

privacy notice

ris SMART.

introduction

This privacy notice applies to the processing of personal data we process about you when we provide our Services to you: outplacement, coaching, or internal mobility, including when you visit our Risesmart websites or use our mobile app.

Your privacy and the security of your personal data is important to Randstad Risesmart. We are responsible for ensuring that all personal data entrusted to us is processed in accordance with applicable data protection legislation.

This notice explains who we are, for what purposes we may use your personal data, how we handle it, to whom we may disclose it (like service providers), where it may be transferred to or accessible from, and what your rights are.

about Randstad Risesmart

Randstad Risesmart (referred to in this notice as: “we” or “us” or “Risesmart”), will process your personal data in accordance with this data protection notice (such personal data sometimes also referred to as “information”).

For the purposes of this privacy notice, Risesmart is RiseSmart, Inc. d/b/a Randstad RiseSmart, based on 3625 Cumberland Blvd. Suite 600, Atlanta, GA, 30339.

Except as otherwise set out below, Risesmart is the controller of the personal data (‘controller’ within the meaning of applicable data protection legislation).

What personal data do we process about you and why

As a participant in our Services, we collect and process the following personal data about you as described below:

Purpose(s) for processing	Categories of personal data
To invite you to your program: if provided by your employer or yourself, we will process your personal data to invite you to make use of our Services.	Identification and contact data: your name, work or personal email address, phone number, job title (to the extent provided)
To provide our coaching Services to you: we will process your personal data to connect you with coaches, and to provide you with tools and resources to support your	Identification and contact data: your name, work or personal email address, phone number, country of residence, languages spoken, and other similar information as shared by you

development at work. This includes skill assessments, addressing your challenges and understanding your personal strengths and weaknesses, and to help you identify areas of personal development.	Professional information: personal data related to your work including information like your job title, description and location, your department, and other similar information as shared by you CV information: CV/resume, work history, information about your skills, your experience and educational background and other relevant information present on your CV or as shared by you Assessment and exercises information: information and/or responses provided by you, including recordings, when you take part in assessments, quizzes, exercises, and their results
To provide our outplacement Services to you: we will process your personal data to connect you with coaches, and to provide you tools and resources to support you in finding new employment. This includes providing you with skill assessments, addressing challenges and understanding your personal strengths and weaknesses, resume/CV support by a certified Branding Expert, tailored job leads and (provided you opt in) our FirstLook functionality, and personal development support.	Identification and contact data: your name, work or personal email address, phone number, country of residence, languages spoken, and other similar information as shared by you Professional information: personal data related to your work including information like your job title, description and location, your department, and other similar information as shared by you CV information: CV/resume, work history, information about your skills, your experience and educational background and other relevant information present on your CV or as shared by you Assessment and exercises information: information and/or responses provided by you, including recordings, when you take part in assessments, quizzes, exercises, and their results
To provide our redeployment Services to you: we will process your personal data to provide you with career coaching and to match your goals, skills, and experience with new relevant opportunities with your employer.	Identification and contact data: your name, work or personal email address, phone number, country of residence, languages spoken, and other similar information as shared by you Professional information: personal data related to your work including information like your job title, description and location, your department, and other similar information as shared by you CV information: personal data on or about your CV/resume, work history, information about your skills, your experience and

	educational background and other relevant information present on your CV or as shared by you Assessment and exercises information: information and/or responses provided by you, including recordings, when you take part in assessments, quizzes, exercises, and their results
To manage our Services: we will process your personal data to manage your program, to report on your program status to our client, and to invoice our client.	Identification information: your name Program information: personal data about the type of program provided to you, information about coaching sessions, events, webinars etc. you have attended and your use of our platform, your program status
When you use or otherwise visit them, we use your personal data to manage our website and mobile app, and for system administration purposes (e.g., diagnosing technical problems, analyzing the traffic to our website).	Device Usage Data: Internet Protocol (IP) address of your device, IP address of your Internet Service Provider, device screen resolution, device type (unique device identifiers), browser and operating system versions, geographic location (city/country), preferred language used to display, date and time of access to the website, internet address from which you were directly linked through to our website, operating system that you use, parts of the website that you visit, pages of the website that you have visited and the information that you viewed, actions you have performed
To improve our Services (including our website and mobile app): We make use of your personal data (by aggregating or deidentifying it where possible) to improve our services by for example building analytics so we can improve the quality of the content we deliver to you, or to improve your user experience when you use our website or our mobile app.	Professional information, CV information, assessment and exercise information, program information, device usage data, information related to your usage of our website and/or mobile app (aggregated or deidentified where possible).
We process your data where required for compliance with regulatory requirements like tax laws.	Personal data limited to what is required for the regulatory requirement.
Surveys (including satisfaction surveys): we may process your personal data to ask your opinion about our Services	Identification and contact information: your name and email address
IT and operational support: we will process your personal data when providing you with IT, application, and/or operational support	Identification data: your name, user ID, email address

	Device Usage Data: Internet Protocol (IP) address of your device, IP address of your Internet Service Provider, device screen resolution, device type (unique device identifiers), browser and operating system versions, geographic location, preferred language used to display, date and time of access to the website, internet address from which you were directly linked through to our website, operating system that you use, parts of the website that you visit, pages of the website that you have visited and the information that you viewed, actions you have performed,
IT security: we will process your personal data to ensure the security of our information assets by for example logging and monitoring actions	Information related to your usage of our website and/or mobile application like your user ID, Internet Protocol (IP) address of your device, login times, and actions that you have performed
Facilities, security and contingency planning purposes	Identification and contact data: your name, your contact details (like your phone number) if required 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. CCTV footage: we may process footage of you obtained through our use of CCTV surveillance systems.
For business management and management reporting: we will use your personal data to build insights into our service delivery, to develop business forecasting, and to provide reporting to our management	We will aggregate your personal data (like your program status and related information) so that you are not personally identifiable.
To conduct corporate transactions (including mergers, acquisitions and divestments)	Your personal data as required and limited to what is necessary to conduct such corporate transactions.
Dispute management and litigation	Legal/Dispute Data: Personal data limited to what law enforcement authorities require us to disclose in connection with an investigation. Personal data limited to what is necessary for Randstad to defend its rights in connection with a dispute or with proceedings before a court of law (or other dispute resolution body).

Our cookies and similar technologies

When you visit our website or a Risesmart app, 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 or app. Cookies and similar technologies (like tokens) enable the website and app 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 and app in order 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 notice which you can find in the footer of our website.

AI technologies

our use of innovative AI technologies for Risesmart services

Our ultimate goal is to support people and organizations in realizing their true potential. We believe that the best way to achieve that goal is by combining our passion for people with the power of today's AI technologies. By AI technologies we mean technologies that help us digitize and enhance a variety of our processes. For example, we use AI to provide you with easy summaries of our career-related content, or to support you in practicing interviews.

responsible use of AI technologies

Randstad is committed to the ethical and responsible use of innovative 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 participants more personal, relevant and meaningful.

How long we keep your personal data

As a general rule, we will not keep your personal data for longer than necessary. When your personal data is no longer necessary for the purpose for which it was being processed, we will delete or otherwise deidentify or mask it.

We keep personal data once you have completed your program and for as long as you continue logging in to our website or mobile app. If you haven't logged in for two years and that you don't respond to our invitation to log back in, we will delete or otherwise mask personal data associated with your profile and your program (like your identification details, assessment results, CVs or resumes ...).

We will also keep your personal data longer if necessary in connection with any actual or potential dispute (e.g. we need this personal data to establish or defend legal claims), in which case we will keep your personal data until the end of such dispute; and/or for us to comply with any legal or regulatory obligation (e.g. for tax purposes), in which case we will keep your personal data for as long as required by that obligation.

To whom we disclose your personal data

We may disclose your personal data to:

Randstad Group Entities:

- other entities of the Randstad group of companies. We are part of a multinational group of companies and sometimes we may disclose personal data to 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:

- Randstad clients. Within the scope of our Services.
- Risesmart coaches. Some of our coaches support our Services on an independent or freelance basis.
- 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).
- providers of professional services (e.g. to our auditors, our tax advisors, our legal advisors).

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.

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 regulations and guidelines applicable to the processing of personal data.

While we have measures in place to protect your personal data, it is important for you to understand that 100% complete 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.

your privacy rights

While your specific data protection rights will depend on the country you are in and applicable privacy law, they may include the following:

Rights	What does this mean?
1. Right to Request Access to Personal Data/Right to Know	You may ask us to furnish you with: • the categories or specific pieces of personal data that Randstad has collected about you • the categories of sources where Randstad obtained personal data about you • the business purposes for which Randstad collects your personal data

	the categories of third parties with which Randstad shares personal data You may submit a Personal Data Request to obtain a copy of personal data Randstad has about you.
2. Right to Request Deletion	You have the right to request that Randstad delete any of your personal data that Randstad has collected from you, with certain exceptions. Where required, we will instruct any service providers or third parties to delete your information. 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.
3. Right to Correct Personal Data	In certain circumstances, you have the right to request correction of any inaccurate personal data.
4. Do Not Sell/Share Personal Data	You may have the right to direct Randstad not to sell your personal data to third parties.
5. 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.
6. 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. In addition, where certain conditions apply, you have the right to have such personal data transferred directly to a third party.
7. Right to Non-Discrimination	You have the right not to receive discriminatory treatment for exercising any of your rights.

You can exercise your rights by making use of our dedicated form [here](#). Before we grant your right to access, correct, or delete your personal data, we may 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. 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.

Please be aware that, in particular cases (for instance, due to legal requirements) we may not be able to make your request effective. Randstad does not sell health information as defined by the Washington My Health My Data Law.

Depending on applicable privacy law, you may have the right to lodge a complaint with a regulatory authority.

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. We advise you to review this notice on a regular basis so that you are aware of any changes.

contact us

If you have any questions about this notice or any privacy concerns, please contact us at privacy@randstadenterprise.com.

You can also reach us by mail at the following address:

ATTN: Legal Dept.

RiseSmart, Inc. d/b/a Randstad RiseSmart

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Atlanta, GA, 30339

California residents may call the toll-free number: (844) 562-2622.

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