



INDIA ADDENDUM TO THE TELEPERFORMANCE WEBSITE PRIVACY NOTICE



India Addendum to The Teleperformance Website Privacy Notice

Scope

This Addendum supplements the *TP Group Binding Corporate Rules for Controllers (TP BCR-C) and Processors (TP BCR-P) Policies* 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

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.



Your Rights:

You have the below rights with regard to your personal data:

1. Right to access information:

You shall have the right to obtain from us the below information, upon making a request in a manner as may be prescribed by law —

- (a) a summary of your personal data which is being processed by us and the processing activities undertaken by us with respect to your personal data;
- (b) the identities of any public and private entities with whom the personal data has been shared by us, along with a description of the personal data so shared; and
- (c) any other information related to your personal data and its processing,

Notwithstanding above, we shall have the right to share your personal data with any public and private entities authorized by law to obtain your personal data, where such sharing is pursuant to a request made in writing by such public and private entity for the purpose of prevention or detection or investigation of offences or cyber incidents, or for prosecution or punishment of offences

2. Right to correct and erase:

You have a right to know what data we have on our file about you, and you have the right to correct, complete, update your data. Upon receipt of your request, we shall correct the inaccurate or misleading personal data; complete the incomplete personal data; and update the personal data. You also have the right to withdraw your consent in respect of our collection and processing of your personal data. Upon such withdrawal of consent, the processing of your personal data shall be discontinued, unless such processing is required or permitted under applicable law. You can make a request in a manner as prescribed by law to erase your personal data. Upon receipt of such a request, we shall erase your personal data, unless retention of

the same is necessary for the specified purpose or for compliance with any law for the time being in force. However, in such an instance, we reserve the right to cease our relationship with you forthwith, as your personal data that we collect is necessary for us.

3. Right of grievance redressal:

You shall have the right to have readily available means of grievance redressal provided by us or our Consent Manager, who shall respond to any grievances within a period as may be prescribed by law. In the event, we are not able to redress your grievance, you may reach out to the Data Protection Board (DPB).

4. Right to nominate:

You have the right to nominate, any other individual, who shall, in the event of death or incapacity due to unsoundness of mind or infirmity of body, exercise your rights on your behalf.

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.

