

## Salesforce Candidate Privacy Statement

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At Salesforce, Trust is our #1 value. We extend this value not just to our customers, but to you and our entire Ohana. We are committed to protecting your personal data, as well as achieving and maintaining your Trust in how we collect, process and handle that data. Protecting your privacy is very important to us, and central to the entire Ohana.

This privacy statement describes the handling of personal data obtained about internal and external job applicants, including referral and applicants who have applied directly through the Salesforce online recruitment system and careers [page](#) (the "recruitment system") as well as through third party agencies and recruiters on behalf of candidates. It also describes the handling of personal data of any prospective candidates, such as those individuals who expressed an interest in receiving news and details about future Salesforce opportunities. Personal data is information, or a combination of pieces of information, that could reasonably allow you to be identified.

This privacy statement describes how Salesforce.com, Inc. and its local affiliate relevant to the job in question ('we', 'us' 'Salesforce') collects and processes personal data about you, how we use and protect this information, and your rights in relation to this information. A list of Salesforce.com, Inc's affiliates can be found in the List of Subsidiaries section of Salesforce's most recent Form 10-K, available under the "Quarterly Filing" page located [here](#).

### 1. **PERSONAL DATA WE USE**

We will collect your personal data from you directly and potentially from other sources.

#### 1.1 **Data we collect directly from you**

The categories of data that we collect directly from you include:

- (a) personal (e.g. name, date of birth) and contact details (e.g. phone number, email address, postal address or mobile number)
- (b) username and password for the online recruitment system
- (c) information contained in your resume or CV, and other documents related to the application or recruitment process (e.g. cover letter, transcripts, certifications)
- (d) educational details (e.g. educational history, qualifications, certifications, skills) and job history (e.g. previous employment, roles, performance history)

- (e) data for diversity monitoring, where the collection of such data is allowed by law (e.g. race, ethnicity, gender, veteran status and/or disabilities)
- (f) information about family and dependants (e.g. for relocation purposes)
- (g) information about any health issues or disabilities (e.g. your disability status, any requests for accommodation in the application or interview process)
- (h) citizenship or immigration information (e.g. for visa purposes, right to work information)
- (i) debarment, suspension or related information as it relates to an award for a contract from a US federal agency
- (j) on-premise location monitoring for security purposes (e.g. video surveillance when attending our premises for an interview)
- (k) other information you may choose to voluntarily submit to us in connection with your application (e.g. information contained in a cover letter, information disclosed in an interview or information you volunteer regarding your criminal records history, compensation history, family history or personal situation)

We also collect information about you using cookies and similar technologies when you use the recruitment system and browse our website. See our [Privacy Statement](#) for further information about how this works.

## 1.2 Data we collect from other sources:

We may collect the following data about you from other sources:

- (a) background check data, potentially including your criminal records history, employment history, educational history and/or compensation history, from employment screening agencies, publicly available registers or databases, former employers and/or educational institutions (as allowed by local laws)
- (b) publicly available information from websites or social media, including information that you choose to voluntarily submit to us in connection with your application (e.g. when applying through LinkedIn)
- (c) information about you from Salesforce employees who interview you and who may provide feedback about you
- (d) information about your performance or conduct from references, other Salesforce employees, clients or service providers, or former employers you work with and/or or with whom you may have worked in the past who may provide feedback about you

## 2. **HOW WE USE YOUR PERSONAL DATA AND THE BASIS ON WHICH WE USE IT**

We limit our use of your personal data. We aim to only collect and use your personal data for specific, necessary reasons and aim to explain our use of your personal data. For example, we use your personal data to:

- (a) create and manage the recruitment system, job applications and a database of interested individuals
- (b) assess and evaluate your skills, qualifications and interests against the position applied for and/or other positions within the Salesforce group of companies
- (c) communicate with you in relation to your expressed interest in Salesforce, job opportunities, application or the recruitment process
- (d) verify your information, including through reference checks and, where applicable, background checks
- (e) send you information about the new hire and employee experience at Salesforce prior to your first day
- (f) with your consent, send you information about positions within the Salesforce group of companies which may be of interest to you
- (g) operate, evaluate and improve the recruitment system, our application tracking and recruitment activities (this includes analysing our job applicant base, our hiring practices or trends, identifying qualifications or skills shortages, and using information to match candidates and potential opportunities)
- (h) detect, prevent and respond to fraud or potentially illegal activities (such as intellectual property infringement), misuse of the recruitment system, this Candidate Privacy Statement or other Salesforce policies
- (i) perform audits, assessments, maintenance and testing or troubleshooting activities related to the recruitment system and our recruitment processes
- (j) comply with legal obligations to which we are subject and cooperate with regulators and law enforcement bodies
- (k) respond to your enquiries and requests

We must have a legal basis to process your personal data. In most cases the legal basis will be one or more of the following:

- (a) to comply with our contractual obligations to you or to take steps to enter into a contract with you
- (b) to comply with our legal obligations
- (c) with your consent

- (d) to meet our legitimate interests, for example to conduct our recruitment processes efficiently and fairly or to manage applicants effectively. When we process personal data to meet our legitimate interests, we put in place robust safeguards to ensure that your privacy or other fundamental rights and freedoms are not overridden by our legitimate interest to comply with our legal obligations, for example obtaining proof of your right to work status to enable us to meet relevant obligations.

When we are required by local law to collect certain personal data about you, your failure to provide this data may prevent or delay the fulfilment of our legal obligations and may impact our ability to employ you. If we ask for your consent to process your personal data, you may withdraw your consent at any time by contacting us using the details at the end of this privacy statement.

## 2. **YOUR RIGHTS OVER YOUR PERSONAL DATA**

You have certain rights regarding your personal data, subject to local laws. These include the following rights to:

- access your personal data
- fix any errors your personal data
- erase or delete your personal data
- restrict our use of your personal data
- object to our use of your personal data
- receive your personal data in a usable electronic format and transmit it to a third party (right to data portability)
- lodge a complaint with your local data protection authority or regulatory body.

If you would like to exercise such rights, please contact us at [privacy@salesforce.com](mailto:privacy@salesforce.com).

We encourage you to contact us to update or correct your information if it changes or if the personal data we hold about you is inaccurate.

## 3. **AUTOMATED DECISIONS ABOUT YOU**

If you have been referred by a current Salesforce employee, we may process your personal information using solely automated means to make decisions about your candidacy. This is known as "automated decision-making" and is only permitted when we have a legal basis for this type of decision-making. This may have significant effects for you, namely that you may be rejected for the role you applied for without a recruiter ever reviewing your application. The logic involved is that if our recruiters do not progress you forward in our recruitment system within seven days, it may result in your application being automatically rejected. Our recruiters can reactivate candidates that have been rejected at a later date, if necessary.

We may make these automated decisions about you:

- Where such decisions are necessary for entering into a contract.
- Where such decisions are required or authorised by law.
- Where you give your explicit consent to us carrying out automated decision-making.

Subject to local legal requirements and limitations, you can contact us using the details below to request further information about automated decision-making, object to our use of automated decision-making, or request an automated decision to be reviewed by a human being.

#### 4. DATA SHARING

While we do not sell or market your personal data, we may share your personal data with third parties in limited situations, including with:

- **Salesforce group companies.** We may share your personal data with other companies that fall within the Salesforce group, for example for recruitment purposes, human resource management and internal reporting.
- **Service providers and business partners.** We may share your personal data with our service providers and business partners that perform business operations for us. For example, we may partner with other companies to host the recruitment system and analyze data to improve performance or engage third parties to audit our systems, products or practices.
- **Law enforcement agency, court, regulator, tax authority, government authority or other third party.** We may share your personal data with these parties if necessary to comply with a legal or regulatory obligation, or otherwise to protect our rights, your rights or the rights of any third party.

#### 5. DATA SECURITY

Security is an integral part of our business model and we put significant resources into making sure your data is protected. This involves technical measures (such as implementing security software) and organizational measures (such as only allowing staff to access your data if there is a business need to do so). Our servers also use up-to-date encryption methods, minimum standards for passwords, two factor identification, badge restrictions, and physical locks to protect personal data. These measures are aimed at ensuring the on-going integrity and confidentiality of personal data. We evaluate these measures on a regular basis to ensure the security of the processing.

We will keep your personal data until the position you are applying for has been filled, after which we will retain your personal data for a period of time that enables us to:

- Maintain business records for analysis, understanding market trends and/or audit purposes
- Comply with record retention requirements as required by local law or other relevant legal or regulatory requirements

- Defend, establish, exercise or bring any existing or potential legal claims
- Ensure fraud detection and prevention
- Respond to any queries or complaints you may have
- With your consent, suggest roles that may be of interest to you

We will delete your personal data when it is no longer required for these purposes. If there is any personal data that we are unable, for technical reasons, to delete entirely from our systems, we will ensure that appropriate measures are taken to prevent any further processing or use of the personal data.

## **6. INTERNATIONAL DATA TRANSFER**

Because we operate as part of a global business, we may transfer, store, or process your personal data in a country different from where you reside. If you reside in the European Economic Area, while we may transfer, store, or process your personal data in a country that is not regarded as ensuring an “adequate” level of protection for personal data, we have put in place appropriate safeguards (such as the [Standard Contractual Clauses](#)) to ensure that your personal data is adequately protected.

## **7. CONTACT US AND CHANGES TO THE PRIVACY NOTICE**

If you have questions or concerns regarding the way in which your personal data has been used or about this privacy notice, please contact the Privacy Team at [privacy@salesforce.com](mailto:privacy@salesforce.com).

We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy. If, however, you believe that we have not been able to assist with your complaint or concern, you have the right to make a complaint to the data protection authority in the country where you reside. If you reside in a country that is a member of the European Union, you may find the contact details for your appropriate data protection authority on the following [website](#).

We may modify or update this privacy statement from time to time. If we make a material change this privacy statement, we will notify you of the change.

**AUGUST 2018**