

Privacy statement

Version 1.05 - 21-01-2025 Henri Koppen

Introduction

This is the Arda privacy statement.

Direct contact? Send an email to: support@arda.nl or call 085-4018487. Arda is a trade name of TSDA BV.

TSDA BV
KvK : 62717413
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Definities

Term	Description
AP	Data Protection Authority
Arda	The security awareness platform based on the TLE
AVG	General Data Protection Regulation
AWS	Amazon Web Services, a cloud computing service provided by Amazon
GCP	Google Cloud Platform
ISMS	Information security management system
ISO 27001	International standard for information security management
SAAS	Software as a Service, online subscription-based software
SLA	Service Level Agreement, an agreement describing service commitments

TLE	Things Learning Engine, the learning platform on which Arda is based, developed by TSDA BV

Privacy statement

Arda provides a learning environment under the same name. You use the learning environment by logging in with an account. An account consists of a username and optionally a password.

In an account, we optionally store additional information such as your email address, your first and last name, the department you work in, or your supervisor. We use this information to enable features such as password resets or to provide insight into reporting and your progress. It is necessary to process this data in order to execute the agreement with an organization. More information on this legal basis can be found on the website of the Dutch Data Protection Authority:

<https://www.autoriteitpersoonsgegevens.nl/themas/basis-avg/avg-algemeen/grondslagen-avg-uitgelegd>

Stored data is not shared with other organizations except with the processors listed below:

- Amazon Web Services (region: eu-central-1): Cloud services and infrastructure provider
- Google Workspace: Office automation for processing support emails

All personal data is processed within the borders of the EU.

We will never share or sell data to other organizations and only use it for the purposes described in this document.

We store data about your operating system, IP address, browser type, and device type. We do this to measure whether we display the content optimally and, for example, for security, by giving a warning if you log in from an unexpected or unknown device.

We record scores and answers to questions to, for example, ask new questions at a level better suited to you. Arda also sends so-called phishing simulation messages. These record who clicks on links and who enters data on untrusted sources. Sensitive data such as passwords are never stored.

We record which content you view. This allows you to easily continue where you left off last time.

Arda complies with privacy legislation as set out in the [GDPR](#) and will report data breaches to the [Dutch Data Protection Authority](#). We are transparent about which data we store and will share it where possible through reports or specific requests. Arda is ISO 27001 certified, and you can request the certificate and Statement of Applicability (SoA) at support@arda.nl. The management of this statement is part of Arda's ISO 27001 ISMS.

Depending on the context in which the learning content is provided, it is possible that a supervisor within your organization gains insight into your scores or obtained certificates.

The Arda portal is normally accessible via:

<https://portal.arda.nl>

Arda exists across multiple portals and can therefore also be offered through other web addresses.

The learning environment uses backups, which are retained for fourteen days. By editing your name or other data, these will no longer be visible after fourteen days. You can delete your account by sending an email to support@arda.nl. The account will then be deleted within 48 hours. Statistical data will not be deleted but can no longer be traced back to your account after fourteen days. Accounts inactive for more than 365 days are permanently deleted. If your organization stops using Arda, data will also be permanently deleted.

Arda uses cookies. These cookies contain encrypted session information required for accessing the portal. They may also include information about your progress within a module. The cookies used are functional and focused on enabling the service, not on tracking visitor behaviour or building a user profile. Cookies are also used in areas where logging in is not required. These cookies are used to analyse how the website is used and do not contain any personal data.

As an employee of an organisation that uses Arda, you also have certain rights, such as the right of access. You may request information about the data stored about you. This information is also available through the reports in the portal. You also have the right to request corrections if any data is inaccurate. In addition, your Arda profile provides options to disable certain functionalities, or—upon request—we can delete specific data such as feedback and gamification elements. Requests can be submitted by email to: support@arda.nl.

For more information, you can visit arda.nl.