

# Careers Privacy Policy





Our Careers page is designed to help you find and apply for job openings at Ada Support Inc. and guide you through the various steps of our recruitment and onboarding process. If you choose to apply for an opening, we may receive additional types of personal information.

## Information You Provide

This Privacy Policy covers any personal information you may submit when applying or searching for a position at Ada Support Inc. If you register on our Careers Site as part of your job application or job search process, the following information may be collected:

- Name, address, telephone number, e-mail address, and other contact information;
- Account username and password;
- Social Security Number, National ID number, or Tax ID;
- Employee ID numbers and information about your work history with Ada Support Inc. if you are a current or former Ada Support Inc. employee;
- CV, résumé, cover letter, previous work experience, and education information;
- Employment preferences, current salary, desired salary, and how you heard about the Careers Site;
- Professional and other work-related licenses, permits, and certifications held;
- Languages and other relevant skills;
- Demographic information and marital status;
- Racial or ethnic origin;
- Political opinions, religious affiliation, or philosophical beliefs;
- Awards and professional memberships;
- Work authorization status and available start date;
- Information relating to references; and
- Details of your job search, including what roles, departments, and locations interest you.

The information we request as part of the recruitment process may vary by job location and may change from time to time in order to support our local offices with their recruitment needs and abide by applicable local legal and regulatory requirements. The specific categories of information collected by Ada Support Inc. may vary by location.

In addition, Ada Support Inc. may collect sensitive personal information including health-related data, and data on disabilities.

To the extent that you provide us with sensitive personal information or information about your criminal record or history, job evaluations, educational records, or financial information, including account numbers, by providing us such information, you expressly authorize Ada Support Inc. to handle such information for the purposes of processing or evaluating your job application.

Any information you submit through the site must be true, complete, and not misleading. Should the information provided be inaccurate, incomplete, or misleading, subject to applicable law, this may lead to a rejection of your application during the application process or disciplinary action, including immediate dismissal if you have been employed. In addition, it is your responsibility to ensure that information you submit does not infringe on any third party's rights and is not otherwise legally actionable by any such third party.



## Information from Other Sources

For the purpose of background checks and verifying the information you submitted in connection with your application, in each case as permitted by applicable law, Ada Support Inc. may obtain information about you from other sources, including:

- Your references or third parties mentioned in your application;
- Prior employers; and
- Educational institutions you attended.

If you provide us with details of a reference or any other third party along with your CV or résumé, it is your responsibility to obtain consent from that third party prior to sharing this personal information with us.

## How Do We Use Your Personal Information?

We may use your information for the following purposes and, as applicable, to manage our prospective contractual relationship with you, based on our legitimate interests, to:

- Allow you to submit your application on the Careers Site;
- Process your application;
- Assess your capabilities and qualifications for a job;
- Manage the recruitment process in accordance with the terms of the applicable employee privacy agreement;
- Conduct reference checks;
- Manage, evaluate, and improve Ada Support Inc.'s recruiting and onboarding tools and processes;
- Provide you with a job offer or an employment agreement and assist with any contract finalization and execution;
- Help you to register for Ada Support Inc. employment benefits;
- Communicate with you and provide you with updates on the recruitment process, information you requested, and information about Ada Support Inc.;
- Provide you with recommendations about open positions which may interest you based on your past searches and/or job applications;
- Tailor and improve our site and experiences to better suit your needs and the needs of our community;
- Help us meet and document Ada Support Inc.'s global recruitment goals;
- Meet recordkeeping and internal and external reporting responsibilities;
- Conduct background checks if you are offered a job, as permitted by applicable law; and
- Protect the security and stability of our site.

We may also use and disclose your personal information as necessary or appropriate, especially when we have a legal obligation or legitimate interest to do so:

- To comply with applicable laws or regulations, including laws outside your country of residence, or to comply with legal process;
- To respond to requests from public and government authorities, including authorities outside of your country of residence;
- To cooperate with law enforcement (for example, when we receive law enforcement requests and orders);
- To protect against fraud or other illegal activities or for risk management purposes;



- To permit us to pursue available remedies or limit damages that we may sustain;
- For other legal reasons (for example, to enforce our terms and conditions and to protect our rights, privacy, safety, or property, and/or that of our affiliates or subsidiaries, you or others, including but not limited to, visitors, employees, and contractors); and
- In connection with a sale or business transaction (for example, we may have a legitimate interest in disclosing or transferring your personal information to a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of all or any portion of our business, assets, or stock (including in connection with any bankruptcy or similar proceedings).

Your personal information will be added to Ada Support Inc.'s candidate database and will be used for the purposes of considering whether your profile is suitable for other job vacancies at Ada Support Inc. other than the one(s) for which you have applied. If we make you an offer, your personal information may be incorporated into our human resources system and used to manage the new-hire process, and if you become an employee, any such information may become part of your employee file and may be used for other employment-related purposes.

The provision of personal information on the Careers Site is voluntary. However, if you do not provide sufficient information, this may result in Ada Support Inc. being unable to consider your employment application or, if employment is offered, your subsequent promotion, transfer, or relocation.

Additionally, if you are an employee of Ada Support Inc., we may use your information as required to abide by Ada Support Inc.'s internal policies, including but not limited to our employment and human resources policies. Information received from Ada Support Inc. employees on our site may be supplemented with information received offline, such as your contact information; your birthdate; and details about your employment, such as what team you work on, where you work, and how long you have worked for Ada Support Inc. The sharing of offline information is governed by the terms of the relevant employment policies, employee privacy policies/notices, and local laws and regulatory requirements of your job's jurisdiction.

### **Who Will We Share Your Personal Information With?**

In order for us to assist you with your job search needs and the recruitment and hiring process and also to assist us with managing our workforce, Ada Support Inc. may share your information with the group of affiliated Ada Support Inc. companies. Your personal information will be reviewed by Ada Support Inc. employees or agents who have a business need to access such personal information and may include recruiters, human resources personnel, technical services personnel, and managers or their designees.

Ada Support Inc. contracts with third-party service providers to manage the Careers Site and assist us with our business needs. Ada Support Inc. may share personal information with these service providers to the extent needed to deliver the site and services as described in this Privacy Policy. We may share personal information about you with selected service providers or consultants acting on our behalf, such as third parties assisting Ada Support Inc. with the operation of the Careers Site. Third-party service providers receiving personal information are expected to apply the same level of privacy and data security protections described in this Privacy Policy, and they are required to keep confidential the personal information received from us and not use it for any purpose other than as originally intended.



Ada Support Inc. is not in the business of selling or renting your information to others and will not share personal information with third parties except as described in this Privacy Policy or as otherwise permitted by law.

### **How Long Does Ada Support Inc. Retain My Information?**

We will retain your personal information for the period necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required or permitted by law. The criteria used to determine our retention periods are as follows: (i) the duration of the application process or considering whether your skills are suitable for other opportunities; (ii) as long as we have an ongoing relationship with you; (iii) as required by a legal obligation to which we are subject; and (iv) as advisable in light of our legal considerations such as applicable statutes of limitations, litigation, or regulatory investigations.

Note that Ada Support Inc. may delete personal information about you at any time (including your CV or résumé), without any reason. Therefore, please retain your own copy of the personal information provided to us.

### **Transfer of Your Personal Information to Other Countries**

In accordance with applicable law, personal information covered by this Privacy Policy and any applicant agreement between you and Ada Support Inc. may be transferred to, and processed in any country in which Ada Support Inc., or Ada Support Inc.'s affiliates, subsidiaries or service providers maintain facilities.

### **Security of Personal Information**

Ada Support Inc. uses reasonable physical, technical, and organizational safeguards to protect your information. Unfortunately, no data transmission over the Internet or data storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure, please immediately notify us by emailing [privacy@ada.support](mailto:privacy@ada.support).

Ada Support Inc. hereby disclaims, as far as permitted by local laws, any liability for itself and its affiliates and contractors for any of your information sent to our site and which is lost, misused, illegally accessed, disclosed, altered or destroyed, or not integrally or timely delivered.

### **Application Agreement**

Ada Support Inc. is an equal-opportunity employer and is committed to providing a workplace free from harassment or discrimination. All employment decisions are to be made without regard to race, color, age, gender, sexual orientation, religion, marital status, pregnancy, national origin/ancestry, citizenship, physical/mental disability, military status or any other basis prohibited by law. This policy applies to our employees, applicants, customers and business partners (including independent contractors, vendors and suppliers). Should you have a need, Ada Support Inc. will provide a reasonable accommodation to complete the application upon request. Applicants requiring such accommodation are encouraged to contact [privacy@ada.support](mailto:privacy@ada.support) for further assistance. By proceeding you are indicating that you understand the preceding statements.

By completing your application, you certify that all of the information you supply in this application is a true and complete statement of the facts, and you understand that if employed, any false statement or omission could result in immediate dismissal. You understand that Ada Support Inc. may share the



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information contained in this application with other Ada Support Inc. employees for employment and administrative purposes, and to verify employment eligibility, and hereby consent to such transfer(s). By proceeding with this application, you authorize Ada Support Inc. to contact your references, as well as current and previous employers, to obtain information on your work history and qualifications for employment.