

CNCX VERSION 11/09/2022

This Privacy Policy describes how cncexpert.com (“Site” or “we”) collects, uses, and discloses your Personal Information when you visit the Site.

COLLECTING PERSONAL INFORMATION

When you visit the Site, we collect certain information about your device, your interaction with the Site, and information necessary to provide this service. We may also collect additional information if you contact us for support. In this Privacy Policy, we refer to any information that can uniquely identify an individual (including the information below) as “Personal Information”. See the list below for more information about what Personal Information we collect and why.

Personal Information

- Examples of Personal Information collected: version of web browser, device OS, IP address, time zone, cookie information, what pages you view, search terms, and how you interact with the Site.
- Purpose of collection: to provide you with support, to load the Site accurately, and to perform analytics on Site usage to optimize the user experience.
- Source of collection: Collected automatically when you access our Site using cookies, log files, web beacons, tags, or pixels.
- Disclosure for a business purpose: shared with our processor NAME 1, NAME 2, NAME 3, NAME 4, and [Intercom](#).

Customer Support Information

- Examples of Personal Information collected: name, IP address, device information, and email address.
- Purpose of collection: to provide customer support.
- Source of collection: collected from you.
- Disclosure for a business purpose: shared with our processor [Google](#), [Intercom](#), and [Sentry.io](#).

MINORS

The Site is not intended for individuals under the age of 13. We do not intentionally collect Personal Information from children. If you are the parent or guardian and believe your child has provided us with Personal Information, please contact us at the address below to request deletion.

Sharing Personal Information

- We share your Personal Information with service providers to help us provide our services and provide our services to you, as described above. For example:
- We use Kinsta to serve our site to your devices. You can read more about how Kinsta uses your Personal Information [here](#).
- We use Vercel to provide frontend and serverless functions on our site. You can read more about how Vercel uses your Personal Information [here](#).
- We use Cloudinary to host user uploads on our site. You can read more about how Cloudinary uses your Personal Information [here](#).
- We use Sentry.io to monitor performance and errors on our site. You can read more about how Sentry.io uses your Personal Information [here](#).
- We use Algolia to serve projects on the Global Gallery and the profile search function on our site. You can read more about how Algolia uses your Personal Information [here](#).
- We use Sparkpost to automate transactional emails from our site. You can read more about how Sparkpost uses your Personal Information [here](#).
- We use Scalegrid.io to perform user authorization and host user profiles on our site. You can read more about how Scalegrid.io uses your Personal Information [here](#).

- We use Intercom for user support communication. You can read more about how Intercom uses your Personal Information [here](#).

Behavioral Analysis

- We use your Personal Information to evaluate site performance and user interaction with the site.
- We use Google Analytics to help us understand how our members use the Site. You can read more about how Google uses your Personal Information [here](#). You can also opt-out of Google Analytics [here](#).

Using Personal Information

We use your personal Information to provide our services to you, which includes: providing digital certification of completed assignments as a public service and keeping you up to date on new features, services, and offers.

Lawful Basis

Pursuant to the General Data Protection Regulation (“GDPR”), if you are a resident of the European Economic Area (“EEA”), we process your personal information under the following lawful bases:

- Your consent;
- The performance of the contract between you and the Site;
- Compliance with our legal obligations;
- To protect your vital interests;
- To perform a task carried out in the public interest;
- For our legitimate interests, which do not override your fundamental rights and freedoms.

Retention

When you become a member of our Site, we will retain your Personal Information for our records unless and until you ask us to erase this information. For more information on your right of erasure, please see the ‘Your rights’ section below.

Automatic Decision-Making

If you are a resident of the EEA, you have the right to object to processing based solely on automated decision-making (which includes profiling), when that decision-making has a legal effect on you or otherwise significantly affects you.

We DO NOT engage in fully automated decision-making that has a legal or otherwise significant effect using customer data.

Your rights GDPR

If you are a resident of the EEA, you have the right to access the Personal Information we hold about you, to port it to a new service, and to ask that your Personal Information be corrected, updated, or erased. If you would like to exercise these rights, please contact us through the contact information below.

Your Personal Information will be initially processed in the United States.

CCPA

If you are a resident of California, you have the right to access the Personal Information we hold about you (also known as the ‘Right to Know’), to port it to a new service, and to ask that your Personal Information be corrected, updated, or erased. If you would like to exercise these rights, please contact us through the contact information below.

If you would like to designate an authorized agent to submit these requests on your behalf, please contact us at the address below.

Cookies

A cookie is a small amount of information that's downloaded to your computer or device when you visit our Site. We use a number of different cookies, including functional, performance, advertising, and social media or content cookies. Cookies make your browsing experience better by allowing the website to remember your actions and preferences (such as login and region selection). This means you don't have to re-enter this information each time you return to the site or browse from one page to another. Cookies also provide information on how people use the website, for instance whether it's their first time visiting or if they are a frequent visitor.

We use the following cookies to optimize your experience on our Site and to provide our services.

Cookies Necessary for the Functioning of the Site

NAME	FUNCTION
GED_PLAYLIST_ACTIVITY	Tracks and displays your Watch History
connect.sid	
Intercom-id-djeiuszo	Intercom Support and Chat
Intercom-session-djeiuszo	Intercom Support and Chat
_ga	Google analytics
ga<container-id>	Google analytics

The length of time that a cookie remains on your computer or mobile device depends on whether it is a "persistent" or "session" cookie. Session cookies last until you stop browsing and persistent cookies last until they expire or are deleted. Most of the cookies we use are persistent and will expire between 30 minutes and two years from the date they are downloaded to your device.

You can control and manage cookies in various ways. Please keep in mind that removing or blocking cookies can negatively impact your user experience and parts of our website may no longer be fully accessible. Most browsers automatically accept cookies, but you can choose whether or not to accept cookies through your browser controls, often found in your browser's "Tools" or "Preferences" menu. For more information on how to modify your browser settings or how to block, manage or filter cookies can be found in your browser's help file or through such sites as allaboutcookies.org.

Additionally, please note that blocking cookies may not completely prevent how we share information with third parties such as our advertising partners. To exercise your rights or opt-out of certain uses of your information by these parties, please follow the instructions in the "**Behavioral Advertising**" section above.

Do Not Track

Please note that because there is no consistent industry understanding of how to respond to "Do Not Track" signals, we do not alter our data collection and usage practices when we detect such a signal from your browser.

Changes

We may update this Privacy Policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

Contact

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please [send us an email](#). If you are not satisfied with our response to your complaint, you have the right to lodge your complaint with the relevant data protection authority.