

Privacy Policy

Professional training and IT consulting services · Version of October 2026

This privacy policy describes how Crescera Solutions collects, uses and protects your personal information when you use our website and our training and consulting services. Crescera Solutions, 50, route d'Esch, L-1470 Luxembourg (RCS Luxembourg B2932633) is the data controller, in accordance with the GDPR and applicable Luxembourg law.

1. Information We Collect

Most of our website can be used without providing any personal information. We collect:

- **Information you give us** when you register for a training course, request a quotation, ask to be contacted, apply for a position, sign up for our newsletter or contact us: name, professional email, phone number, mailing address, employer, job title and, for participants, attendance, exam results and invoicing details.
- **Technical information** collected automatically when you visit our website or contact us: IP address, referral and exit URLs, browser, operating system, date and time, pages visited and error logs.
- **Analytics data** collected by third-party analytics tools using cookies: number of visits, pages viewed, time spent and the site you came from.

2. How We Use Your Information

We use your information to:

- organise and deliver your training and consulting services, and register you for certification exams
- answer your questions and contact you by email, phone or mail about your request only
- send you confirmations, notices to attend and invoices
- send you our newsletter (you can unsubscribe at any time)
- administer our website, diagnose technical problems, prevent fraud or abuse, and improve our services

Technical and analytics data are not used to identify you, except where necessary to prevent fraud or abuse. You can object at any time, free of charge, to receiving marketing communications, mail or calls from us.

3. Information Sharing

We do not sell, trade or rent your personal information to third parties. We only share it with partners who help us deliver our services (trainers, certification bodies, IT service providers), who are bound to keep it confidential. Your data is hosted within the European Union.

4. Data Security

We implement appropriate technical and organisational measures to protect your personal information against unauthorised access, alteration, disclosure or destruction. We keep your data only for as long as necessary, or as required by law.

5. Your Rights

You have the right to access, rectify, erase or port your personal information, and to object to or restrict its processing. These rights can be exercised free of charge by written request. If we have reasonable doubts about your identity, we may ask for proof of identity. You may also lodge a complaint with the Commission Nationale pour la Protection des Données (CNPD).

6. Cookies

Our website uses cookies to ensure it works properly and to improve your experience. You can manage or disable cookies through your browser settings, although this may affect some features of the site.

7. Changes to This Policy

We may update this privacy policy from time to time. The latest version is always available on our website.

8. Contact Us

For any question about this policy, to exercise your rights or if you believe our website does not comply with it, contact us info@crescerasolutions.com or +352 20 60 68 00.