

# PRIVACY STATEMENT RANDSTAD HR SOLUTIONS

If we process your personal data, we will use this information in accordance with our Privacy Statement.

Randstad HR Solutions, part of Randstad Groep Nederland, is convinced that the privacy of its participants, candidates, employees and its other relations and visitors to the website is of essential importance. Personal details of you are therefore handled and secured with the greatest possible care, in accordance with the relevant requirements of the applicable data protection legislation.

## Who we are

Randstad HR Solutions bv , registered in Amsterdam, (hereinafter referred to as: HRS), is the controller of the personal data it processes ('controller' within the meaning of the applicable data protection legislation).

HRS provides outplacement and career management services. These HRS services (hereinafter referred to as: the Service) we provide to you and our clients, both in person as well as through our [website](#), and is subject to our Terms of Service (see the Site) and this Privacy Statement. For the Service we may make use of our RiseSmart Technology.

The Service includes (a) the website, (b) HRS' outplacement and career management services, related RiseSmart Technology and other related services (including file management and analytics services), and (c) all software, materials, portals, recommendations, job leads, data, reports, text, images, sounds, video, analytics and other content made available through any of the foregoing. Any new features added to or augmenting the Service are also subject to the Terms of Service and this Privacy Statement.

## Technical information and cookies [cog icon]

HRS makes use of cookies and web statistics. We do this in order to see how visitors use our website. This information helps us to improve the site. A cookie is a file that is saved on your computer. On your next visit to our website, these cookies can be recognized. You can read more about this in our [Cookie Statement](#).

Like many other websites, our website automatically collects certain data on the users of the website, such as the Internet Protocol (IP) address of your computer, the IP address of your Internet Service Provider, the date and time of access to the website, the internet address from which you were directly linked through to our website, the control system that you use, the parts of the website that you visit, the pages of the website that you have visited and the information that you viewed, information on the types of appliance that you used for your visit to the site, your geographical location and the material that you send to or download from the website. This technical information is used for the management of the website and the system controller, and to improve the website and its use. These technical data may be passed on to third parties and may be stored for future use.

This Privacy Statement applies only to the Service. The Service may contain links to other websites not operated or controlled by HRS. The policies and procedures we described here do not apply to these other websites. The links from the Service do not imply that we endorse or have reviewed the other websites. We

suggest contacting those sites directly for information on their privacy policies.

## **When do we collect your personal data? [CV icon]**

**We collect your data from the moment at which you enter or leave your data on our website, when you register as a participant with HRS or when your data is shared with us by a Company Client (your current or former employer) as part of our agreement with such Client Company in relation to the Service.**

## **Why do we collect your personal data? [jobs icon]**

**We (Randstad Groep Nederland/HRS, hereinafter referred to as: Randstad) collect and process your data for the performance of our Service to you and our (Company) Clients.**

More specifically, your personal data are processed in order to be able to:

1. provide our Service to you, including without limitation to determine what particular assistance you want from the Service
2. make offers to you and/or to provide you with information on the Service and other activities and in order to be able to coordinate these more closely with your requirements and qualities. This is done by our employees and is partially automated and may include providing job leads, job search training, résumé-writing assistance and/or other assistance
3. promote your personal development and employability, including training, education and tests
4. assess your suitability and availability in connection with placement in permanent or fixed-term jobs or an assignment, in which case test results, questionnaires, counseling sessions, discussions, reference checks, exchange of email and other channels etc. may also be used
5. assist a Company Client in outplacement and career management services for its current and/or its former employees through the Service
6. contract and maintain an employment or personnel/placement relationship with you and perform the relevant administration for this purpose
7. record an assignment in a contract with the client and to manage and comply the contract with the client
8. if we have contracted an employee or staffing/placement relationship with you, for compliance with laws and regulations, including but not limited to identification, labor law, fiscal and social insurance law, control of fraud and national and international sanctions legislation.
9. comply with our re-integration obligations and with the (government-imposed) objectives of assisting persons at a long(er) distance from the labor market to find jobs
10. process data for our clients in relation to pre-employment screening, if relevant. For more information, see: <[PES Protocol](#)>
11. contact you for commercial offers, newsletters and promotional campaigns that could be of interest to you, solely if you have registered for this (opt-in)

12. organise events for you, solely if you have registered for this (opt-in)
13. for management purposes including management information, organizing internal compliance and control, business security, occupational health & safety, performing audits and data analysis and general auditing
14. quality objectives such as certification
15. improve the content and functionality of the Service, better understand HRS' users and improve the Service
16. apply for subsidies, premium discounts etc.

## **Which personal data do we collect on you? [icon for what - vacancy/cv]**

**We collect and process the personal data necessary for our Service; some of these data are mandatory in order for you to be able to use our Service. Additional data may be desirable in order to be able to match the Service more closely to your requirements and qualities or to meet more specific Company Client requests or obligations. You yourself are responsible for the accuracy and relevance of the data that you provide to HRS.**

Clients of HRS (Company Clients) may engage HRS to assist its current and/or former employees' search for employment through the Service ("Company Client Engagements"). In connection with Company Client Engagements, HRS receives from the Company Client a list of persons eligible for the Service. If you are eligible, the Company Client's list may include your name, recent job title, home address, telephone number, email address, department or business unit, and other Personal Data.

When you register with HRS as a Participant, you will share relevant (documents with) personal data with us, including the following:

On registration and in the course of the Service:

- name and address details, e-mail address and other contact information
- date of birth, age and gender
- curriculum vitae (CV), recent job titles, current and past employers, information on education and training, placements, work experience, language skills, employment objectives, compensation expectations, interests
- your professional social media profile and relevant profiles of your network
- information on training and education courses and/or tests that you have followed or taken, on your own initiative or via us
- data on availability and leave
- other data that are or could be important in relation to the assessment of your suitability, such as references and certificates
- passport photograph and video (introduction) - on a voluntary basis
- information on your milestone progress and status in job searching

- information on your customer satisfaction or other feedback about the job search and the Service

When you enter into an employment relationship with HRS as part of the Service, **are working for/have worked for HRS:**

- nationality, citizen service number (BSN), proof of identity, work permit:
- other data relating to the personnel, salary and absence registration
- we sometimes also process data as part of pre-employment screening for our clients. More information on this is provided in our [Privacy protocol for personal data in pre-employment screening](#).

HRS records sensitive personal data only if this is necessary in order to comply with its legal obligations, in as far as consent has been granted, e.g. because you volunteered this data in your cv or profile, or if this is otherwise permitted by or pursuant to the law. 'Sensitive personal data' refers to details about a person's race, religion, convictions, political opinions, health, sexual life, trade union membership, criminal history and/or personal data regarding unlawful behavior or harassment.

For your personal web account that you may establish on the Service, HRS may ask you to establish a unique user name, password and reminder question and use this login information to access your account. You agree to protect the secrecy of your user name, password and reminder question information, and if you fail to maintain that secrecy, you will be fully responsible for any resulting use, theft, alteration, misuse, disclosure or other loss related to your Personal Data or other information.

#### Aggregated Data

In an ongoing effort to better understand and serve the users of the Service, HRS often conducts research on its user demographics, interests, results and behavior based on the Personal Data and other information provided to HRS. This research, and other metrics or analytics about user behavior, results or reviews, may be compiled and analyzed on an aggregate basis, and HRS may share this aggregate data with its affiliates, agents and business partners. This aggregate information does not identify you personally. HRS may also disclose aggregated user statistics in order to describe HRS' services to current and prospective business partners, and to other third parties for other lawful purposes.

## How do we collect your data

**HRS may receive or enter all of your Personal Data or other information in digital form as well as through our interactions with you. HRS may combine all Personal Data and other information from or about you into a database record.**

When RiseSmart Technology is being used, all Personal Data and other information from or about you may be combined into a single proprietary database record and may be stored on servers hosted in the Republic of Ireland or in other countries. HRS' personnel or personnel responsible for the RiseSmart Technology may access your account online, determine needs and action items, and if you are a job seeker post job leads to your account from any office, travel or work location.

In pursuit of current accuracy of your Personal Data and other information on file, HRS may prompt and require you to review a summary of your Personal Data and other information in your account if available, and confirm or correct the information. HRS takes reasonable steps to protect the Personal Data and other information

provided via the Service from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. However, no Internet or e-mail transmission is ever fully secure or error free. In particular, e-mail or other transmissions sent to or from the Service may not be secure. Therefore, you should take special care in deciding what information you send to HRS via e-mail or any other transmission method. Please keep this in mind when disclosing any Personal Data or other information to HRS via the Internet.

## **With whom may we share your personal data (candidates, staffing employees, self-employed)? [share icon]**

HRS may pass on your personal data to other Randstad entities, its Company Clients, clients, sub-contractors (e.g. data processors) who perform services or execute assignments on its behalf, suppliers, government agencies and other business relations and in all other cases in which we may be obliged to do so, for example by a court order or court decision.

Personal data are provided on the basis of a legitimate interest, legal obligation and/or to execute the contract in compliance with the objectives listed in “Why do we collect your personal data?”, to the extent necessary or useful for them to perform their specific function.

HRS may make use of RiseSmart Technology to support the Service and to register your personal data. RiseSmart Technology is provided by RiseSmart, Inc. our RiseSmart entity in the US and supported by RiseSmart HR Services Pvt. Ltd. in India. Also Company Clients and other HRS entities and sub-contractors may be located outside of The Netherlands. Your personal data may therefore be transferred outside The Netherlands. HRS has taken the necessary measures to ensure that the personal data transferred are adequately protected against loss or unlawful processing.

As HRS develops its business, HRS might sell or buy businesses or assets. In the event of a corporate sale, merger, reorganization, dissolution or similar event, Personal Data and other information may be part of the transferred assets.

## **For how long do we retain your personal data? [calendar icon]**

The retention periods that we apply depend on the applicable statutory terms for retaining data.

## **Participants (if you have not (yet) worked for Randstad/HRS)**

Your placement data (CV, work experience, education, test results etc.) are available for two years after the last contact, if you have not worked for HRS. You will receive messages from us to notify you that you are registered with us and that we offer you our services both one year after the last contact and two years after the last contact.

If you no longer wish to make use of our Service and, where relevant, this is allowed under your agreement with the Company Client, you can unsubscribe via MijnRandstad, the Risesmart Technology or your contact person.

Your personal data will remain available for a further three months in a secure environment (in case of Search & Selection, this period is 24 months, in connection with potential claim risks). In this protected environment, your data will only be available to HRS under strict conditions, in compliance with the purposes and terms set for this. At the end of the above term, your data will be finally deleted.

## If you work/have worked for Randstad/HRS

Your personal data are available for two years after the termination of the employment contract.

Certain personal data are available to HRS for a longer term, for the purpose of e.g. claims and fiscal obligations. More information on this is available in the MijnRandstad User Conditions for employees.

If you no longer wish to make use of our Service and, where relevant, this is allowed under your agreement with the Company Client, you can unsubscribe via your portal or your contact person.

Your personal data will be archived in a secure environment after two years. Your personal data will then be available to Randstad only under strict conditions, in compliance with the applicable purposes and terms.

## Personal data of business relations (*contact details of employees of clients, prospects, suppliers, consultants, referees and any other organization with which we maintain a business relationship*)

Randstad processes the personal data of relevant persons working for companies with which we do business in order to (1) make offers for and/or provide information on our services and other activities, and (2) to request and review offers and information for services and products to Randstad and (3) maintain a business relationship and (4) contract and maintain an order agreement.

We process personal data of business relations, including:

- names, contact details and positions of contact persons.

HRS may pass on personal data obtained from its business relations if this is necessary in order to realize the objectives of the business relation or for the purpose of placement/assignment. These data may be transferred to other Randstad entities, to applicants or candidates, business partners and subcontractors (e.g. data processors) who provide services on HRS' behalf, and in all other cases in which HRS may be required to do so, for example by a court order or court decision. Personal data may be transferred to other countries. HRS has taken the necessary measures to ensure that all personal data transferred are adequately protected against loss or unlawful processing.

## Your rights

You have the right to access and/or correct your personal data.

### For Participants, employees and business relations:

If you have your own account, you can access a large part of the personal data recorded about you. You can change a number of data yourself at any time, for example by making changes to your CV or your account details.

If you wish to access all personal data processed and/or to correct, change or delete your data that you cannot alter yourself, please contact your contact person at HRS.

### For other relations:

You have the right to view and change your personal data records. You can contact your contact person at HRS for that purpose.

## **Security [data leak lock icon]**

HRS will secure and protect your personal data against loss or unlawful use. We do this on the basis of physical, administrative, organizational and technical security measures.

For example: authorized access to the data only. If and in as far as data are provided to data processors that provide services or execute assignments on its behalf, HRS has also agreed with them that they will secure personal data as effectively as possible.

## **Contact; Questions, comments, complaints or (suspected) data leaks If you have any questions, comments or complaints about Randstad/HRS' protection of your personal data, please contact us in writing or by e-mail.**

If you have any questions, comments or complaints about HRS' protection of your personal data, please contact us in writing or by e-mail via your contact person.

We will take reasonable steps to update or correct Personal Data in our possession that you have previously submitted via the Service. Please use your account to keep your Personal Data accurate, current and complete. In the event you have issues or questions related to this Privacy Statement or related privacy matters, you may contact the Randstad Privacy Officer at the following address: Diemermere 25, 1112TC Diemen

In the case of a (suspected) data leak, please report this immediately via [this form](#). [if with icon, show tap with data leak]

## **Changes [pen icon]**

**This version was drawn up in January 2018.**

For various reasons, HRS may make changes, additions or alterations to its Privacy Statement at any time. Please review this privacy statement periodically, and especially before you provide any Personal Data. The latest Privacy Statement can be viewed at any time on the HRS website. This version was drawn up in January 2018.