



FREQUENTLY ASKED QUESTIONS

Discngine is a proud holder of the ISO/IEC 27001:2013 certification, the world's best-known standard for information security management.

What does it mean for you?

We have compiled here the information which addresses many of the most commonly asked questions regarding information security at Discngine.



Can I control where my data is stored?

Discngine is located in Europe and your personal data protection rights under the General Data Protection Regulation (GDPR) include the right to access, update or delete the information we have about you. Whenever made possible, you can access, update, or request the deletion of your Personal Data directly within your account settings section. If you are unable to perform these actions yourself, please get in touch with us to assist you.

In addition to personal data, Discngine also handles customers' business data within its SaaS solutions. By default, Discngine stores this data in the EU, but we offer our customers the option to choose their preferred region (U.S. or Asia) for data storage worldwide.

Do you use a third party to provide the required services?

Discngine may use third-party service providers to perform certain services, but they ensure that these providers comply with their privacy and security standards.

Do you transfer data to third countries?

Discngine may store data in countries outside of the EEA but only if they have appropriate safeguards in place, such as Standard Contractual Clauses or Binding Corporate Rules.

What is your data retention policy?

Discngine retains personal and commercial data for as long as necessary to fulfill the purposes for which it was collected and for a maximum period of 10 years from the last interaction with the customer.

Is there a destruction schedule or process to return data to the customer?

Discngine will delete or return all customer data upon the customer's request, subject to any legal obligations to retain such data.

Does Discngine require its employees to receive security and privacy training?

Discngine regularly provides training to its employees on data protection and privacy matters.

Does Discngine assist its customers in responding to data subjects seeking to exercise their rights?

Discngine will assist its customers in responding to requests from data subjects to exercise their rights under applicable data protection laws.

Resources

- Web pages:
 - [Discngine Privacy Policy](#)
 - [Discngine Terms and conditions](#)
 - [ISO 27001 at Discngine](#)
- Blog Article: [Discngine obtains the ISO/IEC 27001 certification for Information Security management](#)
- White Paper: [Information Security Management at Discngine](#)

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