

RIADVICE GDPR Compliance Statement

1. Overview

RIADVICE provides hosting services for BigBlueButton among other applications, catering to educational and commercial organisations to facilitate high-quality online learning experiences. We prioritize the privacy and security of personal information entrusted to us by our users.

This GDPR Compliance Statement, together with our Privacy Policy, elaborates on our data handling practices. We are fully respectful to the General Data Protection Regulation (EU) 2016/679 ("GDPR"), effective from May 25, 2018, delineating the rights of the data subject, including access, rectification, erasure, and data portability.

2. Hosting for BigBlueButton and Other Applications

BigBlueButton and other applications we host enable real-time collaboration and learning through various features like audio, video, chat, and screen sharing. These interactions may be recorded for educational purposes, subject to user consent and organisational policies.

3. Grant of Consent

Users typically access hosted applications through a Learning Management System (LMS) or other front-end interfaces provided by their educational institution or organization. These entities act as the "Data Controller," while RIADVICE serves as the "Data Processor." Consent for data collection and processing is obtained through the LMS or directly, in alignment with our Privacy Policy.

4. Our Collection and Use of Personal Information

We collect personal data necessary for service provision, including but not limited to user names, participation details, and any content shared during sessions. Recorded sessions are treated with the same level of confidentiality and security.

5. Data Retention

Meeting data and recordings are retained according to the preferences set by our clients (the Data Controllers) or as required by law. Standard practice involves automatic deletion within predetermined timeframes unless otherwise requested by the instructor or required for compliance purposes.

6. Securing Our Infrastructure

RIADVICE adheres to industry best practices for securing our infrastructure and protecting personal information, including access controls, encryption, regular security updates, and employee privacy training.

7. Data Protection Officer (DPO)

Our DPO oversees data protection strategies and compliance with GDPR. Queries regarding personal data handling can be directed to our DPO at privacy@riadvice.tn.

8. Accessing and Managing Your Personal Information

Users wishing to access or manage their personal information are encouraged to contact their Data Controller in the first instance. Requests can also be made directly to RIADVICE for information we process as a Data Processor.

9. Deletion of Personal Information

Requests for deletion of personal information should be directed to the Data Controller or RIADVICE, following the procedure outlined in our Privacy Policy.

10. Contacting Us

For further information about our GDPR compliance, data protection practices, or privacy policies, please contact us at privacy@riadvice.tn.

11. Subprocessors

RIADVICE partners with a select group of subprocessors to provide the infrastructure and services necessary for delivering our hosting solutions, including BigBlueButton and other applications. Below is a list of our current subprocessors, along with a brief description of the services they provide to us: Zoho, Google, OVHcloud, GCore, Contabo, TailorMadeServers.

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