

## **VFS GLOBAL PRIVACY NOTICE**

### **1. Introduction**

At VFS Global, we're committed to protecting and respecting your privacy.

This Privacy Notice explains how VFS Global and its worldwide companies & subsidiaries ("VFS Global," "we," or "us") handle your personal information when you use VFS Global's employment platform for working with us.

This Privacy Notice describes how we collect and use your data during and after your employment candidature with VFS Global.

This Privacy Notice applies to current and former candidates during the recruiting process.

We may change this Privacy Notice from time to time, so please occasionally check this page to ensure that you're aware of any changes.

This Privacy Notice describes:

- Who are we (VFS Global)?
- Services provided by VFS.
- Contact information of Data Controllers.
- How do we collect your personal information?
- Lawful basis for processing your personal data.
- How is your information used?
- How long do we hold your data for?
- Who do we share your information with?
- Transferring your personal information offshore.
- Your rights.
- How VFS protects your information.
- Monitoring.
- Technology.
- Contact us.

## **2. Who are we? (VFS Global)**

VFS Global is the world's largest outsourcing and technology services specialist for governments and diplomatic missions worldwide.

VFS Global manages the administrative and non-judgmental tasks related to visa, passport, travel documents, identity management and other citizen services such as passport renewals for its client governments and diplomatic missions. This enables them to focus entirely on the critical task of judgemental assessment and decision making.

VFS Global provides certain logistic support to visa/ permit or travel document applications on behalf of its client governments and in accordance with the respective contracts with them regarding such services/ support.

Apart from the visa/ permit or travel document application processing services and citizen services, VFS Global also provides additional services called Valued Added Services (VAS).

## **2. Contact information of Data Controllers.**

VFS Global is the data controller of your data. VFS Global is responsible for processing your personal data concerning your employment candidature with VFS Global under the applicable data protection and employment laws in the country of the job offer and VFS Global's data protection and privacy policy.

In the event of questions related to the processing of your data, you can contact by e-mail VFS Global's Data Protection Officer at [dpo@vfsglobal.com](mailto:dpo@vfsglobal.com)

## **3. How do we collect your personal information?**

As part of the employment candidature, VFS Global may collect your personal data in the following manners:

- a. When creating your profile in our platform as a candidate.
- b. When you are submitting your employment candidature through [VFS Global employment portal](#)
- c. When VFS Global ask you for further information regarding your employment candidature.
- d. When you submit requests to VFS Global.

#### **4. Information collected by VFS Global**

The following categories of personal data may be collected, held, and processed by VFS Global concerning your employment candidature. You will be able to see and check all the categories of information and the correctness of your information in your dedicated space in our careers portal.

1. When creating an account in VFS Global's careers portal:
  - a. Email address.
  - b. Name & Surname.
  - c. Country of residence.
2. When submitting your candidature.
  - a. The information you have provided to us in your CV and your covering letter.
  - b. Your candidate profile in our platform, which includes but is not limited to:
    - i. Name
    - ii. Academic background
    - iii. Address
    - iv. telephone number
    - v. Personal email address
    - vi. Date of birth
    - vii. Employment history
    - viii. Certifications required for the job position.

#### **5. Lawful basis for processing your personal data.**

In respect of the lawful basis used by VFS Global as a Data Controller of the information provided by you, VFS Global will only process your data as an employment candidate if you provide your consent.

## **6. How is your information used?**

We will use the personal information we collect about you to:

- a. Assess your skills, qualifications, and suitability for the role position.
- b. Communicate with you about the open position process.
- c. Keep records related to our hiring processes.
- d. Comply with legal or regulatory requirements.

Having received your CV and covering letter or your application form we will then process that information to decide whether you meet the requirements to be considered as a candidate for a vacancy position for the role. If you do, we will decide whether your application is strong enough to invite you for an interview. If we decide to call you for an interview, we will use the information you provide to us at the interview to decide whether to offer you the role. If we decide to offer you the role, then we will start the recruiting process.

## **7. How long do we hold your data for?**

We will retain your personal information for a period of 6 months. After this period, we will securely destroy your personal information.

If you wish us to retain after 6 months your personal information, on the basis that a further opportunity may arise in future and we may wish to consider you for that, we will re solicit your explicit consent to retain your personal information for a fixed period on that basis.

## **8. Who do we share your information with?**

We may share your information with other companies of the VFS Global group where it is necessary for the processing of your data as part of the employment candidature. All our entities in the group take appropriate security measures to protect your personal information in line with our policies.

## **9. Transferring your personal information offshore.**

Your data may be transferred from VFS Global or its subsidiaries or affiliates outside your country to one of our data centers located in Europe, Canada, or Russia.

## **10. Your rights**

Under many data protection laws, you have rights with regard how your personal information is handled. These privacy rights vary from country to country, however in VFS Global we enable you to exercise a full range of data protection rights depending on the applicable jurisdiction. It includes among others:

- The right to be informed how your personal information is being used.
- The right of access and a copy of your personal information.
- The right to rectification if your personal information is incorrect.
- The right to erasure your personal information (where the law permits this).
- The right to restrict processing of your personal information.
- The right to data portability.
- The right to object to how your personal information is used.
- Rights in relation to automated decision making and profiling.
- Registering a concern about data privacy
- Requesting a copy of your personal data, correcting inaccurate personal data, deletion of personal data.

You can exercise you rights by contacting your HR manager, write to the DPO at [dpo@vfsglobal.com](mailto:dpo@vfsglobal.com) or use our Personal Data Request Form available at

**DATA SUBJECT ACCESS RIGHTS  
FORM**

### **a. Accessing your information: Authentication.**

In order to protect your privacy and to authenticate that the request is genuinely from you and not from anyone else masquerading as you, we might request some additional details of your last interaction with VFS Global, some details that nobody else would know about.

This is to ensure that it is really you who is making the request and not someone else. We will only request enough information to enable us to identify you.

## **11. How VFS protects your information**

When you give us personal information, we take steps to ensure that it is treated securely. Any sensitive information is encrypted and protected.

On our websites when you are on a secure page, a lock icon will appear in the address bar of most web browsers. This means the transfer of information from your browser to our web servers is encrypted to keep it safe.

Please bear in mind that emails may be transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, do not include personal information in an email when you communicate with us, if you do, you do so at your own risk.

## **12. Monitoring**

### **a. CCTV**

Please note that in VFS Global premises we intend to maintain the highest security standards in place for our staff and customers. For this reason, you will find that VFS Global uses CCTV systems where the law permits so.

The required CCTV signs are deployed in our VACs and offices and indicates that you are being recorded. This CCTV footage is kept for a certain period of time in line with our client governments / diplomatic missions' requirements and applicable local laws.

### **b. Guarding services.**

As part of our security standards, you may find deployed in our VACs and offices guarding services. In certain locations you will be required to identify yourself prior to access our VACs and premises.

## **13. Technology**

### **a. Use of cookies.**

Like many other websites, the VFS Global websites use Cookies. 'Cookies' are small pieces of information sent by an organisation to your browser and stored on your device. One purpose we use them for is to help collect statistical information about your browsing actions and patterns, but they do not identify you as an individual to us. Other uses are to set your preferred language and tell your browser what pages you have already visited so that you can use the "Back" function. Cookies help us to improve our websites and deliver a more personalized service.

We provide the choice for you to accept or refuse the use of cookies when you visit our websites, and you can change the cookie settings at any time.

Please note that disabling cookies may result in a loss of functionality when using our website. For more detailed information about how VFS Global uses cookies, please see our Cookies disclosure notice.

b. Links to other websites.

Our websites may contain links to other websites run by other organizations. This Privacy Notice applies only to this website, so we encourage you to read the privacy statements on the other websites you visit.

Please, note that, if you link from our website to another website, or if you follow a link to arrive at our website, we cannot be responsible for the practices of those third-party websites and we recommend that you check the Privacy Notice of that third-party website.

We always perform a check of other websites before publishing a link to it.

**14. Contact us.**

We understand that you may have questions about our privacy practices. Please feel free to contact us in one of the following ways:

<b>3. Information relating to data protection and privacy practices &amp; matters:</b>	by using our <a href="#">SAR form</a> or by contacting <a href="mailto:dpo@vfsglobal.com">dpo @vfsglobal.com</a>
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