

PRIVACY NOTICE FOR GUESTS AND VISITORS

Welcome to Teleperformance!

This Privacy Notice is a reminder that Teleperformance processes your personal data. It is our policy to respect and value individual data privacy rights and makes 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, its implementing rules and regulations, and relevant regulations and issuances of the National Privacy Commission. Teleperformance implements appropriate security measures to make sure that all the information that you provide are protected and held confidential as we aim to ensure the safety and security of everyone inside the company premises. Please take time to read this notice explaining how we process the information we collect about you once you enter our premises.

WHAT WE COLLECT. We collect basic information about you by asking you to sign our Visitor's Log Sheet and to provide information such as the date, name, company, purpose, person to visit, time in, time out, signature and remarks along with the building ID for identification purposes. Video footage is also being recorded via a CCTV system installed in all TP floors entry and exit points.

WHY WE COLLECT THEM. We collect the data for security, safety and business management purposes. We process your personal data on the ground of *legitimate interests* with respect to the processing activities such as investigations, CCTV, monitoring building access, and safety. The legitimate interests pursued include security, safety and visitor management.

HOW WE USE, STORE, AND RETAIN THEM. The information that you provide are kept on file where at least one security personnel is on-duty 24/7. Only authorized personnel have access to the information. We dispose of these documents after One (1) year from date of collection, unless required by law to retain them for a longer period. CCTV footages on TP floors on the other hand, are stored for Thirty (30) days before they are being automatically deleted unless there is an ongoing investigation. We may share your information with others when there is an incident or investigation.

HOW YOU MAY EXERCISE YOUR RIGHTS. As a data subject, you have rights relating to your personal information, 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 provide you with notice or 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 except as otherwise allowed under the DPA.

- **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. (Aura site)	DPOTPPH-CRM@teleperformance.com
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.