



Website Privacy Notice

Last Updated: August 2024



Heading	Description
Introduction	• Last updated: August 2024. • Teleperformance is committed to respecting your privacy. • This privacy notice describes how Teleperformance SE and other Teleperformance group companies you are contracting or dealing with (“Teleperformance, “we”, “us”, “our”) handle your personal information. The focus of this privacy notice is on the personal information collected and processed through our website, applications, services, tools and features or when you otherwise communicate with us (“Services”). It also tells you about your rights and choices around your personal information, and how you can contact us. • We have implemented a global program, based on our Binding Corporate Rules, which functions as our code of conduct for privacy across our business, so we can responsibly process personal information. • Our privacy practices may vary among the countries in which we operate to reflect local practices and legal requirements. Depending on the purposes of processing and your relationship with us, we may also provide additional, customized notices about how we process your personal information. • This privacy notice only applies where we are responsible for making important decisions about your personal information (i.e., where we act as a ‘controller’). In some cases, we are not the ‘controller’ of your personal information – for example, as part of our business, we process personal information on behalf of our customers (and we are required to follow their instructions about how to use your personal information). In these cases, our customers act as controllers—you can refer to their privacy notices for more details about how they process your personal information. • If you do not agree with the terms of this privacy notice, please do not access, or continue using the Services.



Heading	Description
Personal Information We Collect	In this privacy notice, by “personal information”, we mean any information relating to an identified or identifiable individual. This includes personal information we receive directly from you (e.g., basic contact details), as well as information we collect automatically (e.g., device information), or from third party sources. We have described the categories of personal information we process below. If required, we will tell you when the provision of personal information is mandatory. <i>Information You Provide to Us</i> <i>You may provide some or all of the following information to us when you use our Services, create an account with us, sign up for our newsletters or alerts, join our alumni network, or contact us:</i> • Basic contact details, such as name, address, phone number and email address. • Account information, such as username, password, security questions and answers. If you choose to create an account, please keep your account credentials safe. We recommend you do not share your access details with anyone else. If you believe your account has been compromised, please contact us immediately. • Any information collected in the context of our business relationship. We may collect your personal information if you work for one of our business partners, including your contact details, the name and address of your organization, details about our communications. • Information needed to meet our legal and regulatory obligations, including documents required for, and the results of, identification checks and background vetting. • Professional information, such as your job title, company name, industry, and LinkedIn username, as well as details you provide via our alumni network. • Demographic information, such as age, gender, and title. • Preference information, such as information about your opt-ins/opt-outs, ‘do not sell’ preferences and interactions with our communications. • Payment information, such as bank account, credit or debit card information and billing address, which we may also collect using a third party payment processor. • Any information you choose to include in communications or enquiries with us or when you visit our sites or events, for example, when sending a message or file through the “Contact Us” page or our chatbot service, information about your visiting time, or participation in our events and surveys or provided as feedback.



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Personal Information We Collect	Some features of the Services require you to provide us with your personal information. It is your choice whether or not to provide this personal information – however, if you do not provide the personal information, you may not be able to use or access certain features of our Services. <i>Information We Collect Automatically</i> We automatically collect certain information from your interaction with our Services. To do this, we may use cookies, web beacons and other tracking technologies when you interact with our advertisements or use our Services. The personal information includes: • Device information, such as device type, operating system, unique device identifier and internet protocol (“IP”) address. • Location information, such as approximate geolocation, if you choose to provide it. • Other information regarding your interaction with the Services, such as browser type, access log data, date and time stamps, clickstream data, security logs, interactions with marketing emails and ad impressions. For more information on how we use cookies and your choices, please refer to Cookies And Tracking Technologies below. <i>Information Collected from Other Sources</i> We may obtain information about you from outside sources, including information that we collect directly from third parties and information from third parties that you choose to share with us. Such information includes: • Website analytics and analytics from the Services, which we receive from third party advertising sales providers. For more information, please see “Cookies And Tracking Technologies” below. • Where permitted under local law, information we receive from publicly available sources, marketing databases, data enrichment or other third party providers. Any information we obtain from third parties will be treated in accordance with this privacy notice. We are not responsible for the accuracy of the information provided to us by third parties and for any third party’s policies or practices. For more information, see the section below, “Features and Links To Other Websites”.



Heading	Description		
Personal Information We Collect	<i>Additional Information for Individuals Residing in Certain US States</i> The personal information we collect, use, and disclose will vary depending on how you interact with Teleperformance. The table below describes the categories of personal information we collect (including “sensitive personal information” or “sensitive data” under US state privacy laws), the categories of third parties to whom we disclose such personal information and our practices over the past 12 months. As described in “Cookies and Tracking Technologies” below, we and third parties have collected certain information through first- and third-party cookies and tracking technologies on our Services, including to serve targeted advertisements about our products when you visit other websites and applications. Although we do not sell personal information for monetary consideration, the disclosure of information for these purposes may be considered a “sale” or “sharing” of information under such US state privacy laws. The below table also describes the categories of third parties to whom such information has been disclosed (including sold/ shared) in the past 12 months. We do not have actual knowledge that we sell or share personal information of minors under 16 years old.		
	Personal Information Collected	Third Parties to Whom Personal Information Has Been Disclosed for Business Purposes	Third Parties to Whom Personal Information Has Been Sold or Shared
	Identifiers (such as your name, mailing address, email address, telephone number, etc.)	Teleperformance Entities Service Providers Advertising and Analytics Partners	Advertising Partners
	California Customer Records (such as name, address, telephone number, employment, credit card number, debit card number, or any other financial information).	Teleperformance Entities Service Providers Advertising and Analytics Partners	Advertising Partners
	Protected Classification Characteristics under California or federal law (such as race, color, national origin or ancestry, sex, age, physical or mental disability, veteran status and citizenship)	Teleperformance Entities Service Providers Advertising and Analytics Partners	N/A



Heading	Description		
Personal Information We Collect	Commercial Information (such as records of products or services purchased)	Teleperformance Entities Service Providers Advertising and Analytics Partners	Advertising Partners
	Internet/ Network Information (such as data concerning your usage of our Services)	Teleperformance Entities Service Providers Advertising and Analytics Partners	Advertising Partners
	Approximate Geolocation Data	Teleperformance Entities Service Providers Advertising and Analytics Partners	Advertising Partners
	Professional or employment-related information	Teleperformance Entities Service Providers	N/A
	Inferences drawn from non-sensitive personal information	Teleperformance Entities Service Providers	N/A
	Sensitive Personal Information (such as precise geolocation, racial or ethnic origin, religious or philosophical beliefs or union membership, the content of your mail, email or text message (other than when we are the intended recipient) and biometric data)	Teleperformance Entities Service Providers	N/A
	The sources and purposes from which we collect and use these categories of personal information is described further in the “<i>How We Use Your Personal Information</i>” section below, and our data retention practices are described in the “<i>How We Retain Your Personal Information</i>” section below. Teleperformance does not use or disclose sensitive personal information for purposes other than those expressly permitted under the CCPA without your consent.		



Heading	Description
How We Use Your Personal Information	We use your personal information to: • Provide you with our Services, other content, and website functionality. • Register and maintain your account with us, verify your identity and respond to any inquiries. • Personalize our Services for you, including to ensure content is presented in the most effective manner for you and your device. • Provide customer support services to you, including through our website chatbot. • Administer the Services, and for internal operations. • Sign you up for our newsletters and alerts to communicate with you about our products, Services, marketing, promotions, events and other news and information we think will be of interest to you. • Send you communications in relation to security, privacy, or administrative related communications (these communications are not marketing related). • Maintain the safety and security of our users, our Services and business. • Administer and maintain our business relationship, including performing supplier and vendor due diligence reviews, invoicing accounting, auditing, billing, reconciliation and collection activities, market research and reviewing client surveys. • Improve and develop our Services and products. • Conduct identification checks and background vetting such as know-your-customer checks, and manage anti-corruption, anti-fraud, anti-bribery, and sanctions checks, including by using automated decision-making. Where required under applicable law, we will only use personal information based on the conditions below, such as when it is necessary to fulfil a contract with you, or when we have a specific legitimate interest to use the personal information.



Heading	Description		
How We Use Your Personal Information	The table below sets how we use your personal information, what personal information we use and the legal bases we rely on for each purpose (where required under applicable law). Where appropriate, we have also identified our legitimate interests in processing your personal information. Where we rely on your consent, you have a right to withdraw your consent at any time. Please see <i>“Your Rights”</i> below for more information.		
	Processing activity	Personal information processed (for more details, please refer to “Personal Information We Collect” above)	Legal basis for processing
	Provide you with our Services, other content and website functionality.	Basic contact details; account information; demographic information; payment information; device and technical information; location information	The processing is necessary for entering into, or performance of a contract to which you are a party. We have a legitimate interest in using your personal information for providing you with our Service.
	Register and maintain your account with us, verify your identity and respond to any inquiries.	Basic contact details; account information; professional information; demographic information; professional information; information needed to meet our legal and regulatory obligations; any information you choose to include in communications or enquiries with us or when you visit our sites or events; other information regarding your interaction with the Services; where permitted, public information	The processing is necessary for entering into, or performance of a contract to which you are a party.



Heading	Description		
How We Use Your Personal Information	Personalize our Services for you, including to ensure content is presented in the most effective manner for you and your device.	Device and technical information; location information; other information regarding your interaction with the Services; website analytics and analytics from the Services	We have a legitimate interest in using your personal information to run our business effectively and efficiently. In certain instances, we may also obtain your consent for specific processing activities.
	Provide customer support services to you, including through our website chatbot. If you use our website chatbot, the chatbot will share the contents of your chat with us, which are used to allow the chatbot to interpret and answer questions. We only process personal information that is specifically and voluntarily provided by you through the website chatbot. Personal information provided through the website chatbot will be used to provide our Services, and improve our website, chatbot and customer experience.	Basic contact details; account information; any information collected in the context of our business relationship; any information you choose to include in communications or enquiries with us or when you visit our sites or events; device and technical information; location information; other information regarding your interaction with the Services	We have a legitimate interest in using your personal information to run our business effectively and efficiently.
	Administer the Services, and for internal operations. For example in order to conduct troubleshooting, data analysis, testing, research, statistical and survey analysis.	Device and technical information; location information; other information regarding your interaction with the Services; website analytics and analytics from the Services	We have a legitimate interest in using your personal information to run our business effectively and efficiently, and for the purposes of operating, evaluating and improving our products or Services.



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How We Use Your Personal Information	Sign you up for our newsletters and alerts to communicate with you about our products, Services, marketing, promotions, events and other news and information we think will be of interest to you.	Basic contact details; account information; any information collected in the context of our business relationship; professional information; demographic information; preference information; any information you choose to include in communications or enquiries with us or when you visit our sites or events	Where you have consented to the processing or, in certain circumstances, where have a legitimate interest in using your personal information to develop and improve our business.
	Send you communications in relation to security, privacy or administrative related communications (these communications are not marketing related).	Basic contact details; account information; professional information; demographic information; any information collected in the context of our business relationship; any information you choose to include in communications or enquiries with us or when you visit our sites or events	We have a legitimate interest in using your personal information for the purpose of maintaining the security of our users and of maintaining our business relationship with you.
	Maintain the safety and security of our users, the Services and business. This includes detecting, debugging, preventing or investigating security incidents, preventing fraud or abuse and misuse of our Services, detecting, preventing, or investigating security incidents.	Device and technical information; location information; other information regarding your interaction with the Services; website analytics and analytics from the Services; basic contact details; account information	We have a legitimate interest in using your personal information for the purpose of protecting our users against fraud and securing our network.



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How We Use Your Personal Information	Administer and maintain our business relationship, including performing supplier and vendor due diligence reviews, invoicing, accounting, auditing, billing, reconciliation and collection activities market research, and reviewing client surveys.	Basic contact details; account information; any information collected in the context of our business relationship; professional information; demographic information; preference information; any information you choose to include in communications or enquiries with us or when you visit our sites or events	We have a legitimate interest in using your personal information to run our business effectively and efficiently.
	Improve and develop our products.	Device and technical information; location information; other information regarding your interaction with the Services; website analytics and analytics from the Services	We have a legitimate interest in using your personal information for the purpose of developing and improving our business.
	Conduct identification checks and background vetting such as know-your-customer checks, and manage anti-corruption, anti-fraud, anti-bribery and sanctions checks, including by using automated decision-making.	Basic contact details; account information; any information collected in the context of our business relationship; professional information; information needed to meet our legal and regulatory obligations; professional information; demographic information; payment information	To take pre-contractual measures required to enter into a contract with you. To comply with laws and regulations. Where permitted, in our legitimate interest to use your personal information for the purpose of ensuring regulatory compliance, prevent setbacks to our business and addressing risk management.
	In addition, we will use some or all of the above information to comply with our legal obligations, in our legitimate interests to enforce our contractual arrangements and our policies and in relation to any legal claims, and to protect or defend the Services, our rights, the rights of our customers, or others.		



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How We Use Your Personal Information	We will not subject you to a decision based solely on automated processing that produces legal effects concerning you or similarly significantly affects you unless it is legally authorized or a pre-contractual measure prior to entering into a contract with you. In practice, we may use automated decision-making to manage anti-corruption, anti-fraud, anti-bribery and sanctions checks, and we may leverage data derived from records we collect and third-party sources for these purposes. If we do make a determination under these circumstances, we will notify you and give you an opportunity to request human review of the decision, express your view about the decision or contest the decision. Finally, we may deidentify, aggregate or anonymize your personal information and use it for any purpose, including to generate aggregated data to prepare insights for our customers. We do this in our legitimate interests to improve our business and Services in line with our responsibilities around personal information minimization. To the extent we possess or process any deidentified, aggregated, or anonymized information, we will maintain and use such information in deidentified, aggregated or anonymized form and not attempt to re-identify the information, except for the purpose of assessing that our deidentification, aggregation and anonymization processes satisfy legal requirements.
How We Share Your Personal Information	We may share your personal information internally and with third parties. Please refer to “<i>Data Transfers</i>” below for information on how we protect your personal information when transferring it to another country. We share your personal information with our affiliates and members of our corporate group in our legitimate interests to run an effective and efficient business and to manage our relationship with you, for the purposes described in this privacy notice. You can find out more information about the specific affiliates and details of transfer in our Binding Corporate Rules, We share your personal information with the following third-parties for the purposes described in this privacy notice and directly below: • With service providers and vendors (including our website chatbot provider, data analytics vendors, payment processors, security vendors and hosting vendors) that assist us to provide our Services to you, in our legitimate interests to manage our relationship with you. • With professional advisors (including auditors, law firms, or accounting firms) in our legitimate interests to protect our business or as required by law.



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How We Share Your Personal Information	- For legal and security reasons in our legitimate interests and to protect our Services and business, or as required by law, we will share your information with regulators, law enforcement agencies, public authorities, or any other relevant organizations to comply with applicable law or our obligations, including cooperation with law enforcement, judicial orders and regulatory inquiries, or otherwise to establish, exercise and defend legal claims. We may also disclose your personal information that we believe is necessary to protect ourselves, our property, our Services, or others from unlawful or abusive activity. With a prospective buyer, seller, new owner, or other relevant third party in connection with or anticipation of an asset sale or purchase, a share sale, purchase or merger, bankruptcy, or other business transaction or re-organization (including while negotiating or in relation to a change of corporate control), in our legitimate interests.
Cookies And Tracking Technologies	Teleperformance uses cookies, web beacons and other similar tracking technologies to collect information as you navigate the Services, in line with your preferences. We use common information-gathering tools such as cookies, web beacons and other tracking technologies to collect information about your browsing activities over time and across different Services. We will use this information to improve our Services and the way our Services work by assessing how users navigate and interact with our Services. You can use the following methods to control and delete cookies. Note that if you do disable cookies, this may impact the features and functionality of our Services. Cookie banner: When you visit our website for the first time, a cookie consent banner will pop up and ask you to customize your cookie preferences. If you decide to change your preferences at a later date, you can easily do so by clicking on “Cookie Settings” at the bottom of our website. Please note that the “Necessary Cookies” cannot be disabled. Using your browser: Most browsers accept cookies automatically, but you may be able to change your browser settings to erase cookies or prevent automatic acceptance. If you so choose, you may block or delete our cookies from your browser; however, blocking or deleting cookies may cause some of the Services to work incorrectly.



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Cookies And Tracking Technologies	Do Not Track: Some browsers transmit a “do not track” (“DNT”) or “opt-out-preference” signal that requests that a website disable the tracking of an individual user. Like many websites, our website is not designed to respond to such signals, and we do not use or disclose your information in any way that would legally require us to recognize opt-out preference signals. Since Teleperformance operates a global business, your personal information may be accessed from, transferred to, or stored outside of the country where you are located. The countries where your personal information is transferred, accessed, or stored may not have similar data protection laws as the country where we collected your personal information. However, we will protect your personal information as described in this privacy notice.
Data Transfers	Since Teleperformance is present around the world and driving a global business, your personal information may be transferred to, accessed from, or stored at a jurisdiction outside your country of residence by us or a data hosting service that we use. We take steps to ensure the integrity of your personal information around the world. For example, when we transfer your personal information out of the European Economic Area (“EEA”) to members of our corporate group, we rely on our Binding Corporate Rules approved by European data protection authorities. A copy of our Binding Corporate Rules is available here. When we transfer your personal information to third-parties located outside the EEA or UK, and such country has not received an adequacy decision from the European Commission, UK government, and/or Swiss Federal Council, we use transfer mechanisms approved under applicable laws, such as European Commission’s standard contractual clauses for transfers from the EEA (“SCCs”), and the UK Information Commissioner’s addendum to the SCCs, or international data transfer agreement, for transfers from the UK. You can request a copy of any data transfer mechanism by emailing privacy@teleperformance.com.
How We Protect Your Personal Information	We use appropriate security measures to protect your personal information. These measures vary based on the sensitivity of the personal information we process and available technology. Unfortunately, no service can be guaranteed to be completely secure, and we cannot guarantee that unauthorized access, hacking, data loss or a data breach will never occur. Any information you send to us electronically while using the Services or when interacting with us, may not be secure while in transit. We recommend that you do not use unsecure channels to send us sensitive or confidential information.



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How We Retain Your Personal Information	We retain your personal information for the period necessary to fulfil our legitimate business purposes and to comply with mandatory retention periods provided by law and the statute of limitations. For more details on the criteria, we need to decide on retention periods. When deciding the length of time to retain your personal information, we assess various criteria, including whether we need the personal information to provide our Services, enforce our contractual agreements, resolve disputes and legal claims, ensure safety, security, and integrity, or protect ourselves and our Services and business. We will also retain your personal information to the extent necessary to comply with mandatory retention periods provided by law and in line with any applicable statute of limitations. For example, we generally store personal information contained in the records relating to Teleperformance client relationships for 6 years after the client is no longer active depending on applicable law. If we no longer need your personal information, we implement processes to securely delete the data, for example by erasing electronic records. If we aggregate and anonymize your personal information, we may use this non-personal information indefinitely. We may provide links to third-party websites or platforms for your convenience or information. If any linked websites you visit or use are not controlled by or affiliated with Teleperformance, we suggest that you review these third parties' privacy notices or relevant policies.
Features and Links To Other Websites	If you follow links to sites or platforms that we do not control and are not affiliated with, you should review the applicable privacy practices of these websites. We are not responsible for the content or privacy and security practices of these third-party sites. Any information you provide on public websites, such as third-party social networking platforms, is subject to those websites' policies, even if accessed through our Services. Our inclusion of these links does not mean that we endorse the content or owners of these platforms.



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Children	Teleperformance's Services are not intended for children. Our Services, including the website, are not intended for children, and we do not seek or knowingly collect information relating to children. If we discover that we have collected personal information of a child, we will take reasonable steps to delete this data. If you believe we have collected personal information of a child, please contact us at privacy@teleperformance.com.
Your Rights	Depending on your country, you may have the rights including to: • Access your personal information, obtain a copy of it, rectify it, restrict, or object to its processing, request its deletion, destruction, or anonymization. • Receive the personal information you provided to us to transfer it to another company. • Opt out of some collection or uses of your personal information. • Withdraw any consent provided. To exercise any of these rights or submit complaints about this Policy, you can contact us via email at privacy@teleperformance.com or you can submit a request here. Depending on where you live (including in the US, depending on the state), you have certain rights in relation to your information. Please note that these rights are generally not absolute, and in certain cases, we may decline your request as permitted by law. • Informed/Right to Know. The right to request information about the categories of personal information we collect, the source of that information, the purpose of that collection, the categories of third parties with whom that information is disclosed. • Access. The right to request access to the specific information we hold about you and know how we use it, and who we share it with. • Portability. To receive a copy of your personal information and to request that we transfer it to a third party, in certain circumstances and with certain exceptions. • Correction. To request that we correct any inaccurate information we hold about you.



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Your Rights	• Deletion/Erasure. In certain circumstances, the right to ask us to delete your information. • Restriction of processing to storage only. To request that we stop processing the information we hold about you, other than for storage purposes, in certain circumstances. • Objection. To object to our processing of your information in certain circumstances. • Objection to marketing. You can object to marketing at any time by emailing privacy@teleperformance.com • Withdrawal of consent. Where we rely on consent to process your personal information, you have the right to withdraw this consent at any time. We will apply your preferences going forward. • Right to Opt Out of Sale or Sharing. The right to opt out of selling or sharing personal information to third parties, the disclosure of personal information to third parties for targeted advertising purposes. • Shine the Light Law: California residents may request and obtain once per year, free of charge, information about our disclosure of personal information to third parties or affiliated companies for their direct marketing purposes. • Complaint. If you have concerns about the processing of your personal information, you have the right to also file a formal complaint with the competent supervisory authority in your country. However, we do hope you will contact us at privacy@teleperformance.com in the first instance, so we can resolve any issues. To exercise any of these rights or submit complaints about this Policy, you can submit a request, here, or contact us via email at privacy@teleperformance.com. For certain rights, we may need to collect information from you to verify your identity before providing a substantive response to your request, such as your name, email, phone number or other identifier. We don't sell your personal information for money, but we may use tracking technologies that some laws consider to be "sharing". To opt out of the sharing of personal information, or the processing of information for purposes of targeted advertising [, click on the "Your Privacy Choices" link in the footer of our website] [see our Cookies and Tracking Technologies section above for information about opt-outs]. Depending on your location, you may designate, in writing or through a power of attorney document, an authorized agent to make requests on your behalf to exercise your rights. Before accepting such a request from an agent, we will require that the agent provide proof you have authorized them to act on your behalf, and we may need you to verify your identity directly with us. Lastly, you may have the right to appeal against our decision regarding a request related to these rights by contacting us using the information provided above.



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Updates To This Privacy Notice	This privacy notice may be updated periodically to reflect changes in our data processing practices. We may change this privacy notice from time to time. If we do, we will indicate this on our website and update the “Last Updated” date at the top of this privacy notice. If we make material changes to the way in which we use the information we collect, we will use reasonable efforts to notify you. If you do not agree to any updates to this privacy notice, please do not access or continue to use the Services.
Contact Us	You can contact us at privacy@teleperformance.com. To oversee our privacy framework, we have appointed a Data Protection Officer (“DPO”) who is supported by the Global Privacy and Compliance Office. For any data protection inquiries, questions or concerns you have about this privacy notice or our data processing, please contact our DPO at privacy@teleperformance.com.
Language	If the English and other language versions of this privacy notice conflict, the English language version will prevail (unless otherwise prescribed by applicable law).

