

Last updated: 28.05.2021

The Privacy Policy applies to the processing of personal data in connection with the recruitment processes conducted on <https://careers.tidio.com/> website (the “Website”) by:

Tidio Poland Sp. z o.o. with its registered office in [Wojska Polskiego 81, 70-481 Szczecin, Poland] (referred to “Tidio”, “us”, “we”, or “our”).

Tidio is committed to protecting your privacy.

This Privacy Policy explains how Tidio collects and uses personal information about you if you use our website <https://careers.tidio.com/> “Personal Information” is an information that could potentially identify an individual, such as their name, last name, e-mail address or place of residence. Tidio pays full attention to the use of your data in compliance with the applicable law and respects your will of disclosing your Personal Information.

We will not use or share your information with anyone except as described in this Privacy Policy.

We use your Personal Information for the purposes indicated in this Privacy Policy, primarily for the purpose of conducting a recruitment processes. By visiting a website and by sending your application, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible at www.tidio.com.

Please read this Privacy Policy carefully to find out about:

- who we are,
- personal data we collect about you, how it is used and why, including the legal basis for our processing,
- marketing communications,
- who we share your personal data with,

- how we use cookies,
- how long we keep your personal data for,
- our policy on children's personal data,
- your rights,
- how you can contact us.

You have the right to object to certain types of processing, including processing for direct marketing (which we do only with your consent). For more information, please see the section "Your rights".

If you have any questions about this Privacy Policy or you wish to exercise any of your rights in relation to your personal data, please contact us at support@tidio.net.

Who we are

Founded in 2013, Tidio is a communication platform that allows businesses to communicate with their customers. Hundreds of thousands of merchants around the world use our service to improve their sales and customer satisfaction rates. Our platform includes features such as live chat, bots, integration with Messenger and email. Every tool for communicating with your clients is in one place, accessible through our dashboard and mobile app.

We are:

Tidio Poland (Tidio Poland Sp. z o.o., National Court Register number 0000725583, Tax Identification Number 5842770474 with its registered office at Wojska Polskiego 81, 70-481, Szczecin, POLAND):

- a processor of personal data processed as on the Website,
- controller of your personal data

You can also contact our **Data Protection Officer**: Hubert Jackowski, mail: hubert@tidio.net

Information Collection

The table at the end of this Privacy Policy describes the types of personal data we collect about you, how it is used and why. It also sets out the legal basis for us processing personal data about you in this way.

Information You Provide

- **Your identification data.** Data provided by you such as a name, surname, age, education, a photo showing the image of the person,
- **Your contact data.** Data provided by you such as an e-mail address, telephone number, place of residence,
Your career data. Data provided by you such as data on acquired education, professional experience and interests,
- **Your Messages.** To improve performance, perform content analysis and deliver media messages more efficiently, we retain that content on our servers for a longer period of time. We reserve the right to contain the message history and your data. You can alter them at any time.
- **Technical Support.** You may provide us with information related to your use of our Website, including copies of your messages, and how to contact you so we can provide you support. For example, you may send us an email with information relating to Website performance or other issues

Automatically Collected Information

- **Usage and Log Information.** We collect diagnostic, and performance information. This includes information about your activity (such as how you use our Website, how you

interact with others using our Website, and the like), log files, and diagnostic, crash, website, and performance logs and reports.

- **Device and Connection Information.** We collect device-specific information when you access, or use our Website. This includes information such as hardware model, operating system information, browser information, IP address, mobile network information and device identifiers.
- **Cookies.** We use cookies to operate and provide our Website, including improve your experiences, understand how our Website is being used, and customize our Website. Additionally, we may use cookies to remember your choices, such as your language preferences, and otherwise to customize our Website for you.
- **Third-Party Providers.** We work with third-party providers to help us operate, provide, improve, understand, customize, support, and market our Website. For example, we work with companies to provide our infrastructure, delivery, and other systems, supply map and places information, process payments, help us understand how people use our Website. These providers may provide us information about you in certain circumstances;
- **Third-Party Services.** We allow you to use our Website in connection with third-party services. If you use our website with such third-party services, we may receive information about you from them through a mobile carrier's or device provider's promotion of our Website. Please note that when you use third-party services, their own terms and privacy policies will govern your use of those services.

Information Use

We use all the information we have to help us operate, provide, improve, understand, customize and support our Website.

- **Our website.** We operate and provide our Website, including providing customer support, and improving, fixing, and customizing our Website. We understand how people use our Website, and analyze and use the information we have to evaluate and improve

our Website, research, develop, and test new services and features, and conduct troubleshooting activities. We also use your information to respond to you when you contact us. We use cookies to operate, provide, improve, understand, and customize our Website.

- **Safety and Security.** We verify activity and promote safety and security on and off our Website, such as by investigating suspicious activity or violations of our Terms and Conditions, and to ensure our Website is being used legally.
- **Marketing.** Personal Data are processed for marketing purposes, for example presenting advertisement / discounts intended for all recipients.
- **Claims and legal obligations.** Personal Data may be processed for the purpose of pursuing claims and defense against claims, including third parties, as well as to fulfill legal obligations resulting from regulations, e.g. tax and accounting regulations.

Information You And We Share

You share your information as you use and communicate through our Website, and we share your information to help us operate, provide, improve, understand, customize and support our Website.

- **Your identification data.** Data provided by you such as a name, surname, age, education, a photo showing the image of the person, e-mail address, telephone number, place of residence, education, professional experience and interests may be available only for our employees.
- **Third-Party Providers.** We work with third-party providers to help us operate, provide, improve, understand, customize and support our Website. When we share information with third-party providers, we require them to use your information in accordance with our instructions and terms or with express permission from you.
- **Third-Party Services.** When you use third-party services that are integrated with our Website, they may receive information about what you share with them. If you interact

with a third-party service linked through our Website, you may be providing information directly to such third party. Please note that when you use third-party services, their own terms and privacy policies will govern your use of those services.

Marketing communications

In order to provide you with all of the benefits of the our Website, we ask for your permission to send you information about the latest news, new jobs offers. Our events, trainings and other ongoing activities. We also ask for your permission to send you our newsletter. We will use your email address to contact you with this information.

You can choose to withdraw your permission at any time by clicking on the opt out link in newsletter marketing emails from us.

Who we share your personal data with

For the purposes set out in the section “Information Collection” , we sometimes provide your personal data to other companies and certain services providers who perform certain operation on our behalf.

These companies and service providers may participate in the processing of Personal Data to a limited extent, in particular those who support Tidio in the recruitment process, providing services, marketing activities, for example entities providing IT and hosting services, ICT services, as well as providers of legal and advisory services.

In addition, we may share your personal data with other organisations, institutions or authorities in the following circumstances:

- if we are required by applicable law or a public authority to share information about you,

- if we need to share information about you in order to establish, exercise, defend or protect the right, property or safety of our business, our customers or others (this includes, in specific cases, exchanging information with other organisations for the purposes of fraud protection; and
- To successors in title or replacement operators of all or part of our respective businesses.

Assignment, Change Of Control And Transfer

- All of our rights and obligations under our Privacy Policy are freely assignable by us to any of our affiliates, in connection with a merger, acquisition, restructuring, or sale of assets, or by operation of law or otherwise, and we may transfer your information to any of our affiliates, successor entities, or new owner.

Cookies

About cookies

A cookie is a small text file that a website you visit asks your browser to store on your computer or mobile device.

How we use cookies

We use cookies to understand, secure, operate our Website. For example, we use cookies:

- to provide Website for web and desktop, improve your experiences, understand how our Website is being used, and customize our Website;
- to understand which of our FAQs are most popular and to show you relevant content related to our Website;

- to remember your choices, such as your language preferences, and otherwise to customize our Website for you; and
- understand mobile versus desktop users of our Website, or understand popularity and effectiveness of certain of our web pages,
- to assess and analyse users activity and information;

How to control cookies

You can follow the instructions provided by your browser or device (usually located under „Settings“ or „Preferences“) to modify your cookie settings. Please note that if you set your browser or device to disable cookies, certain of our services may not function properly.

How long we keep your personal data for

We retain your personal data for no longer than is necessary for the purposes for which the information is collected (see the section „Personal data we collect about you, how it is used and why, including the legal basis for our processing“ for details of the relevant purposes). When determining the relevant retention periods, we will take into account factors including:

- legal obligation(s) under the applicable law to retain data for a certain period of time, for example, accounting obligations;
- statute of limitations under applicable law,
- (potential) disputes; and
- Guidelines issued by relevant national data protection regulators.

Otherwise, we securely erase your information once this is no longer needed for the purposes for which the information is collected.

Service Providers

We may employ third party companies and individuals to facilitate our Website, to perform Website-related services or to assist us in analyzing how our Website is used.

These third parties have access to your Personal Information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Law And Protection

We may collect, use, preserve, and share your information if we have a good-faith belief that it is reasonably necessary to: (a) respond pursuant to applicable law or regulations, to legal process, or to government requests; (b) enforce our Privacy Policy and any other applicable terms and policies, including for investigations of potential violations; (c) detect, investigate, prevent, and address fraud and other illegal activity, security, or technical issues; or (d) protect the rights, property, and safety of our users or others.

Communications

We may use your Personal Information to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send.

Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security. As such we make no warranties as to the level of security afforded to your

data, except that we will always act in accordance with the relevant EU and United States law, especially GDPR.

International Transfer

Your information, including Personal Information, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

In the event of a dispute with Tidio Poland arises with regards to the international transfer of data, courts of Szczecin, Poland have exclusive jurisdiction over the matter.

Transfer outside EEA

In some cases, in particular when Tidio uses the services of third parties / partners, who support Tidio in its business activities, the personal data may also be accessed or processed outside the EEA. When personal data we collect is processed outside the EEA we have obligations to ensure that personal data is only processed outside the EEA where the European Commission has decided that the territory in question ensures an adequate level of protection (known as a ‘whitelisted’ territory) or, in the absence of a decision by the European Commission, there are appropriate safeguards in place to protect your personal data. For example, if your personal data is accessed or processed from a territory outside the EEA which is not whitelisted, the appropriate safeguards may be provided by standard data protection clauses adopted by the European Commission (known as ‘standard contractual clauses’).

Please ask us if you would like more information about the safeguards that are used to protect your personal data when it is processed outside the EEA or to obtain its copies (see the section “Contact us”).

Links To Other Sites

We strongly advise you to review the Privacy Policy of every site you visit.

Our Website may contain links to other websites operated by unrelated companies and persons (“Third Party Website”). These links are provided for your information only. The inclusion on the Website of any link to a Third Party Website does not mean that we accept any responsibility for that Third Party Website, its content or use, or the use of any features, products and/or services made available through that Third Party Website.

We have no control over Third Party Websites or any information or materials contained on them and have not investigated, monitored or checked any Third Party Websites for accuracy, completeness or conformance with applicable laws and regulations. We are not responsible for any damages or caused as a result of your use of, or reliance on, Third Party Websites or any information or materials contained on them. You access and use Third Party Websites at your own risk.

Children’s Privacy

Our Website does not address anyone under the age of 13 (“Children”).

We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your Children has provided us with Personal Information, please contact us at support@tidio.net. If we become aware that we have collected Personal Information from children under age 13 without verification of parental consent, we take steps to remove that information from our servers.

Your Rights

By law, you have the following right with regard to your personal data. Further information and advice about your rights can be obtained from your national data protection regulator. If you wish to exercise any of your rights in relation to your personal data, please contact us at support@tidio.net.

Rights	What does it mean?
Right to be informed	You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights. This is why we're providing you with the information in this Privacy Policy.
Right do access	You have the right to obtain access to your personal data (if we're processing it) and certain other information (similar to that provided in this Privacy Policy). This is so you're aware and can check that we're using your personal data in accordance with data protection law.
Right to rectification	You are entitled to have your personal data corrected if it's inaccurate or incomplete.
Right to erasure	This is also known as 'the right to be forgotten' and, in simple terms, enables you to request the deletion or removal of your personal data where there's no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions.
Right to restrict processing	You have rights to 'block' or suppress further use of your personal data. When processing is restricted, we can still store your personal data, but may not use it further. We keep lists of people who have asked for further use of their personal data to be 'blocked' to make sure the restriction is respected in future.
Right to data portability	You have rights to obtain and reuse your personal data for your own purposes across different services. For example, if you decide to switch to a new provider, this enables you to move, copy or transfer your personal data between our IT systems and theirs safely and securely, without affecting its usability.
Right to object to processing	You have the right to object to certain types of processing, including processing for direct marketing (which we do only with your consent).

Right to withdraw consent	If you have given your consent for direct marketing, you have the right to withdraw your consent at any time. The withdrawal does not affect the lawfulness of previous processing, but from the time you withdraw your consent we will not process any further personal data. As noted above, if you withdraw consent then we may not be able to provide you with all the benefits of the Website.
Right to lodge a complaint	You have the right to lodge a complaint about the way we handle or process your personal data with your national data protection regulator.

We are required by law to act on requests and provide information free of charge, except where your requests are manifestly unfounded or excessive (in particular because of their repetitive nature) in which case we may charge a reasonable fee (taking into account the administrative costs of providing the information or communication or taking the action requested) or refuse to act on the requested.

Please consider your request responsibly before submitting it. We will respond to your request as soon as we can. Generally, this will be within one month from when we receive your request but if the request is going to take longer to deal with, we will let you know.

To find out how to submit a request, please see the section “Contact us”.

Changes To This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

Contact Us

If you have any questions about this Privacy Policy or you wish to exercise any of your rights in relation to your personal data, please contact us at support@tidio.net.

Details of your personal data that we collect, how they are used and why, including the legal basis for our processing

Type of interaction with us	Types of personal data we collect	Purpose of processing (how and why we use your personal data)	Legal basis for processing	Controllers(s) of your personal data
Accessing and using our site	We collect cookies from your device when you visit our site.	Cookies enable our systems to recognise your device so that we can:- provide important features and functionality on our site,- improve the way our site works by providing you with personalised access and an enhanced site;- monitor and analyse usage of our site to improve its performance;- deliver online advertising that we believe is most relevant to you, and- measure the effectiveness of our marketing communications.	Visiting our site with your browser settings adjusted to accept cookies tells us that you want to use our site and that you consent to our use of cookies as described in this Privacy Policy.	– Google Analytics- Facebook Pixel- Amplitude- Google Tag Manager- AdRoll

Applying for a job	<p>To apply for a job it's required to provide personal data usually included in the CV such as a name, surname, age, education, a photo showing the image of the person, e-mail address, telephone number, place of residence, education, professional experience and interests.</p> <p>If you contact us regarding this Privacy Policy e.g. by email or chat, we may keep records of that correspondence and any personal data you provide, such as your name and email address.</p>	<p>You provide the personal data willingly, although it is required so that you can take part in the recruitment process</p>	<p>It is in our justified interests to collect from you personal data that allows complete usage of our recruitment website.</p>	<p>Your personal data may be transferred between associated holding entities active within the Tidio group.</p>
Contacting us	<p>We use your personal data so that we can respond to your communications.</p>	<p>It is in our legitimate interests to collect and use the personal data referred to in the column to the left so that we can serve your needs.</p>	<p>You personal data may be transferred between associated holding entities active within the Tidio group.</p>	