

## INTOUCHCX APPLICANT PRIVACY NOTICE

The purpose of this Privacy Notice (“**Notice**”) is to inform individuals who apply for employment with IntouchCX (“**we**” or “**us**”) of the categories of Personal Information (defined below) that we may receive and the purposes for which we may use such Personal Information. This notice is intended to comply with all applicable laws, such as the California Consumer Privacy Act. If any provision below conflicts with a legal requirement, then Company will comply with the applicable law. Please also review our Privacy Policy, which is incorporated by reference into this Notice.

### 1. Collection and Use of Candidate Personal Information

The Company receives, uses, and discloses Personal Information about job candidates for business purposes only and consistent with applicable laws. Where a Company discloses Personal Information to third parties, it does so for the same business purposes described below and, where appropriate, requires that such parties maintain its confidentiality and maintain appropriate systems and processes to ensure its security and protection.

We may receive and use the following categories of Personal Information about you when you inquire about and/or apply for employment at Company:

Category of Personal Information	How we use it
<p><b>Contact information:</b> such as your name, home and work address, personal and work telephone numbers, personal and work email addresses.</p>	<p>We will use this information to open and maintain candidate records and communicate with you regarding your interest in a job opportunity with us, your application for employment, or updates on your candidacy.</p>
<p><b>Job-related information and qualifications:</b> such as position applied for, work experience, education, awards, qualifications, certificates, licenses, financial relationships, and any other information you choose to provide in your resumes and/or applications.</p>	<p>We will use this information to assess your suitability for a position at Company and to determine any actual or potential conflict of interest.</p> <p><b>Additional Sources of Personal Information:</b> Third-party references, credit agencies, or entities verifying work authorization.</p>

Category of Personal Information	How we use it
<p><b>National identification information:</b> such as your country of birth or the country where you are a registered national or citizen, and any visa or other right to work.</p>	<p>We will use this information to determine your eligibility to work, applicable benefits, financial draws/taxes, and fulfill our obligations to relevant government authorities.</p> <p><b>Additional Sources of Personal Information:</b> Third-party entities verifying work authorization.</p>
<p><b>Travel-related records:</b> such as frequent flyer numbers, itineraries, flight, train, rental car, car service, hotel, or other similar information.</p>	<p>We will use this information to arrange or reimburse travel where you require travel to interview with us or in connection with your candidacy for employment, contact you during travel, as necessary with travel service providers, or in an emergency.</p>
<p><b>Results of background checks and screening:</b> such as education verification and criminal records and driver's license checks.</p>	<p>We will use this to determine your suitability for certain job roles (to the extent permitted or required by law).</p> <p><b>Additional Sources of Personal Information:</b> Third-party entities that conduct and report on background checks and screening.</p>
<p><b>References:</b> such as opinions and comments of any previous employers.</p>	<p>We will use this to determine your suitability for certain job roles. References will only be contacted if you give us permission to do so.</p> <p><b>Additional Sources of Personal Information:</b> Third-party references.</p>
<p><b>Sensitive personal information,</b> insofar as necessary and legally permitted, such as Social Security, driver's license, state identification, or passport number; your race, ethnicity, and gender.</p>	<p><b>Equal opportunities monitoring information:</b> We will use this information, such as your race, ethnicity, and gender, which you would provide only on a voluntary basis, to conduct equal opportunity and diversity monitoring where permitted or required by law.</p> <p><b>Additional Sources of Personal Information:</b> Third-party references, credit agencies, or entities verifying work authorization.</p>

## **2. Additional Purposes for Using Personal Information**

In addition to the uses set forth above, Company may use and share the categories of Personal Information identified:

- To comply with applicable legal and regulatory requests and obligations (including investigations).
- To establish or defend legal claims and allegations.
- For security or the prevention, detection, or investigation of fraud, suspected or actual illegal activity, violations of company policy or rules, or other misconduct.
- To seek advice from lawyers, auditors, and other professional advisers.

## **3. Sensitive Personal Information**

Your sensitive personal information will not be used for any additional purposes that are incompatible with the purposes listed above unless we provide you with notice of those additional purposes.

## **4. No Sale of Personal Information**

We do not sell your personal information or your sensitive personal information, nor do we share it with third parties for cross-context behavioral advertising.

## **5. Record Retention**

We may retain your personal information for as long as necessary to fulfil the purpose for which it was collected or to comply with legal or regulatory requirements. We strive to retain your personal information no longer than is reasonably necessary to carry out the purposes listed in this Notice or as required by law. We typically retain your personal information for 5-7 years following the end of your services or other business relationship in accordance with applicable law.

## **6. Your Privacy Rights**

The Company complies with laws and regulations that permit certain requests related to your data in our files, including, but not limited to, the California Consumer Privacy Act, which provides the following rights regarding Personal Information:

- The right to know what personal information we have collected, used, disclosed, and sold about you, including the categories of personal information, the categories of sources from which the personal information is collected, the business or

commercial purpose for collecting, selling, or sharing personal information, the categories of third parties to whom Company discloses personal information, and the specific pieces of personal information Company has collected about you.

- The right to correct inaccuracies in your personal information, taking into account the nature of the personal information and the purposes of the processing.
- The right to request deletion of personal information we have collected from you.
- The right to opt out of the selling or sharing of your personal information.

You may exercise these rights by contacting the Company as described in the “Questions” section below or through the contact form available on our website. You may also designate an authorized agent to make a request on your behalf by contacting us as described below. In order to protect your data from unauthorized access or alteration by third parties, all requests regarding your personal information will be subject to verification of the identity of the requesting individual. We endeavor to respond to a verifiable request within forty-five (45) days of its receipt. If we require more time (up to forty-five (45) days), we will inform you in writing.

## **7. Questions**

If you have any questions about this Notice, or to request this Notice in another format, please contact [privacy@intouchcx.com](mailto:privacy@intouchcx.com).