

## 1. introduction and scope.

This privacy notice applies to all information collected by Randstad North America, Inc. ("Randstad," "we," "us," "our") and its subsidiaries. Our lines of business include Randstad Accounting & Finance, Randstad General Staffing, Randstad Inhouse Services, Randstad Technologies, Randstad Engineering, Randstad Healthcare, Tatum, Cella, Randstad Digital, Torc, and other Randstad brands. The privacy policy describes the personal data we collect, how we use it, and your rights regarding this information.

With this privacy notice, along with our [cookie policy](#), we are providing information about why we collect and use your personal data, how your information is shared, retained and protected, and how you can exercise your personal choices. We will also explain how you can find out what personal data we hold about you.

This privacy notice applies to the processing of personal data we collect when you visit our websites or apps, use our services, visit our branch locations, or when you provide it to us in any other way. We also collect information from third party sources. Additional detail about our practices is provided below based on whether you are a website visitor, candidate, temporary worker or employees, prospective client or client.

## 2. about us

We provide staffing services to clients and job services to candidates seeking current or future job opportunities. We collect personal data to help connect candidates with jobs at Randstad and Randstad clients. We will process your personal data in accordance with this privacy notice (such personal data sometimes also referred to as "data"). For greater clarity, processing means any operation or set of operations which is performed on your personal data, such as collection, storage, adaptation, disclosure, restriction, deletion or destruction, among others (collectively referred to as "processing" or "process").

Except as otherwise set out below, we are the Controller of personal data ("Controller" within the meaning of applicable data protection legislation). For greater clarity, a Controller decides why and how personal data is processed and is responsible for ensuring that all data is processed in accordance with applicable data protection legislation. As the Controller, we will, alone or jointly with others, determine the purposes and means of processing your personal data.

For the efficient operation and management of our business, we may jointly define the purposes and means of processing personal data with Randstad Group Companies (in which case the Randstad Group Companies may be defined as “joint controllers”). Examples of joint processing activities include, but are not limited to, those related to managing our Misconduct Reporting Procedure and Economic Sanctions checks. Please contact us (see the section “Contact us” below) if you want to know more and/or exercise your data protection rights regarding any jointly-controlled processing of your personal data.

### 3. website visitors and app users

When you visit our website, Randstad app, or any Randstad digital platform, we collect some information related to your device, your browser and to the way you navigate our content. We may use cookies to collect this personal data.

Cookies are small text files that are saved on your device when you visit our website. Cookies enable the website to remember your actions and preferences (for example, your choice of language) and recognize you when you return, so that we may analyze trends, determine your areas of interest, and administer our website to speed up the navigation process and to make your site experience more efficient.

Please find more information on the cookies we use, for what purpose and further settings for configuring or deleting cookies in our [cookie policy](#).

#### personal data we collect:

CATEGORIES OF PERSONAL DATA RANDSTAD COLLECTS	EXAMPLES	HOW IS THE PERSONAL DATA USED?	HOW IS THE PERSONAL DATA COLLECTED	WHO DOES RANDSTAD SHARE YOUR DATA WITH
Identifiers	Name, e-mail address, job title, and company	<ul style="list-style-type: none"> <li>• For responding to specific inquiries</li> <li>• To send reports or white papers you request, to subscribe</li> </ul>	<ul style="list-style-type: none"> <li>• From you, if you choose to submit an inquiry or fill out a request form</li> </ul>	We may share your personal data: <ul style="list-style-type: none"> <li>• with other entities of the Randstad group of companies for the</li> </ul>

		<p>you to communications, and to improve our marketing and communication strategy</p> <ul style="list-style-type: none"> <li>Cooperating with law enforcement agencies/courts, management of legal disputes/claims, and handling any reports through Randstad's misconduct reporting procedures</li> </ul>	<ul style="list-style-type: none"> <li>If you choose to create an account or apply for a role using our websites or mobile applications, please see the "Candidate" section of this policy for additional information.</li> </ul>	<p>purposes of efficient management of business, compliance with legal and regulatory requirements and to provide our services to you and to our clients. For an overview of these entities, visit <a href="https://www.randstad.com/find-randstad-in-your-country/">https://www.randstad.com/find-randstad-in-your-country/</a>.</p> <ul style="list-style-type: none"> <li>with our service providers</li> <li>with third parties as required by law</li> </ul> <p>We may also disclose your personal data to third parties in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; or</p> <p>if all or a substantial part of our assets are acquired by a third party, in which case the personal data that we hold about you may be one of the transferred assets.</p>
<p>Internet or other electronic network activity</p>	<p>Internet protocol (IP) address, internet service provider (ISP), browser type and device ID, operating system, device screen resolution, preferred language,</p>	<ul style="list-style-type: none"> <li>To manage the website and for system administration purposes (e.g., diagnosing technical problems, analyzing the traffic to our website)</li> </ul>	<ul style="list-style-type: none"> <li>Automatically when you use our site or applications</li> </ul>	<ul style="list-style-type: none"> <li>with our service providers</li> <li>with third parties as required by law</li> </ul>

	<p>date/time stamp, geographic location, the internet address from which you were linked through to our website, and/or clickstream data</p>	<ul style="list-style-type: none"> <li>For web analytics, in order to improve the user experience (analyzing the way our pages are visited, analyzing trends, observe and measure how our visitors engage with our website) and the quality of the content provided to you (e.g., job postings)</li> </ul>		
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[how long we keep your personal data](#)

Randstad maintains record retention schedules to ensure that personal data is retained only as long as reasonably necessary for the fulfillment of the purposes for which such data was collected or otherwise meet valid legal or business requirements.

**4. candidates**

We use your personal data when providing our HR services, which include services in the field of recruitment and selection, temporary staff, secondment, payroll, personal development, career guidance, coaching, planning, and personnel and salary administration as further described in the Terms and Conditions (collectively "Services").

[personal data we collect:](#)

<b>CATEGORIES OF PERSONAL DATA RANDSTAD COLLECTS</b>	<b>EXAMPLES</b>	<b>HOW IS PERSONAL DATA USED?</b>	<b>HOW IS PERSONAL DATA COLLECTED</b>	<b>WHO DOES RANDSTAD SHARE YOUR DATA WITH</b>
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Identifiers	Name, contact information (including home address, email address, home phone number and mobile phone number), citizenship and country of residence, date of birth, government issued identifiers including (without limitation) social security number, passport or driver's license, as legally required.	<ul style="list-style-type: none"> <li>To provide our Services to you (including matching and proposing you to clients, interviews, assessments). For example, we may contact you to recommend jobs to you based on your profile and enable our consultants to provide you with tailored job opportunities, career advice, reskilling options, suggest additional training where necessary, and introduce you to hiring managers</li> <li>Dispute management, litigation and handling any reports through Randstad's misconduct reporting procedure</li> </ul>	<ul style="list-style-type: none"> <li>From you, when it is provided as part of our application process.</li> <li>From you, if you choose to import from third party services like file storage sites or single sign-on services</li> <li>From your current and previous employers, your references, or background check providers</li> <li>From third party websites and services like job boards and professional network sites</li> <li>From Randstad clients</li> <li>From business intelligence sources, including data aggregators and list providers</li> <li>From Randstad affiliates, which are companies that own Randstad, that are owned by Randstad, or are under common ownership with Randstad</li> </ul>	<p>We may share your personal data:</p> <ul style="list-style-type: none"> <li>with other entities of the Randstad group of companies for the purposes of efficient management of business, compliance with legal and regulatory requirements and to provide our services to you and to our clients. For an overview of these entities, visit <a href="https://www.randstad.com/find-randstad-in-your-country/">https://www.randstad.com/find-randstad-in-your-country/</a>.</li> <li>with our service providers</li> <li>with third parties as required by law</li> </ul> <p>We may also disclose your personal data to third parties in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; or</p> <p>if all or a substantial part of our assets are acquired by a third party, in which case the personal data that we hold about you may be one of the transferred assets.</p>
Internet or other electronic network activity	Internet protocol (IP) address, internet service	<ul style="list-style-type: none"> <li>To manage the website and for system administration</li> </ul>	<ul style="list-style-type: none"> <li>Automatically when you use our site or applications</li> </ul>	<ul style="list-style-type: none"> <li>with our service providers</li> </ul>

	<p>provider (ISP), browser type and device ID, operating system, device screen resolution, preferred language, date/time stamp, geographic location, the internet address from which you were linked through to our website, and/or clickstream data</p>	<p>purposes (e.g., diagnosing technical problems, analyzing the traffic to our website)</p> <ul style="list-style-type: none"> <li>• For web analytics, in order to improve the user experience (analyzing the way our pages are visited, analyzing trends, observe and measure how our visitors engage with our website) and the quality of the content provided to you (e.g., job postings)</li> <li>• Training and updating of systems/statistical purposes. Some of the systems that we use to provide our services are based on machine learning technology. In order for that technology to function reliably, it needs to be trained and updated on the basis of existing data. We may also process personal data in an aggregated manner for reporting or statistical purposes. We may share this aggregate personal data with clients,</li> </ul>		<ul style="list-style-type: none"> <li>• with third parties as required by law</li> </ul>
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		<p>advertisers, and other third parties. This information does not identify you personally</p>		
<p>Professional or employment-related information</p>	<p>CV/resume, work history, information about your skills, your experience and educational background and other relevant information (such as your photograph, interview notes and personal data included in the cover letter or as part of the application process), your current compensation and benefits including (without limitation) your current bonus, recurring payments and benefits</p>	<ul style="list-style-type: none"> <li>• To provide our Services to you (including matching and proposing you to clients, interviews, assessments). For example, we may contact you to recommend jobs to you based on your profile and enable our consultants to provide you with tailored job opportunities, career advice, reskilling options, suggest additional training where necessary, and introduce you to hiring managers</li> <li>• Dispute management, litigation and handling any reports through Randstad's misconduct reporting procedure</li> <li>• Compliance with labor/employment, tax and social security laws and other legal or regulatory requirements</li> </ul>	<ul style="list-style-type: none"> <li>• From you, when it is provided as part of our application process.</li> <li>• From you, if you choose to import from third party services like file storage sites or single sign-on services</li> <li>• From your current and previous employers, your references, or background check providers</li> <li>• From third party websites and services like job boards and professional network sites</li> <li>• from Randstad clients</li> <li>• from business intelligence sources, including data aggregators and list providers</li> <li>• From Randstad affiliates, which are companies that own Randstad, that are owned by Randstad, or are under common ownership with Randstad</li> </ul>	<ul style="list-style-type: none"> <li>• with other entities of the Randstad group of companies for the purposes of efficient management of business, compliance with legal and regulatory requirements and to provide our services to you and to our clients. For an overview of these entities, visit <a href="https://www.randstad.com/find-randstad-in-your-country/">https://www.randstad.com/find-randstad-in-your-country/</a>.</li> <li>• with our services providers</li> <li>• with third parties as required by law</li> </ul>

<p>Geolocation Data</p>	<p>Information about your physical location</p>	<ul style="list-style-type: none"> <li>• This information is used to display relevant job postings and site content</li> <li>• We may also process in an aggregated manner for reporting or statistical purposes</li> <li>• Fraud detection, ID verification, timekeeping</li> </ul>	<ul style="list-style-type: none"> <li>• From your device, if you choose to share it with us</li> </ul>	<ul style="list-style-type: none"> <li>• with our service providers</li> <li>• with third parties as required by law</li> </ul>
<p>Characteristics of protected classifications under California or federal law</p>	<p>Demographic information, including age, race, ancestry, national origin, religion, age, mental and physical disability, gender, or military status</p>	<ul style="list-style-type: none"> <li>• Dispute management, litigation and handling any reports through Randstad's misconduct reporting procedure</li> <li>• Compliance with labor/employment, tax and social security laws and other legal or regulatory requirements</li> </ul>	<ul style="list-style-type: none"> <li>• From you, if you choose to provide it when submitting a job application</li> </ul>	<ul style="list-style-type: none"> <li>• with our service providers</li> <li>• with third parties as required by law</li> </ul>
<p>Sensitive Personal data as defined by CPRA</p>	<p>Government issued identification such as Social Security numbers or passports; precise geolocation; information about racial or ethnic origin, or union membership</p>	<ul style="list-style-type: none"> <li>• Records required for Randstad to administer direct and contract employment</li> <li>• Fraud detection, ID verification, timekeeping</li> <li>• Dispute management, litigation and handling any reports through Randstad's misconduct reporting procedure</li> <li>• Compliance with labor/employment, tax and social security laws</li> </ul>	<ul style="list-style-type: none"> <li>• From you, when provided as part of the application or employment process</li> <li>• From your device, if you choose to share your location</li> </ul>	<ul style="list-style-type: none"> <li>• with our service providers</li> <li>• with third parties as required by law</li> </ul>

		and other legal or regulatory requirements		
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If you are a candidate, we may also collect and process personal data about you in the following ways:

- Photographs and video footage – when participating in recruitment-related events, meetings, conferences, interviews, visiting a branch, etc., we may process photographs or videos of you.
- Visitor information – when accessing our buildings, we may collect your name, contact details, license plate number, and other identification for security reasons. Where we are legally required to do so we may also ask you to disclose information about your health (including information related to viral infections, flu, etc.) for health and safety reasons.

### how long we keep your personal data

Randstad maintains record retention schedules to ensure that personal data is retained only as long as reasonably necessary for the fulfillment of the purposes for which such data was collected or otherwise meet valid legal or business requirements.

## 5. temporary workers and employees

We use personal data in order to facilitate temporary assignments with our clients. We use your personal data when providing our HR services, which include services in the field of recruitment and selection, temporary staff, secondment, payroll, personal development, career guidance, coaching, planning, and personnel and salary administration as further described in the Terms and Conditions (collectively “Services”).

CATEGORIES OF PERSONAL DATA RANDSTAD COLLECTS	EXAMPLES	HOW IS PERSONAL DATA USED?	HOW IS PERSONAL DATA COLLECTED	WHO DOES RANDSTAD SHARE YOUR DATA WITH
Identifiers	Name, contact information (including home address,	<ul style="list-style-type: none"> <li>• General HR management and</li> </ul>	<ul style="list-style-type: none"> <li>• From you, when you apply for and/or accept</li> </ul>	we may share your personal data:

	<p>email address, home phone number and mobile phone number), emergency contact information, citizenship and country of residence, date of birth, gender, digital signature, languages spoken, and government issued identifiers including (without limitation) social security number, passport or driver's license number, as legally required.</p>	<p>administration purposes (including workforce management)</p> <ul style="list-style-type: none"> <li>• Benefits administration</li> <li>• Employee identification and access control cards may contain your name, photograph, employee number and may be linked to other details</li> <li>• Compliance with employment/labor, tax and social security laws and other legal or regulatory requirements</li> </ul>	<p>employment with Randstad</p> <ul style="list-style-type: none"> <li>• From Randstad and its affiliates, which are companies that own Randstad, that are owned by Randstad, or are under common ownership with Randstad</li> </ul>	<ul style="list-style-type: none"> <li>• with other entities of the Randstad group of companies for the purposes of efficient management of business, compliance with legal and regulatory requirements and to provide our services to you and to our clients. For an overview of these entities, visit <a href="https://www.randstad.com/find-randstad-in-your-country/">https://www.randstad.com/find-randstad-in-your-country/</a>.</li> <li>• with our service providers</li> <li>• with Randstad clients for the purpose of recruitment and provision of temporary work</li> <li>• with third parties as required by law</li> </ul> <p>We may also disclose your personal data to third parties in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; or</p> <p>if all or a substantial part of our assets are acquired by a third party, in which case the personal data that we hold about you may be one of the transferred assets.</p>
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<p>Internet or other electronic network activity</p>	<p>Information related to your usage of Randstad devices, software and access to Randstad's network – we may process information related to your use of our devices, software and access to our networks, including (without limitation) your browsing history, your use of email, internet and social media, whether at the workplace, on our equipment or otherwise through our networks. We may process footage of you obtained through our use of CCTV surveillance systems on our premises.</p>	<ul style="list-style-type: none"> <li>● General HR management and administration purposes (including workforce management)</li> <li>● Disciplinary and grievance management, investigations, appeals (including managing complaints) and handling reports through Randstad's misconduct reporting procedure</li> <li>● Employee identification and access control cards may contain your name, photograph, employee number and may be linked to other details</li> <li>● IT support</li> <li>● Network and device usage optimization and related security controls (including company network access and authentication)</li> <li>● Audit purposes</li> <li>● To monitor and enforce compliance with Randstad policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>● Automatically when you use Randstad devices and software or access Randstad's network</li> </ul>	<ul style="list-style-type: none"> <li>● with our service providers</li> <li>● with third parties as required by law</li> </ul>
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<p>Professional or employment-related information</p>	<p>Personal data related to your work including (without limitation) your job title, description and location, your department, professional email address, reporting levels, employment status, performance-related information including (without limitation) information on your performance reviews, salary information including (without limitation) recurring payments and benefits, any bonus or other compensation, your CV/resume and other relevant information (such as your photograph, interview notes and information included in the cover letter or as part of the application process), grievance information, disciplinary information, information about your personal or company car, employee survey responses, trade union membership, information related to your family and</p>	<ul style="list-style-type: none"> <li>• General HR management and administration purposes (including workforce management</li> <li>• Dispute management, litigation and handling any reports through Randstad's misconduct reporting procedure</li> <li>• Compliance with labor/employment, tax and social security laws and other legal or regulatory requirements</li> <li>• Performance management, career development and training</li> <li>• Benefits administration</li> <li>• Health and safety purposes</li> </ul>	<ul style="list-style-type: none"> <li>• From you, when you apply for and/or accept employment with Randstad</li> <li>• From Randstad and its affiliates, which are companies that own Randstad, that are owned by Randstad, or are under common ownership with Randstad</li> <li>• From Randstad clients</li> </ul>	<ul style="list-style-type: none"> <li>• with other entities of the Randstad group of companies for the purposes of efficient management of business, compliance with legal and regulatory requirements and to provide our services to you and to our clients. For an overview of these entities, visit <a href="https://www.randstad.com/find-randstad-in-your-country/">https://www.randstad.com/find-randstad-in-your-country/</a>.</li> <li>• with our service providers</li> <li>• with third parties as required by law</li> <li>• with Randstad clients for the purpose of recruitment and provision of temporary work</li> <li>• with third parties providers of marketing-related services (e.g., software, databases, list providers and aggregators, event organization)</li> </ul>
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	dependents, employment-related travel and expense data, health-related information including (without limitation) injuries and exposure, incident reports, disability, sickness and absences and maternity leave information, as legally required.			
Financial Information	bank account information, payment information, corporate card information	<ul style="list-style-type: none"> <li>• Compensation, payroll and expense reimbursement (including reporting and billing to clients)</li> <li>• Insurance, pension and other benefits</li> </ul>	<ul style="list-style-type: none"> <li>• From you, when you provide it for payroll or expense purposes</li> <li>• From a corporate card provider</li> </ul>	<ul style="list-style-type: none"> <li>• with our service providers</li> <li>• with third parties as required by law</li> </ul>
Geolocation Data	Information about your physical location, including your precise physical location, when using Randstad-owned device or using a personal device for work purposes	<ul style="list-style-type: none"> <li>• For timekeeping purposes</li> <li>• Fleet management</li> <li>• Preventing, detecting, and investigating fraud, ID verification</li> <li>• Timekeeping</li> </ul>	<ul style="list-style-type: none"> <li>• From your device, if you choose to share it with us</li> <li>• From a Randstad-owned device you are using</li> </ul>	<ul style="list-style-type: none"> <li>• with our service providers</li> <li>• with third parties as required by law</li> <li>• with Randstad clients for the purpose of provision of temporary work</li> </ul>
Characteristics of protected classifications under California or federal law	Demographic information, including age, race, ancestry, national origin, religion, age, mental and physical disability, gender, or military status	<ul style="list-style-type: none"> <li>• General HR management and administration purposes (including workforce management)</li> <li>• Compliance with employment/labor, tax and social security laws and other legal or</li> </ul>	<ul style="list-style-type: none"> <li>• from you when you apply for and/or accept employment with Randstad</li> </ul>	<ul style="list-style-type: none"> <li>• with our service providers</li> <li>• with third parties as required by law</li> </ul>

		<p>regulatory requirements (e.g. Dispute management, litigation and handling any reports through Randstad's misconduct reporting procedure</p> <ul style="list-style-type: none"> <li>• Compliance with labor/employment, tax and social security laws and other legal or regulatory requirements</li> </ul>		
Biometric Information	Biometric data, such as your fingerprint or facial appearance	<ul style="list-style-type: none"> <li>• Timekeeping purposes</li> <li>• Preventing, detecting, and investigating fraud, ID verification</li> </ul>	<ul style="list-style-type: none"> <li>• From you, if you work in a location that uses biometrics for timekeeping purposes</li> </ul>	<ul style="list-style-type: none"> <li>• with our service providers</li> <li>• with third parties as required by law</li> <li>• with Randstad clients for the provision of temporary work</li> </ul>
Sensitive Personal Data as defined by CPRA	Government issued identification such as Social Security numbers or passports; account login credentials allowing access to the account; precise geolocation; information about racial or ethnic origin, religious beliefs, philosophical beliefs, or union membership; contents of consumers' mail, emails, or text messages, unless the business is the intended recipient; genetic data; information concerning a consumer's	<ul style="list-style-type: none"> <li>• General HR management and administration purposes (including workforce management)</li> <li>• Dispute management, litigation and handling any reports through Randstad's misconduct reporting procedure</li> <li>• Compliance with labor/employment, tax and social security laws and other legal or regulatory requirements (e.g. equal opportunity requirements)</li> </ul>	<ul style="list-style-type: none"> <li>• From you, when provided as part of the application or employment process</li> <li>• From your device, if you choose to share your location</li> </ul>	<ul style="list-style-type: none"> <li>• with our service providers</li> <li>• with third parties as required by law</li> <li>• with Randstad clients for the purpose of recruitment and provision of temporary work</li> </ul>

	health, sex life, or sexual orientation; and biometric information used for the purpose of uniquely identifying a consumer			
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[how long we keep your personal data](#)

Randstad maintains record retention schedules to ensure that personal data is retained only as long as reasonably necessary for the fulfillment of the purposes for which such data was collected or otherwise meet valid legal or business requirements.

**6. business relations**

We process your personal data if you are working for companies with which we are conducting (or intending to conduct) business (e.g., to negotiate agreements and to maintain a business relationship with the company you work for).

[personal data we collect](#)

<b>CATEGORIES OF PERSONAL DATA RANDSTAD COLLECTS</b>	<b>EXAMPLES</b>	<b>HOW IS PERSONAL DATA USED?</b>	<b>HOW IS PERSONAL DATA COLLECTED</b>	<b>WHO DOES RANDSTAD SHARE YOUR DATA WITH</b>
Identifiers	Name and other contact information (including email address, landline phone number and mobile phone number), digital signature and languages spoken	<ul style="list-style-type: none"> <li>To administer and manage the contractual relationship between Randstad and our clients and service providers</li> <li>Business development (including sending direct marketing and offers)</li> </ul>	<ul style="list-style-type: none"> <li>From you, if you provide it to us or enter into a business relationship with us</li> <li>From our affiliates, which are companies that own Randstad, that are owned by Randstad, or are under common ownership with Randstad</li> </ul>	<p>We may share your personal data:</p> <ul style="list-style-type: none"> <li>with other entities of the Randstad group of companies for the purposes of efficient management of business, compliance with legal and regulatory requirements and to provide our</li> </ul>

		<ul style="list-style-type: none"> <li>• Surveys (including satisfaction surveys)</li> </ul>	<ul style="list-style-type: none"> <li>• From third party websites and services</li> <li>• From business intelligence sources, including data aggregators and list providers</li> </ul>	<p>services to you and to our clients. For an overview of these entities, visit <a href="https://www.randstad.com/find-randstad-in-your-country/">https://www.randstad.com/find-randstad-in-your-country/</a>.</p> <ul style="list-style-type: none"> <li>• with our service providers</li> <li>• with third parties as required by law</li> </ul> <p>We may also disclose your personal data to third parties in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; or</p> <p>if all or a substantial part of our assets are acquired by a third party, in which case the personal data that we hold about you may be one of the transferred assets.</p>
<p>Professional or employment-related information</p>	<p>Information related to your work including (without limitation) your job title, your location and your department</p>	<ul style="list-style-type: none"> <li>• To administer and manage the contractual relationship between Randstad and our clients and service providers</li> <li>• Business development (including sending direct marketing and offers)</li> </ul>	<ul style="list-style-type: none"> <li>• From you, if you provide it to us or enter into a business relationship with us</li> <li>• From our affiliates, which are companies that own Randstad, that are owned by Randstad, or are under common ownership with Randstad</li> <li>• From third party websites and services</li> </ul>	<p>We may share your personal data:</p> <ul style="list-style-type: none"> <li>• with other entities of the Randstad group of companies for the purposes of efficient management of business, compliance with legal and regulatory requirements and to provide our services to you and to our clients. For an overview of these</li> </ul>

			from business intelligence sources, including data aggregators and list providers	<p>entities, visit <a href="https://www.randstad.com/find-randstad-in-your-country/">https://www.randstad.com/find-randstad-in-your-country/</a>.</p> <ul style="list-style-type: none"> <li>• with our services providers</li> <li>• with third parties as required by law</li> </ul> <p>We may also disclose your personal data to third parties in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; or if all or a substantial part of our assets are acquired by a third party, in which case the personal data that we hold about you may be one of the transferred assets.</p>
Business records	Company name, company contact(s) name and contact information, business financial records, confidential business information	<ul style="list-style-type: none"> <li>• Engage in business relationships with Randstad customers and vendors</li> </ul>	<ul style="list-style-type: none"> <li>• From you, if you provide it to us or enter into a business relationship with us</li> </ul>	<ul style="list-style-type: none"> <li>• with third parties as required by law</li> <li>• with our service providers</li> </ul>

We process the following personal data about you:

- Photographs and video footage – when participating in our events, meetings, conferences etc., we may process photographs or videos of you.

- Visitor information – when accessing our buildings, we may collect your name, contact details, car plate number, identification, etc. for security reasons. Where we are legally permitted to do so we may also ask you to disclose information about your health (including information related to viral infections, flu, etc.) for health and safety reasons.
- Information you choose to share with us – we may process additional information if you choose to share that with us.
- Trade sanctions information relating to you - we may verify whether you are a politically exposed person, a specially designated national or otherwise subject to sanctions under applicable laws or regulations.

### how long we keep your personal data

We maintain record retention schedules to ensure that personal data is retained only as long as reasonably necessary for the fulfillment of the purposes for which such data was collected or otherwise meet valid legal or business requirements.

## 7. AI Use in HR technologies

### talent matching and services for candidates

We use innovative HR technologies that help us digitize and enhance a variety of recruitment-related processes. Some of these technologies use artificial intelligence (AI) or machine learning techniques.

For example, we use chatbots to improve your candidate experience. Chatbots give you the opportunity to answer questions based on the requirements of the job you apply for. This is a user-friendly way to:

- provide us with relevant information that may not be readily apparent from your application, profile or resume.
- know promptly whether your skills meet a job's essential requirements and, if not, to easily explore other jobs or to identify gaps in their skillset.
- answer at any moment convenient to the user.

As part of the larger recruitment process, HR technologies allow us to connect candidates more quickly to our consultants. This, in turn, allows our consultants to better support candidates in exploring jobs and to deliver the right candidates more quickly to our clients. HR technologies also allow our consultants to find people based not only on the jobs they qualify for but also on the basis of jobs they are interested in.

### improving the client experience

HR technologies help us to search through a broader and more diverse set of candidates so that we become even better at finding the best talent with the most relevant skill-set for our clients.

### responsible use of AI technologies

Randstad is committed to the ethical and responsible use of AI technologies (you can read our AI principles [here](#)). Randstad does not use these technologies as a substitute for humans or human interaction in any part of its processes. Instead, our use of AI technologies is intended to make interactions with clients and candidates more personal, relevant and meaningful.

We strive to involve human beings whenever we make decisions that significantly impact you. If, in exceptional cases, we were to make such decisions based on a fully automated process (ie. without involvement of humans), we will only do so where that is permitted by law and after having notified you.

To ensure all candidates are treated fairly we take steps to avoid bias where we use AI technologies. For example:

- We regularly test the output created by these technologies to identify potential unfair bias.
- We regularly obtain expert advice to continuously improve the way in which we identify and remove bias.
- Both our consultants and our search and match algorithms are thoroughly trained and always work together.

## 8. SMS terms and conditions

**SMS opt-in.** By opting into SMS alerts, you authorize Randstad to send you marketing text messages, including job alerts, and acknowledge that such messages may be sent by an automatic telephone dialing system. Additionally, by opting in, you acknowledge that you are at least 18 years of age and are either the wireless account subscriber or have the permission of the wireless account subscriber to send and receive text messages under these Terms and Conditions.

**SMS opt-out.** You may discontinue texts at any time by replying "STOP" from your mobile device. After opting out, you will not receive any additional messages unless you opt back in.

**Frequency.** Message frequency varies based on your settings. Number and size of text messages can vary per user.

Mobile user fees. Randstad does not charge any user fees to send or receive text messages, but MSG and data rates may apply from your carrier.

Mobile help. To get help, reply "HELP" to any message you receive from Randstad.

Mobile user privacy. We will not share or use your mobile number for any other purpose. Click [here](#) to view our Privacy Policy.

Use of automated messaging. Randstad and its affiliates, and contracted partners engage with candidates via calls, AI-generated calls, text messages, and/or emails to share job opportunities. Consistent with our privacy policy, linked above, information obtained will not be shared with third parties/affiliates for marketing/promotional purposes.

U.S. mobile carriers supported. Participating carriers (subject to change): AT&T, Verizon Wireless, T-Mobile, U.S. Cellular, Boost Mobile, MetroPCS, Virgin Mobile, Alaska Communications Systems (ACS), Appalachian Wireless (EKN), Bluegrass Cellular, Cellular One of East Central, IL (ECIT), Cellular One of Northeast Pennsylvania, Cricket, Coral Wireless (Mobi PCS), COX, Cross, Element Mobile (Flat Wireless), Epic Touch (Elkhart Telephone), GCI, Golden State, Hawkeye (Chat Mobility), Hawkeye (NW Missouri), Illinois Valley Cellular, Inland Cellular, iWireless (Iowa Wireless), Keystone Wireless (Immix Wireless/PC Man), Mosaic (Consolidated or CTC Telecom), Nex-Tech Wireless, NTelos, Panhandle Communications, Pioneer, Plateau (Texas RSA 3 Ltd), Revol, RINA, Symmetry (TMP Corporation), Thumb Cellular, Union Wireless, United Wireless, Viaero Wireless, and West Central (WCC or 5 Star Wireless). Wireless carriers are not liable for delayed or undelivered message.

Mobile warranty. Randstad will not be liable for any delays in the receipt of any SMS messages connected with our SMS Gateway. Delivery of SMS messages is subject to effective transmission from your wireless service provider/network operator. Carriers are not liable for delayed or undelivered messages.

## 9. where we share your personal data

How we share your personal data is described in detail in the specific sections mentioned above but in general we share your personal data with:

#### Randstad Group Entities:

- with **other entities of the Randstad group of companies**. We are part of a multinational group of companies and sometimes we may share personal data with other Randstad groups of companies for the purposes of efficient management of business, compliance with legal and regulatory requirements, and to provide our Services to you and to our clients. For an overview of these entities, click [here](#). Our "[partner for talent](#)" strategy focuses on building long-term relationships with clients and talents, understanding their unique challenges, and delivering tailored solutions to help them thrive in a dynamic global talent market. We leverage data, technology, and our deep industry expertise to connect the right talent with the right opportunities.

#### External Partners for Service Delivery:

- with **Randstad clients**. Within the scope of our Services, including recruitment and provision of temporary work.
- with third parties providing **HR-related services** to use (e.g. payroll service providers, benefits providers).
- with third party **providers of IT-related services** (e.g. we use an external provider to support our IT-infrastructure; e.g. an important part of our software and databases sit in a cloud-environment which is operated by a third party service provider).
- with third party providers of **marketing-related services** (e.g. we may store your personal data in a cloud-based CRM-application that is hosted and provided by a third party service provider; e.g. when we use a third party service provider to organize an event we may share your personal data with that third party in order to invite you to that event).
- with **providers of professional services** (e.g. to our auditors, our tax advisors, our legal advisors).
- with **banks and insurers** (e.g. in order to pay the salaries of our temporary workers we share some of their personal data with our bank).

#### Public and Regulatory Authorities:

- with **public authorities** (e.g. pursuant to applicable law Randstad must disclose personal data to the social security authorities and to tax authorities).
- with **law enforcement authorities, courts, and regulatory authorities** (e.g. as part of a criminal investigation police services may require us to disclose personal data to them).

We may also disclose your personal data to third parties:

- in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; or
- if all or a substantial part of our assets are acquired by a third party, in which case the personal data that we hold about you may be one of the transferred assets.

### web beacons

Our emails may contain a single, campaign-unique "web beacon pixel" to tell us whether our emails are opened and verify any clicks through to links or advertisements within the email. We may use this information for purposes including determining which of our emails are more interesting to users, to query whether users who do not open our emails, wish to continue receiving them and to inform our advertisers in aggregate how many users have clicked on their advertisements. The pixel will be deleted when you delete the email. If you do not wish the pixel to be downloaded to your device, you should select to receive emails from us in plain text rather than HTML.

### where your personal data is processed

When we share your personal data as described above, such personal data may be transferred outside of the United States. In that event, we will only do so in line with applicable law, and we will require that there is an adequate level of protection for your personal data, and that appropriate security measures are in place.

Your personal data may be processed by Randstad employees in other countries including in India.

Randstad does not sell health information as defined by the Washington My Health My Data Law.

## 10. how we will protect your personal data

We have technical and organizational security measures in place to protect your personal data from being accidentally lost, used, altered, destructed, disclosed or accessed in an unauthorized way. We limit access to your personal data to those who have a genuine business need to know it. Those processing your personal data are governed by Randstad's rules for information and IT security, data protection and other internal policies and guidelines.

While we have measures in place to protect your personal data, it is important for you to understand that 100% security cannot be guaranteed. Accordingly, we have procedures in place to deal with data security incidents and to comply with legal requirements applicable to the detection, handling and notification of personal data breaches.

## 11. your data protection rights

You have the following rights regarding your personal data:

Type of Right	Description	How to Exercise
<p>Right to Request Access to Personal Data/Right to Know</p>	<p>You may ask us to furnish you with:</p> <ul style="list-style-type: none"> <li>• The categories or specific pieces of personal data that Randstad has collected about you</li> <li>• the categories of sources where Randstad obtained personal data about you</li> <li>• the business purposes for which Randstad collects your personal data</li> <li>• the categories of third parties with which Randstad shares personal data</li> </ul> <p>You may submit a Personal Data Request to obtain a copy of personal data Randstad has about you.</p>	<p>You can submit two such access requests free of cost every 12 months here: <a href="#">Privacy Request Form</a></p> <p>Additional requests may incur a fee but will otherwise be honored.</p> <p>Before we grant you access to or deletion of your personal data, we must verify your identity. To do this, we will ask you to confirm information we have previously collected about you. If we ask you to verify your identity, and you do not promptly cooperate, we may be unable to fulfill your request.</p> <p>We will make commercially reasonable efforts to fulfill your request within 45 days; however, if we need more time, we may extend the time frame 45 days and notify you.</p>
<p>Right to Request Deletion</p>	<p>You have the right to request that Randstad delete any of your personal data that Randstad has collected from you, with certain exceptions. We may refuse your request if we are required by law to keep the information, or if the law otherwise permits us to keep information. If we deny a request, we will tell you why the request was denied. Where required, we will instruct any service providers or third parties to delete your information.</p>	<p>You can submit your request here: <a href="#">Privacy Request Form</a></p> <p>Before we grant you access to or deletion of your personal data, we must verify your identity. To do this, we will ask you to confirm information we have previously collected about you. If we ask you to verify your identity, and you do not promptly</p>

		<p>cooperate, we may be unable to fulfill your request.</p> <p>We will make commercially reasonable efforts to fulfill your request within 45 days; however, if we need more time, we may extend the time frame 45 days and notify you.</p>
Right to Correct Personal Data	In certain circumstances, you have the right to request correction of any inaccurate personal data.	<p>You can submit your request here: <a href="#">Privacy Request Form</a></p> <p>Before we grant you access to or deletion of your personal data, we must verify your identity. To do this, we will ask you to confirm information we have previously collected about you. If we ask you to verify your identity, and you do not promptly cooperate, we may be unable to fulfill your request.</p> <p>We will make commercially reasonable efforts to fulfill your request within 45 days; however, if we need more time, we may extend the time frame 45 days and notify you.</p>
Do Not Sell/Share Personal Data	You may have the right to direct Randstad not to sell your personal data to third parties.	There is no ID verification required.
Right to Limit Use/Disclosure of Sensitive Personal Data	In certain circumstances, you may have the right to restrict the use of sensitive data (e.g., SSN, precise geolocation, health info) to only what is necessary to perform services.	You can submit your request here: <a href="#">Privacy Request Form</a>
Right to Data Portability	You have the right to obtain and reuse your personal data in a structured, commonly used and machine-readable format in certain circumstances.	You can submit your request here: <a href="#">Privacy Request Form</a>

	In addition, where certain conditions apply, you have the right to have such personal data transferred directly to a third party.	
Right to Non-Discrimination	You have the right not to receive discriminatory treatment for exercising any of your rights.	No action needed

If your request is denied you may appeal the denial here: [Privacy Request Form](#).

We will respond to your appeal submission in writing within 45 days of receipt. If the appeal is denied, you will be provided with information on how to contact your Attorney General, where the right exists.

Please be aware that, in particular cases (for instance, due to legal requirements) we may not be able to make your request effective right away.

## 12. children’s privacy

Randstad’s services are only available to individuals over the age of 18. Randstad is not intended for and does not knowingly collect personal data from individuals under 18. If we believe you are under 18, we may delete your information at any time without notice to you. If you are the parent or guardian of a child under the age of 13 and believe that your child has provided personal data to us, you may use the “contact us” information below to exercise your rights as a parent or guardian.

## 13. changes to this privacy notice

We may update this notice from time to time. You can see the date on which the last change was made below in this notice. If we make any material changes, we will notify you by email (using the email address specified in your account) where required, or by a notice on this website. We advise you to review this notice regularly so that you are aware of any changes. By engaging with us after this privacy policy has been updated, you agree to the updated terms.

## 14. contact us

If you have any questions about this policy or any privacy concerns, or would like to exercise your rights, please contact us at <https://www.randstadusa.com/privacy-request/> or:

Privacy Office  
Randstad North America, Inc.  
One Overton Park  
3625 Cumberland Blvd SE  
Atlanta, GA 30339

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