

PRIVACY NOTICE FOR APPLICANTS

Teleperformance (“TP”) recognizes the importance of protecting the privacy of the personal data of all of its applicants. It is our policy to respect and value individual data privacy rights and make sure that all personal data collected from you are processed in compliance with all of the requirements of Republic Act No. 10173, also known as the Data Privacy Act of 2012 (the “DPA”), its implementing rules and regulations (the “IRR”), and relevant regulations and issuances of the National Privacy Commission (“NPC”). TP seeks to provide appropriate safeguards to protect your personal data, as you will find in our Global and Philippines Addendum to the Teleperformance Group Data Privacy Policy at www.teleperformance.com. The Following Privacy Notice for Applicants (the “Notice”) summarizes the processing activities that TP performs:



Purpose of processing

TP uses your information in order to process your job application and undertake activities necessary for you to enter into an employment contract with us, including recruitment administration, and background and/or reference checks in order for us to comply with legal obligations, including our commitment to cooperate with government efforts to curb the spread of COVID-19 and to further our legitimate business interests in evaluating you for a position with the company.

Personal Data Processing



Personal Data

We collect personal data relating to your basic details (e.g. name, age, birthday, mobile number, email address, home address, nationality, gender, marital status, TIN (Tax Identification Number), SSS (Social Security System Number), educational attainment, employment history with TP, reason/s for choosing TP, position applying for, preferred site, work experience, languages spoken, referral employee information (Bring-a-Buddy), details of the person to notify in case of an emergency) by asking you to complete an application form along with submitting your resumé/curriculum vitae. We obtain your personal data when you apply with us at any TP

recruitment hub, when you submit your resumé/curriculum vitae on any TP social media recruitment platforms or via the Chatbot, or when your resume/curriculum vitae is referred to TP by a 3rd party recruitment entity.

To comply with the Inter-Agency Task Force (IATF) guidelines, we collect your vaccination status to ensure that we can meet all the requirements with regard to your being assigned to Work Onsite and for TP to provide support to you in relation to its vaccination programs. Note that the information which you will provide will not be used as a basis for hiring or continued employment.



Interview Data

During the application process, we may collect personal information contained through various methods such as interview notes, evaluation information, online exams/ recruitment tools or other forms of assessment (account/position specific assessments).



Third-party Data

We may also collect personal data about you from third-parties such as, but not limited to background checking providers and/or previous employer/s for background and/or reference checks purposes only. We will seek information from third parties before or after a job offer to you has been made and we will inform you that we will be doing so. We will also conduct reference checks only through information you have provided on contact persons of your previous employer/s, for which we presume you have obtained appropriate permission and consent.

For failure to provide or should you unreasonably withhold any personal data from TP needed during the recruitment process, TP can validly refuse to proceed with your job application and you will no longer be considered for employment with TP.

Legal Grounds for Processing



Potential Employment Contract

We process your personal data in order to take steps at your request for a possible employment prior to entering into a contract. By submitting your job application with TP, you are requesting that we process your personal data to determine whether an employment contract may be extended to you.



Legal Obligation

We process your personal data to comply with our legal obligations. For instance, we may use the data to ensure that we comply with labor laws, nationality restrictions and limitations, verifying your eligibility to work in the Philippines, the establishment and defense of legal claims as may be required in court proceedings, and other legal obligations.



Legitimate Interests

We process your personal data pursuant to legitimate interests such as, when you apply for a job with TP, to aid us in the recruitment process, and for proper documentation and recordkeeping. TP's legitimate interest lies in the need to assess and confirm a candidate's suitability for the role or position applied for and the propriety of a job offer.

Sensitive Personal Information

TP process information that the DPA considers as "sensitive personal information":

- a. About an individual's race, ethnic origin, marital status, age, color, and religious, philosophical or political affiliations;*
- b. About an individual's health, education, genetic or sexual life of a person, or to any proceeding for any offense committed or alleged to have been committed by such person, the disposal of such proceedings, or the sentence of any court in such proceedings;*

- c. Issued by government agencies peculiar to an individual which includes, but not limited to, social security numbers, previous or current health records, licenses or its denials, suspension or revocation, and tax returns; and*
- d. Specifically established by an executive order or an act of Congress to be kept classified.*

The processing of your sensitive personal information shall only be done in accordance with the allowable exceptions under Sec. 13 of the DPA, unless your prior consent is obtained.



Sharing of Personal Data

The personal data that you have submitted may be shared internally between members, among others, of the recruitment and HR teams, hiring managers and/or clients of a business area where there is a vacancy, operations personnel, and IT/Security team members in the performance of their functions. Where we consider it necessary or appropriate for the recruitment process and data storage, we may share such personal data with our affiliates, subsidiaries, recruitment partners, clients and external organizations (background checking providers in the conduct of background and/or reference checks to determine suitability for employment) within or outside the Philippines who would be under duty of care to maintain the appropriate levels of security and confidentiality and only use the information as instructed by TP.



Retention of Personal Data

If your application is successful, the personal data submitted shall form part of your employment records which shall be kept by the individual site HR in a secure location and in the CCMS (Contact Center Management System). If your application is unsuccessful, TP may keep your personal data on file for Ninety (90) days in case there are future employment opportunities for which your skills and/or qualifications may be suited as well as for data analysis purposes. All relevant personal data will be disposed at this time.



Your rights with respect to your personal data

As a data subject, you have rights relating to your personal data, such as the right:

- ***To be Informed*** about any processing of your personal data.

- **To Access** any and all data that we may have on you. However, we may charge you for the reproduction costs.
- **To Object** to the processing of your personal data, in general or for a particular purpose. In addition, if we use your personal data for a different purpose than what was originally communicated and collected, we will ask for your consent to process the data for this new purpose, and you have the right to object to the same.
- **To Erasure or Blocking** if you no longer want us to process your data, withdraw your data from our system, or you want all your personal data in our possession destroyed, provided, that any of the circumstances enumerated under Section 34(e)(1) of the DPA are present.
- **To Rectify** if any personal data we have on you is inaccurate or wrong, you have the right to have it corrected immediately, unless your request is vexatious or otherwise unreasonable.
- **To Data Portability** which allows you to obtain and electronically move, copy, or transfer your personal data in a secure manner for further use. Note, that we may charge you for the reproduction costs if you choose to exercise this right.
- **To Damages** if you suffered damages due to inaccurate, incomplete, outdated, false, unlawfully obtained or unauthorized use of personal data, or other violation of your rights and freedoms as data subject.
- **To File a Complaint** if you feel that your personal information has been misused, maliciously disclosed, or improperly handled, or that any of your data privacy rights have been violated, you may file a complaint with the National Privacy Commission through their website: <https://privacy.gov.ph>.

Should you wish to exercise these rights, you may submit a request at <https://www.teleperformance.com/en-us/footer/data-privacy-policy/>. If you have any questions, complaints and/or clarifications, you may contact the Data Protection Officer via email at:

	ENTITY	CONTACT DETAILS
1.	TELEPHILIPPINES INCORPORATED (Alphaland, Antipolo, Bacolod, Cagayan de Oro, Cebu Insular, Davao, EDSA, Fairview, Fairview Terraces, Mall of Asia, Molino, Octagon, Sucat and Vertis North sites)	DPOTelephilippines@teleperformance.com
2.	TPPH-FHCS, INC. (Ayala, Baguio, Cebu IT Park, Rockwell and Silver City sites)	DPOTPPH-FHCS@teleperformance.com
3.	TPPH-CRM, INC.	DPOTPPH-CRM@teleperformance.com

	(Aura site)	
4.	TELEPERFORMANCE GLOBAL SERVICES PHILIPPINES, INC. (formerly Intelenet Global Philippines, Inc.)	DPOTeleperformanceGlobalServicesPhilippines@teleperformance.com
5.	E-KONFLUX SOLUTIONS INC.	DPOE-KonfluxSolutions@teleperformance.com

Changing This Notice

We reserve our right to make changes to the Notice from time to time. On such occasions, we will let you know through our website and, when permissible, other appropriate means of communication. Any changes made are effective immediately upon posting on the website or intranet.