Privacy policy

The protection and confidentiality of your data is of particular importance to Teleperformance. The collection and processing of your personal data takes place exclusively within the framework of the statutory provisions of the applicable data protection law. With this data protection declaration, we inform you which personal data we collect as part of your application process (applicant management system and career portal) and for what purpose the data is processed.

This privacy policy applies to the following companies:

Teleperformance Germany S. à r. l. & Co. KG, Teleperformance Germany Cloud Campus GmbH, Teleperformance Germany Financial Services GmbH, Teleperformance Germany Client Service GmbH, Teleperformance Support Services GmbH, Teleperformance HRV d.o.o.

Furthermore, for the following companies from the former Majorel group of companies:

Majorel Deutschland GmbH, Majorel Berlin GmbH, Majorel Brandenburg GmbH, Majorel Cottbus GmbH, Majorel Dortmund GmbH, Majorel Energy GmbH, Majorel Erfurt GmbH, Majorel Münster GmbH, Majorel Nordhorn GmbH, Majorel Rostock I GmbH, Majorel Rostock II GmbH, Majorel Saarbrücken GmbH, KWS Kontowechsel Service GmbH, Majorel Wilhelmshaven GmbH and Majorel Croatia d.o.o.

The respective Teleperformance is responsible for data processing in the specific case. Company (hereinafter referred to as "Teleperformance") to which the applicant addresses his/her application.

You can contact the data protection officer via the following e-mail address: datenschutz@teleperformance.de.

Order processing and transmission.

softgarden e-Recruiting GmbH, Tauentzienstr. 14, 10789 Berlin, provides software for processing application data. softgarden processes the data on behalf of Teleperformance.
To increase platform security, softgarden e-Recruiting GmbH uses services from Cloudflare Inc, 101 Townsend St, San Francisco, USA and its subsidiary Cloudflare Germany GmbH, Rosental 7, c/o Mindspace, 80331 Munich, Germany. The services provided by Cloudflare include the product "Data Localization Suite" with the components "Regional Services" and "Metadata Boundary for Customers". Both components ensure that the transfer of personal data when using the software takes place exclusively within the EU.

In addition, your personal data will also be transmitted to Majorel Georgia LLC. Majorel Georgia supports Teleperformance in carrying out the application process. Your data will be transferred to Georgia. The security of your data is guaranteed by internal binding data protection regulations in accordance with Art. 47 GDPR.

You can view our binding data protection regulations under the link Data Privacy Information Policy | TP (teleperformance.com).

Appropriate contracts within the meaning of Art. 28 GDPR have been concluded for external

processors.

In addition to direct input by the users themselves, the data may originate from companies that have been commissioned by the data subject to transmit the data. (e.g. temporary employment agencies or other recruitment agencies)

Collection and processing of your data

Automated data collection

Teleperformance and third-party services may collect files for operational and maintenance purposes that record the interaction taking place via this application (system logs) or use other personal data (e.g. IP address) for this purpose.

When you access the Teleperformance career portal or application management system, your Internet browser automatically transmits data for technical reasons. The following data is stored separately from other data that you may transmit:

- *Date and time of access,*
- *Browser type and Version,*
- *operating system used,*
- *Amount of data sent,*
- *IP address of the access*

This data is processed exclusively for technical reasons and anonymized immediately after collection. The legal basis is Art. 6 para. 1, sentence 1 lit. f GDPR.

Data entered by the user.

General

To make the application process transparent for you, you can register. To do this, you must enter your name and e-mail address as well as a password. This data is required to set up and manage an account for you in the career portal. Finally, we also need this and any other data to be able to respond to requests, questions, and criticism.

Further optional types of data are:

- *Contact details (name, address, telephone number)*
- *Curriculum vitae data (e.g. school education, vocational training, professional experience, language skills)*
- *Profiles in social networks (e.g. XING, LinkedIn, Facebook)*
- *Documents in connection with applications (application photos, cover letters, certificates, references, work samples, etc.)*

Legal basis for processing: Art. 6 para 1 lit b GDPR

Processing of CV documents

Teleperformance processes and analyzes documents uploaded by applicants to automatically extract CV data and prepare it in a structured manner for further processing. The processing purposes include the suitability assessment of applicants by the departments responsible for the application process (HR department, specialist department, possibly works council, possibly representative body for severely disabled persons). Data is not transferred to third parties.
The legal basis is Art. 6 para 1 lit b GDPR.

Legal examination of your person

As an international service provider, Teleperformance actively participates in foreign trade. For foreign and security policy reasons, to prevent the proliferation of weapons of mass destruction and to combat terrorism, foreign trade law lays down certain prohibitions and restrictions that all participants in foreign trade must observe. Restrictions arise not only from the respective national law, but also from other legal sources. Violations of foreign trade law can result in considerable fines or imprisonment for both the management and the employees involved. There is also the threat of liability risks under company law and civil law. Finally, actual, or alleged "export scandals" can lead to a loss of reputation for the company. Against this background, your data (name, address and, if applicable, date of birth) will be checked against national and international sanctions lists.

The legal basis is Art. 6 para. 1 lit. f GDPR.

Subscription to new job offers.

On the career board you have the opportunity to find out about new job vacancies be informed automatically by Teleperformance. This is done either by means of an e-mail newsletter or via an RSS feed. The target group, job group and location can be entered to specify the subscription. However, you can also be informed about new vacancies without further specification. If you wish to be informed about new job vacancies via the e-mail newsletter, we will process your e-mail address. The legal basis for this is your consent to receive the newsletter in accordance with Art. 6 para. 1 lit. a GDPR. You can revoke your consent to receive the newsletter at any time via the unsubscribe link in the newsletter. No personal data is processed via the RSS feed to inform you about new job advertisements.

Pitchyou

The "Pitchyou" processing has no longer been used since the 1st of June 2024 but is still listed here for users who used the system until then. Was in use only for applications to German companies.

As part of the recruitment process, Majorel offers the option of applying via WhatsApp. The service Pitchyou from SBB-Software und Beratung GmbH in Germany, Naila, is used for this purpose, which enables a connection and forwards the information provided to the recruiting system. Your data will be temporarily stored by the provider for 24 hours and then deleted. SBB-Software und Beratung GmbH collects and processes personal data in this context as its own controller and will only transmit this data to Majorel for the continuation of the application process based on your consent. Further information on data processing by Pitchyou can be found at
at https://www.pitchyou.de/datenschutz.

The legal basis for processing is Art. 6 para. 1 lit. a) GDPR and for carrying out the application process.

Talent pool

If your application is unsuccessful, you may be added to our talent pool. If a similar or otherwise suitable position is open, we can then contact you about it. Inclusion in the talent pool is voluntary using an opt-in link. The legal basis for this is the consent of the data subject to inclusion in the talent pool within the meaning of Art. 6 para. 1 lit. a GDPR. You can revoke this consent to inclusion in the pool at any time.

Social Share Buttons

It is possible to share the job advertisements on various social networks. Different buttons are provided for each network. After clicking on one of these buttons, you will be directed to the respective networks and will be taken to their login pages. These buttons are not plug-ins and do not transfer any personal data to the operators of the social networks.

Obtaining feedback

After a possible interview, you will receive an invitation to submit applicant feedback by e-mail. You will then have the opportunity to provide anonymous feedback on the application process. If you enter an employment relationship with Teleperformance, you will be sent another invitation to submit employee feedback after approximately 6 months. You will then have the option to provide anonymous feedback on your start at Teleperformance.

Your feedback can be published on relevant employer portals (such as kununu). Your anonymity is also guaranteed here.

The legal basis for sending invitations to submit feedback is Art. 6 para. 1 lit. f GDPR. The legitimate interest here lies in improving our application processes and training new employees.

Cookies

Teleperformance stores so-called "cookies" to offer you a comprehensive range of functions and to make the use of our websites more convenient. "Cookies are small files that are stored on your computer with the help of your Internet browser.

The legal basis for the data processing described is the protection of a legitimate interest in accordance with Art. 6 para. 1 lit. f GDPR. The legitimate interest is to ensure the security of our websites and to protect us from automated bot attacks or similar.

This website uses the following types of cookies, the scope and function of which are explained below:

Transient cookies

Transient cookies are automatically deleted when you close the browser. These include session cookies. These store a so-called session ID, with which various requests from your browser can be assigned to the joint session. This allows your computer to be recognized when you return to our website. The session cookies are deleted when you log out or close the browser.

Persistent cookies

Persistent cookies are automatically deleted after a specified period, which may vary depending on the cookie. You can delete cookies at any time in your browser's security settings.

Google Analytics (Google Inc.)

We use Google Analytics, a web analysis service of Google Inc ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there. In the case of However, if IP anonymization is activated on this website, your IP address will be shortened by Google within member states of the European Union or in other contracting states of the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and shortened there. On behalf of the operator of this website, Google will use this information to evaluate your use of the website, to compile reports on website activity and to provide other services relating to website activity and internet usage to the website operator.

The IP address transmitted by your browser as part of Google Analytics will not be merged with other Google data.

We use Google Analytics with the extension "_anonymizeIp()". This means that IP addresses are further processed in abbreviated form, thus excluding the possibility of personal references. If the data collected about you is personally identifiable, it is immediately excluded, and the personal data is deleted immediately.

We use Google Analytics to analyze and regularly improve the use of the website, the career portal and the Teleperformance applicant management system. We can use the statistics obtained to improve our offer and make it more interesting for you as a user. For the exceptional cases in which personal data is transferred to the USA, a contract for order processing including the general standard contractual clauses approved by the EU Commission (suitable guarantee pursuant to Art. 46 para. 2 lit. c GDPR) has been concluded with Google. The legal basis for the use of Google Analytics is Art. 6 para. 1, sentence 1 lit. f GDPR.

Use of the collected data

The data about the user is collected so that Teleperformance can offer the use of the career portal and the applicant management system. Without this information, the application cannot be processed.

In addition, data is collected for the following purposes: Analytics, interaction with support and rating platforms, managing support and contact requests, managing user databases, managing contacts, and sending messages, contacting the user, accessing third-party profiles (e.g. login via LinkedIn and XING), displaying content from external platforms, legal verification of your person.

The personal data used for the purposes listed are listed in the respective sections of this document.

Further information on the collection and processing of data

Rights of users

Users are entitled to know at any time whether their personal data has been stored and may contact the data controller to find out the content and origin of the stored data, verify its accuracy, request its addition, deletion, updating, correction, transfer or blocking of unlawfully stored data and object to its processing on legitimate grounds.

You may have rights relating to your personal data including:

- Access You may request information regarding personal data that we collect and hold about you and the source(s) of that information;
- Rectify You have the right to request that we rectify any inaccuracies in relation to the personal data we hold about you;
- Erase In some circumstances, you have the right to request the erasure of your personal data or object to the further processing of your information;
- Restrict In some circumstances, you may ask us to restrict processing of your personal data;
- **Withdraw You may withdraw your consent, at any time, for the processing of your personal data for which you have provided consent. However, your withdrawal of consent will not affect the data processing activities that occurred before the withdrawal;**
- Object You may object to Teleperformance's processing of your personal data for direct marketing, or in other situations in compliance with local laws.

Please contact the following e-mail address: datenschutz@teleperformance.de.

You can also exercise your right of revocation at any time without giving reasons and revoke your declaration of consent with effect for the future. You can send the revocation either by post or by e-mail to the contractual partner. You will not incur any costs other than the postage costs or the transmission costs according to the existing basic rates.

Storage duration

After completion of the application process, your data will be stored for 6 months in the event of a rejection.

Right to lodge a complaint with a supervisory authority

Without prejudice to any other administrative or judicial remedy, you have the right to lodge a complaint with a supervisory authority, in the Member State of your habitual residence, place of work or place of the alleged infringement if you consider that the processing of personal data relating to you infringes the GDPR. The supervisory authority with which the complaint has been lodged shall inform the complainant on the progress and the outcome of the complaint including the possibility of a judicial remedy pursuant to Art. 78 GDPR.

Changes to this privacy policy

Teleperformance reserves the right to make changes to this Privacy Policy at any time by notifying its users on this page. Users are therefore advised to visit this page regularly and to check the date of the last change indicated at the bottom of the page. Unless otherwise stated, the current privacy policy applies.

Version 1.0

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