

# Privacy Notice for Teleperformance Recruits in Belize

Teleperformance (“Teleperformance”, “we”, or “us”) is committed to protecting the privacy and the personal data and sensitive personal data (collectively, “Personal Data”) of its recruits (“you”). This Privacy Notice is provided to inform you of how we process your Personal Data and to comply with Belize’s privacy laws. **Please read it carefully.** For more information about our Privacy Program, please see the [Privacy Policy](#).

## Requirement to Provide Personal Data and Consent

It is necessary for you to provide us with Personal Data about yourself in connection with your application for employment with Teleperformance as well as the required consent for us to collect, process, and store said Personal Data in the manner set out below. You ought to be aware that failure to supply the required Personal Data and consent shall be valid grounds for us to discontinue your job application with Teleperformance. The same applies if you withhold or withdraw the consent necessary for us to collect and process the said Personal Data for purposes of proceeding with your job application.

## Purpose of Processing Personal Data

Teleperformance uses your Personal Data in order to process your job application, including recruitment administration, and background and/or reference checks in order for us to comply with legal obligations and to further our legitimate business interests in evaluating you for a position with the company. For instance, we may use the Personal Data to ensure that we comply with labor laws, verifying your eligibility to work in Belize, the establishment and defense of legal claims as may be required in court proceedings, and other legal obligations.

## Personal Data We Collect

We collect Personal Data that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked, directly or indirectly, to you after having obtained your consent through the application form you signed or through your express conformity to a Privacy Notice.

We may collect the following categories of Personal Data:

- a) Identifiers (e.g. name, age, birthdate, mobile number, email address, home address, nationality, gender, marital status, Tax Identification Number, National Registration Identification Card Number, etc.);
- b) Non-public education information (e.g., educational attainment, academic awards received, licenses, etc.);
- c) Professional or employment-related information (e.g., work experience, employment history included in your resumé/curriculum vitae, previous employers, etc.);

- d) Preferences (e.g., reason/s for choosing Teleperformance, emotional and physiological health, position applied for, preferred site)
- e) Skills and abilities (e.g. MS Word, MS Excel, MS Powerpoint, languages spoken, etc.); and
- f) Contact persons (e.g. details of the person to notify in case of an emergency, referral employee information).

We may obtain your Personal Data listed above from sources including:

- a) Directly from you or indirectly from sources you authorize (e.g., references from previous employers, friends through “Refer a Friend Program”, credit checks, background checks);
- b) From you as a participant in our recruitment dynamics,
- c) From third parties (government authorities, educational institutes, recruitment platforms);
- d) Teleperformance recruitment hub where you applied (e.g. interview notes, application form, log-in sheet, evaluation information, online exams, recruitment tools, other forms of assessment);
- e) Resumé/curriculum vitae you submitted to us;
- f) Any Teleperformance social media recruitment platforms you used;
- g) The Chatbot; and/or
- h) A third-party.

## How We Process Personal Data

Some of the Personal Data we collect are sensitive personal data. **We process sensitive personal data only when the law requires or allows and in compliance with the requirements under applicable laws.**

The following are some examples of how we process your Personal Data:

**Maintaining basic contact information** such as email address, name, home address & emergency contact information and create an applicant user account in our systems.

**Processing and evaluating your application.** During the application process, Teleperformance processes Personal Data contained in various documents such as curriculum vitae, interview notes, evaluation information, recruitment administration and background check results in order to process your application and communicate with you. Failure to provide such Personal Data may limit our ability to consider your application.

**Usage and Analysis** of your Personal Data in order to detect and prevent fraud, identify your devices and internet connection, cookies and web beacons.

To protect the security of our employees, visitors and business, Teleperformance uses CCTV and video, security badges (including photo identification), and entry/exit logs to monitor building access points and access to secure areas and systems.

**Keeping you in mind** for future opportunities. Even if the opportunity you apply for doesn't work out, we like to keep applications on file for a reasonable period in case something else comes up that may suit you. You can of course let us know if you don't want us to do this.

## Sharing of Personal Data

The Personal Data that you have submitted may be shared internally between, among others, members 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 performance 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, educational institutes, governmental authorities, clients and external organizations (background checking providers in the conduct of background and/or reference checks to determine suitability for employment) within or outside Mexico who would be under duty of care to maintain the appropriate levels or security and confidentiality and only use the Personal Data as instructed by Teleperformance.

Also if you apply in any governmental programs, we can share with those institutions your Personal Data .

## How We Store Personal Data

We will retain your Personal Data for as long as is necessary for the purposes set out above, or for as long as is required by law. 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 Contact Center Management System.

## Your Privacy Rights

You have rights relating to your Personal Data, such as the right:

- a) **To be Informed** about any processing of your Personal Data.
- b) **To Access** any and all Personal Data that we may have on you. However, we may charge you for the reproduction costs.
- c) **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.
- d) **To Delete** and **To Block** your Personal Data in our possession subject to the exceptions provided under applicable law.
- e) **To Withdraw** your consent if you no longer want us to process your Personal Data.
- f) **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.
- g) **To Portability** of your Personal Data subject to payment of justified expenses.

To make a request to exercise your privacy rights, you may either use the link on our website ([Teleperformance.com](https://teleperformance.com)) or email us at [privacyrequests@teleperformance.com](mailto:privacyrequests@teleperformance.com). We will respond to your request in a manner consistent with applicable law.

Teleperformance will not discriminate against you because you have made a request to exercise your privacy rights. Nothing in this Privacy Notice shall limit the rights you should have as a data subject under Mexico’s privacy laws.

Teleperformance does not use your Personal Data as part of a financial incentive program.

## Changes to Our Privacy Notice

We reserve the right to amend this Privacy Notice at our discretion at any time. When we make changes to this Privacy Notice, we will notify you and/or provide a notice on our website homepage.

## Details of the Data Controller

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	<u>ENTITY</u>	<u>CONTACT DETAILS</u>
<u>1.</u>	Teleperformance Belize LTD	<b>Address:</b> xxxxx

## Acknowledgement and Consent

I acknowledge receipt and full understanding of this Privacy Notice after having read the same. By affixing my signature to this Privacy Notice, I consent to the processing of my Personal Data as set out above.

\_\_\_\_\_  
Employee Name and Signature

\_\_\_\_\_  
Date

