



Offer Disclosure

Slido

This Offer Disclosure provides detailed information about data handling practices, security controls, and AI features specific to this Slido Offer. It complements the [Cisco Online Privacy Statement](#), which offers a more in-depth explanation of how Slido manages personal data. Together, these documents provide transparency by addressing data handling at both a high level and an Offer specific level, helping you understand how Slido protects and processes information across its Offers.

Capitalized words not otherwise defined in this Offer Disclosure have the meanings set forth in the Slido [Terms of Service](#). To the extent this document differs from the Cisco Online Privacy Statement, this document will take precedence regarding Offer specific information. If there is a difference in the translated, non-English versions of this document, the US-English version will take precedence.

Slido will review and update this disclosure on an annual basis, or as needed, to reflect material changes in the processing of Customer Systems Information or Customer Content. For updates, sign up by emailing legal@slido.com with the subject "Subscribe to Slido Offer Disclosure Notifications".

1. Overview

If you purchased Slido from Cisco's Global Price List or as part of the Webex Suite (and not through the [Slido website](#)) this Offer Disclosure does not apply. Instead, please refer to the applicable Offer Disclosure 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, 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 more information about Slido, visit <https://www.slido.com>

2. Data Handling

2a. Collection, Purpose & Retention

Slido believes in transparency when it comes to how Slido handles Customer Content and Customer Systems Information. This disclosure provides details about the types of data Slido collects, specific data elements involved, the purposes for which they are used, and how long Slido retains them for this Slido Offer.

Table 1: Customer Content

Data Category and Data Elements (Examples)	Controller	Purposes	Retention Period
<p>Participant profile data (optional):</p> <p>Personal Data</p> <ul style="list-style-type: none"> Name Email address Company <p>• Supplementary Personal Data for Slido in Zoom Integration**:</p> <ul style="list-style-type: none"> Zoom screen name Zoom user's role in the meeting 	<ul style="list-style-type: none"> Customer 	<ul style="list-style-type: none"> Provision of the Service only (Service provision may include support, maintenance and protection of the Service in all cases). 	<ul style="list-style-type: none"> Unless participant profile data is required by an organizer, participant may delete their profile data while at an event. Participant profile data associated with a specific meeting is retained until account termination. Supplementary Personal Data from Slido in Zoom integration is deleted 90 days after user's last interaction with Slido in Zoom
<p>Participant content data in Enterprise plans (optional):</p> <p>Personal data</p> <ul style="list-style-type: none"> Questions, poll answers, ideas, chats – simply content shared by participants and related to a non-anonymous individual 	<ul style="list-style-type: none"> Customer 	<ul style="list-style-type: none"> Provision of the Service only 	<ul style="list-style-type: none"> Participant content data in Enterprise plan associated with a specific meeting is retained until account termination
<p>Participant content data in non-Enterprise plans (optional):</p> <p>Personal Data</p> <ul style="list-style-type: none"> Questions, poll answers, ideas, chats – simply content shared by participants and related to a non-anonymous individual 	<ul style="list-style-type: none"> Customer Slido 	<ul style="list-style-type: none"> Provision, tailoring and improvement of our Service and development of new ones 	<ul style="list-style-type: none"> Participant content data in non-Enterprise plan associated with a specific meeting is retained until account termination
<p>Organizer profile data:</p> <p>Personal data</p> <ul style="list-style-type: none"> Name Email address Role Company <p>Supplementary Personal Data for Slido in Zoom Integration**:</p> <ul style="list-style-type: none"> Department Language 	<ul style="list-style-type: none"> Slido Customer 	<ul style="list-style-type: none"> Provide you with the Service Enroll you in the Service Respond to customer support requests Authenticate and authorize access to your account Customer relationship management (e.g., transactional communication) Bill you for the Service 	<ul style="list-style-type: none"> Organizer Profile Data is retained until account termination

<ul style="list-style-type: none"> • Phone country • Phone number • Zoom user’s role name • URL for user’s Zoom picture 		<ul style="list-style-type: none"> • Conduct analytics and statistical analysis in aggregate form to improve the technical performance of the Service 	
<p>Contact data of representatives involved in the procurement, legal, IT & security and audit processes:</p> <p>Personal data</p> <ul style="list-style-type: none"> • Name • Email address • Role • Company 	<ul style="list-style-type: none"> • Slido • Customer 	<ul style="list-style-type: none"> • Provide you with the Service • Enroll you in the Service • Respond to customer support requests • Authenticate and authorize access to your account • Customer relationship management (e.g., transactional communication) 	<ul style="list-style-type: none"> • In accordance with business records retention periods
<p>Other Organizer data (optional):</p> <p>Personal Data:</p> <ul style="list-style-type: none"> • video & voice 	<ul style="list-style-type: none"> • Slido • Customer 	<ul style="list-style-type: none"> • Provide you with the Service • Enroll you in the Service • Respond to customer support requests • Authenticate and authorize access to your account • Customer relationship management (e.g., transactional communication) • This may include e.g. support, user experience research calls, testimonials, feedback 	<ul style="list-style-type: none"> • Data is retained until deletion request
<p>Purchase Data (optional)</p> <p>Personal Data:</p> <ul style="list-style-type: none"> • e.g. invoices • We do not collect payment card information by the payment gateway 	<ul style="list-style-type: none"> • Slido • Customer 	<ul style="list-style-type: none"> • Bill you for the Service 	<ul style="list-style-type: none"> • In accordance with business records retention periods
<p>Support Data of people reaching out to us/us to people (optional):</p> <p>Personal Data:</p> <ul style="list-style-type: none"> • Usually name, email, company, queries, rarely voice, pictures and video • e.g. on our web forms, chat, email, demo, contact us, newsletter, webinars, masterclasses, feedback, user research, etc. 	<ul style="list-style-type: none"> • Slido 	<ul style="list-style-type: none"> • Provide you with the Service • Enroll you in the Service • Respond to customer support requests • Authenticate and authorize access to your account • Customer relationship management (e.g., transactional communication) • Bill you for the Service • Conduct analytics and statistical analysis in aggregate form to improve the technical performance of the Service 	<ul style="list-style-type: none"> • In accordance with business records retention periods

** Supplementary Personal Data for Slido in Zoom Integration refers to additional data elements processed by the Slido in Zoom integration of Slido on GPL, which are collected in addition to the standard personal data applicable to Slido on GPL

Table 2: Customer Systems Information

Data Category and Data Elements (Examples)	Controller	Purposes	Retention Period
<p>User technical data</p> <p>Personal Data:</p> <ul style="list-style-type: none"> • Device data (e.g., hardware model, operating system version, unique device identifiers) • Log data (e.g. your search queries, details about your connection such as IP address, date, time, edge-location, sslprotocol, sslcipher 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) • Location information (IP address) • Unique application numbers • Browser local storage and application data caches <p>Supplementary Personal Data for Slido in Zoom integration:</p> <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. 	<ul style="list-style-type: none"> • Slido 	<ul style="list-style-type: none"> • Provide you with the Service • Diagnose technical issues • Conduct analytics and statistical analysis in aggregate form to improve the technical performance of the Service • Respond to Customer support requests • Diagnostic and troubleshooting purposes 	<ul style="list-style-type: none"> • Deleted 180 days after collection
<p>Cookies and other trackers</p> <p>Personal Data:</p>	<ul style="list-style-type: none"> • Slido 	<ul style="list-style-type: none"> • Provide, tailor and improve the Service and develop new ones 	<ul style="list-style-type: none"> • Depending on the type of cookie: https://www.slido.com/cookie-policy

<ul style="list-style-type: none"> • Essential cookies • Analytical and advertising cookies are optional • For more information about cookies, please see our Cookie Policy 			
Configuration Data Personal Data: <ul style="list-style-type: none"> • User Settings Non-Personal Data: <ul style="list-style-type: none"> • Settings • Software Settings 	<ul style="list-style-type: none"> • Slido 	<ul style="list-style-type: none"> • Configure functionality 	<ul style="list-style-type: none"> • Until termination of the account
Events Data Non-Personal Data: <ul style="list-style-type: none"> • Logs 	<ul style="list-style-type: none"> • Slido 	<ul style="list-style-type: none"> • Troubleshooting • Auditing • Monitoring • Analysis • Reporting 	<ul style="list-style-type: none"> • 6 months from collection
Telemetry Data Non-Personal Data: <ul style="list-style-type: none"> • Measurements • Status updates • Performance metrics 	<ul style="list-style-type: none"> • Slido 	<ul style="list-style-type: none"> • Monitoring • Analysis • Reporting 	<ul style="list-style-type: none"> • Proprietary telemetry data: kept indefinitely • Service telemetry (captured by the service/AWS): <ul style="list-style-type: none"> Application monitoring data – 38 days Error tracking data – 90 days

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).

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2b. Storage and Processing

Data Centers. Slido uses third-party infrastructure providers to deliver this Slido Offer’s capabilities globally.

Table 3: Data Centers

Slido on GPL

Infrastructure Provider Locations
Ireland (back-up in Germany)

Service Providers. Slido may share Customer Systems Information and Customer Content with a trusted ecosystem of suppliers. In each instance, each participant has agreed to confidentiality terms, compliance with applicable law, and adherence to information security, privacy, and other data processing requirements with Slido that are consistent with Slido’s commitments to you.

Subcontractors assist with broader data processing services, while subprocessors specifically process Personal Data on Slido’s behalf to support the functionality of the Slido Offer. Both are listed below. For updates, sign up by emailing legal@slido.com with the subject “Subscribe to New Vendor Notifications”..

Table 4: Subcontractors

Name	Service Type	Data Center Location
Amazon Web Services, Inc.	Infrastructure as a Service	Dublin, Ireland Frankfurt, Germany
Atlassian Pty Ltd	Internal helpdesk and contract management	Australia Germany Ireland N. Carolina, United States Ohio, United States Oregon, United States Virginia, United States
Bloomreach B.V.	User behavior analytics	Germany Ireland

Chameleon Intelligent Tech	Digital Adoption Platform	Virginia, United States
Gainsight, Inc	Sales CRM	Germany Virginia, United States
Google	Emails and Workspace	Belgium Denmark Finland Germany Ireland Netherlands
Microsoft Corporation	Office use applications	Austria Finland France Ireland Italy Netherlands Poland Spain Sweden
New Relic Inc.	Analytics and visibility into infrastructure and application performance	Virginia, United States
QualityUnit LLC	Ticketing System	Slovakia
Slack Technologies Inc.	Internal communications	Ohio, United States Virginia, United States
SuperFaktura	Accounting	Ireland Germany Netherlands Slovakia
The Rocket Science Group, LLC	Email Delivery Service	Georgia, United States Ohio, United States Oregon, United States Washington, United States

Twilio Inc.	Call Service	Virginia, United States
VGD Slovakia	Accounting	Slovakia
Zoom Video Communication, Inc.	Virtual Meetings	California, United States Colorado, United States New Jersey, United States New York, United States Virginia, United States

Table 5: Subprocessors

Name	Personal Data	Service Type	Data Center Location
Amazon Web Services	<ul style="list-style-type: none"> • User Information • User-Generated Information • Host and Usage Information 	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>

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

2c. Access and Sharing

Customers and their authorized third parties may directly access Data by using standard APIs, to the extent those are described in the API documentation found [here](#), subject to the provisions of [Cisco's API license](#)

Slido APIs support both structured and unstructured data sets depending on the particular data set requested from Slido. Depending on the standard implemented by the API, structured data sets may use JSON, XML, or other standardized data formats; while unstructured data sets may be in the form of text, PDF or other unstructured data file formats. For more details, please consult the API documentation referenced above.

Customers may send requests for expanded API or data interface capabilities through their usual Slido support or account management channels.

Some data made available in connection with this Slido Offer is considered a Slido Trade Secret and is released pursuant to the confidentiality obligations set forth in Slido [Terms of Service](#). To the extent that any information comprising Slido's algorithms, analysis, inferences, proprietary software, insights, derivations, or assigned values can be viewed, reverse engineered, reconstituted, or otherwise interpreted from the data, such information is a "Slido Trade Secret," and subject to such confidentiality obligations.

Regardless of whether the data made available in connection with this Slido Offer is a Slido Trade Secret, such data is subject to the following use restrictions:

- Data shall not be analyzed for the purpose of deriving insights about Slido's economic situation, assets or production methods.
- Data cannot be used to develop a product that competes with the product from which the data originates.

3. Security

3a. Access Control and Encryption

Slido has implemented reasonable and appropriate technical and organizational measures designed to protect data from accidental loss, unavailability, and unauthorized access, use, alteration, and disclosure.

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 organizer'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

organizer 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.

Table 6: Access & Controls

Data Category	Who Has Access	Purpose of Access	Security Controls
Participant profile data	<ul style="list-style-type: none"> • Customer • Users • Slido 	<ul style="list-style-type: none"> • View joined participants • Organizers and participants at an event can view the participants' names if they are using these • Provide and support the Service in accordance with Slido's data access and security controls 	Encrypted in transit and at rest
Participant content data in Enterprise plans	<ul style="list-style-type: none"> • Customer • Users • Slido 	<ul style="list-style-type: none"> • View, delete content data through slido.com, submit privacy request form • Organizer and participants at an event can view, delete submitted content data through slido.com • Provide and support the Service in accordance with Slido's data access and security controls. <p>Slido will not access this data unless authorization is granted by the Customer and will only access it in accordance with Slido's data access and security controls.</p>	Encrypted in transit and at rest
Participant content data in non-Enterprise plans	<ul style="list-style-type: none"> • Customer • Users 	<ul style="list-style-type: none"> • View, delete content data through slido.com, submit privacy request form 	Encrypted in transit and at rest

	<ul style="list-style-type: none"> • Slido 	<ul style="list-style-type: none"> • Organizers and participants at an event can view, delete submitted content data through slido.com • Provide, tailor and improve of our Service and develop of new ones 	
Organiser profile data	<ul style="list-style-type: none"> • Organizer • Customer • Slido 	<ul style="list-style-type: none"> • View or edit profile data through slido.com or email preferences • User management through slido.com • View joined participants through slido.com • Provide and support the Service in accordance with 	Encrypted in transit and at rest
Other Organizer data	<ul style="list-style-type: none"> • Slido • Customer 	<ul style="list-style-type: none"> • Provide, tailor and improve of our Service and develop of new ones (incl. e.g. support, user experience research calls, testimonials) • Manage organizer involvement 	Encrypted in transit and at rest
Contact data of representatives involved in the procurement, legal, IT & security and audit processes	<ul style="list-style-type: none"> • Slido • Customer 	<ul style="list-style-type: none"> • Provide, tailor and improve of our Service and develop of new ones • Manage representative involvement 	Encrypted in transit and at rest
Purchase data	<ul style="list-style-type: none"> • Slido • Customer 	<ul style="list-style-type: none"> • Procurement, sales contracting reviews, billing, accounting, statistics, etc. • Procurement, sales contracting reviews, billing, accounting, statistics, etc. 	Encrypted in transit and at rest
User technical data	<ul style="list-style-type: none"> • Slido 	<ul style="list-style-type: none"> • Provide you with the Service • Diagnose technical issues • Conduct analytics and statistical analysis in aggregate form to improve the technical performance of the Service • Respond to Customer support requests • Diagnostic and troubleshooting purposes 	Encrypted in transit and at rest

Cookies and other trackers	• Slido	• Provide, tailor and improve of our Service and develop of new ones, marketing	Encrypted in transit and at rest
Support data	• Slido	• Provide, tailor and improve of our Service and develop of new ones, marketing	Encrypted in transit and at rest

3b. Reports & Resources

In addition to complying with internal standards, Slido maintains third-party validations and certifications to demonstrate its commitment to robust information security and privacy. The following additional resources and certifications apply specifically to this Offer:

- [ISO/IEC 27001:2022, ISO/IEC 27017:2015, ISO/IEC 27018:2019, ISO/IEC 27701:2019 Certification](#)
- [ISO 22301 Certification \(Business Continuity Management System\)](#)
- [SOC 2 Type II Report](#)
- [HIPAA Attestation](#)
- [BSI Cloud Computing Compliance Criteria Catalogue \(German C5\)](#)
- [CSA STAR Level 2 Certification](#)
- French Health Data Hosting (Hébergeurs de Données de Santé - HDS) Certification
 - o The HDS Certification (found on the Cisco Trust Portal) applies to the Slido Service provisioned in the European Economic Area (EEA)

4. Artificial Intelligence

Slido prioritizes trust and transparency, including when it comes to development and deployment of AI. This disclosure provides an overview of the generative and agentic AI features included in this Slido Offer:

Table 7: Generative and Agentic AI

Feature	Technical Note
Slido AI Features	Slido - AI Transparency Technical Note