



# INDIA ADDENDUM TO THE TELEPERFORMANCE WEBSITE PRIVACY NOTICE



## Scope

This Addendum supplements the Teleperformance (“TP”) Group Data Privacy Policy and outlines our compliance with the Digital Personal Data Protection Act, 2023 (“DPDPA 2023”), and the Information Technology Act, 2000 (“IT Act 2000”). It outlines the appointment and role of a “Grievance Officer” as prescribed by the DPDPA 2023 and IT Act 2000.

The full details of the technical, organizational and security measures and safeguards that Teleperformance follows in processing your Personal Information can be found in our [Privacy Policy](#).

## Contact Information of the Grievance Officer

Name: Darryl Pereira

Email: [PRCO-India@teleperformance.com](mailto:PRCO-India@teleperformance.com)

Office address: Teleperformance Towers, Plot CST No.1406-A/28, Mindspace, Goregaon - West, Mumbai, Maharashtra, 400104, India.

## Role and Responsibilities of the Grievance Officer

The Grievance Officer shall:

- Address and resolve any grievances or complaints related to the processing personal data within a reasonable timeframe, as specified in the section “Response Time” below.
- Ensure compliance with the provisions of the DPDPA 2023 and IT Act 2000.
- Provide information and support regarding the rights of data subjects in accordance with the applicable law.
- Cooperate with the data protection authority and other relevant authorities in the event of any investigation or inquiry.



## **Filing a Grievance**

If you have any concerns or complaints regarding the processing of your personal data, you may contact our Grievance Officer using the contact details provided above. Please include the following information when filing a grievance:

- Your name and contact details.
- A detailed description of your concern or complaint.
- Any supporting documents or evidence relevant to your grievance.

## **Response Time**

Our Grievance Officer will acknowledge receipt of your complaint within 24 hours. We aim to resolve all grievances within the following timeframes:

- 72 hours for request for removal of information or communication link relating to prohibited content that display, upload, modify, publish, transmit, store, update, or share any information that:
  - (a) belongs to another person and to which the user does not have any right.
  - (b) infringes any patent, trademark, copyright, or other proprietary rights.
  - (c) violates any law for the time being in force.
- 15 days for other complaints.
- If additional time is required, we will inform you of the reasons for the delay and provide an estimated resolution time.

## **Changes to this Addendum**

We reserve the right to amend this addendum at our discretion and at any time. When we make changes to this addendum, we will notify you by email or through a notice on our website homepage.

