fulfil the purposes unless the law tells us to keep it for longer.

Our back up policies are continuously evaluated according to industry standards.

The table below lists the supplementary personal data used by Slido in Zoom, the length of time that this data needs to be retained, and why we retain it.

Type of Personal Data	Retention Period	Reason for Retention
Participant profile data	Participant profile data associated with a specific meeting is retained until account termination. Participant profile data associated with a specific meeting can be deleted by deleting all Slido data associated with that meeting.	Provide the Service
Organiser profile data	Deleted 90 days after user's last interaction with Slido in Zoom	Provide, tailor, improve the Service, and develop new ones, marketing (incl. e.g. registration, account management, feedback, education, product news etc.)
User technical data	Deleted 180 days after collection	Provide, tailor, improve the Service and develop new ones, marketing

5. Updates to this Privacy Data Sheet

As our business evolves, Slido may update this Privacy Data Sheet from time to time to keep up to date with the changes to our Service and our business as well as laws applicable to us and you. We will, however, always maintain our commitment to respect your privacy. We will post any updates on this page.

If you'd also like to be notified of material changes by email, you can sign up by emailing legal@slido.com with the subject "Subscribe to Slido Privacy Data Sheet Notifications" and telling us the email address where we should send such notifications. If you continue to use the Service after those changes are in effect, you agree to the revised policy. If you disagree, please stop using the Service and delete your data.