

PLC Simulator trust and review pack

Current security, privacy, data-handling, accessibility and integration facts for an institutional review. This document states both available controls and known gaps.

Updated 31 July 2026 · PLC Simulation Software is operated from South Africa and is subject to POPIA.

Available today

- Browser deployment with no per-machine application installation.
- Individual learner accounts, invitations and CSV roster import.
- Learning paths, organisation-private scenarios and per-learner progress.
- Cohort progress CSV export and publicly verifiable certificates.
- Published privacy, cookie, terms and refund policies.

Not available today

- LTI launch or automatic LMS gradebook passback.
- SAML SSO, MFA enforcement or automated directory provisioning.
- Published SOC 2 or ISO 27001 certification for PLC Simulation Software.
- A published penetration-test report, contractual uptime SLA or disaster-recovery SLA.
- Offline use or a contractual data-residency commitment.
- A standard public DPA, FERPA attestation or institution-specific security addendum; requirements must be reviewed before purchase.

Data handled by the service

Category	Details
Account	Name, email address, password hash and account preferences.
Learning activity	PLC source work, saved programs, attempts, pass/fail results, completions and last-active time.
Organisation	Membership, role, invitations, assigned learning paths and cohort progress.
Billing	Subscription status, plan and payment-provider references. PLC Simulation Software does not receive full card numbers.
Product analytics	Same-origin page and feature events stored by PLC Simulator; no third-party analytics tag. A first-party, masked session-replay tool samples some sessions for bug diagnosis — see the data protection overview.

Current controls

- HTTPS is used for the public service and authenticated application.
- Passwords are one-way hashed; full card details are handled by Dodo Payments.
- Organisation access is role-based (owner, admin and member) with tenant-isolation checks.
- Product measurement stays in the application database; Google Analytics, advertising pixels and PostHog are not loaded. A first-party, same-origin session-replay tool masks page text and respects the analytics opt-out — see the data protection overview.
- Account deletion is self-service or available by email, with operational account data removed within 30 days.

Third-party service providers

Provider	Purpose and data
Dodo Payments	Checkout, subscription billing, tax and payment records. Billing identity and payment information supplied during checkout.

Provider	Purpose and data
Transactional email provider	Account verification, invitations, password reset and service email. Recipient name, email and message content required for delivery.
Application hosting provider	Application and database hosting. Account, organisation and learning data. Provider and hosting location are supplied during an institutional security review.

Retention and deletion

- Account and learning data are retained while the learner account remains open.
- Removing a learner from an organisation does not delete the learner account or its personal history.
- Account data is removed within 30 days of a valid deletion request, subject to records that must be retained by law.
- Billing records are retained for seven years for South African tax and accounting obligations.
- First-party page visits are retained for 90 days and bounded product events for 365 days.

Accessibility: Key public and learning workflows are tested with automated WCAG 2.1 A/AA checks. PLC Simulation Software does not currently publish a third-party accessibility certification or VPAT.

Minors: Users must be at least 13 or the age of digital consent in their jurisdiction. An institution enrolling minors remains responsible for its lawful basis, notices and any required consent.

Support: Pilot and sales enquiries target a reply within one business day. This is an operating target, not a contractual SLA.

Before purchase: Raise data residency, DPA, security questionnaire, retention, minors, accessibility or contractual SLA requirements before rollout. A successful technical evaluation does not imply that an institution's legal or procurement requirements have been accepted.

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Current public policies: plcsimulationsoftware.com/privacy · [/cookies](#) · [/terms](#)