

Applicant Privacy Notice

Before we begin

This notice (Privacy Notice) applies to personal information relating to your application for employment with HSBC Service Delivery (Polska) Sp. z o.o., as data controller. It explains what information we collect about you, how we will use that information, who we will share it with, the circumstances when we will share it and what steps we will take to make sure it stays private and secure. This Privacy Notice covers all aspects of your interaction with us in your capacity as an applicant, including recruitment and pre-employment screening and we may update this notice at any time.

Some of the links on our websites lead to other HSBC Group companies or non-HSBC websites with their own privacy notices, which may be different to this notice. You will need to make sure you are happy with their privacy notices when using those other sites.

Wherever we have said 'you' or 'your', this means you or any authorised person who engages with us on your behalf (e.g. recruitment agencies you have authorised to liaise with us on your behalf).

When we say 'we' or 'us', we mean HSBC Service Delivery (Polska) Sp. z o.o.

If you would like to get in touch with us, you can also find contact details set out in the 'More details about your information' section below.

What information we collect

We will only collect your information in line with relevant regulations and law. We may collect it from a range of sources.

Some of it will come directly from you, e.g. when you send your application. We may also collect information about you when you interact with us, e.g. call us, visit our websites or mobile channels, or use services we make available to you in your applicant capacity (e.g. online tests). We might get some of it from publicly available sources. The information we collect may include:

Information that you provide to us, e.g.:

- personal details, e.g. name, previous names, gender, date of birth, employment history;
- contact details, e.g. address, email address, landline and mobile numbers;
- information concerning your identity e.g., National ID card (as appropriate) and nationality;
- information concerning any qualifications you hold e.g., university education, professional certifications;
- medical confirmation if you are able to perform a given position (as applicable), information about any disabilities you might have;
- market research, and information and opinions expressed when participating in applicant surveys;
- other information about you that you give us by filling in forms or by communicating with us (e.g. interviews or assessments), whether face-to-face, by phone, email, online, or otherwise.

Information we collect or generate about you, e.g.:

- information we use to identify and authenticate you, e.g. your signature, or additional information that we receive from external sources that we need for compliance purposes;
- cookies and similar technologies we use to recognise you, remember your preferences and tailor the content we provide to you – our cookie policy contains more details about how we use cookies and can be found at <http://www.business.hsbc.pl/en-gb/pl/generic/cookie-policy>;
- complaints information;



- application data including information about your individual performance in assessments or online tests;
- records of correspondence and other communications between us, including email, live chat, instant messages and social media communications;
- information that we need to support our regulatory obligations, detection of any suspicious and unusual activity and information about parties connected to you or these activities (e.g., politically exposed person and sanction checks).

Information we collect from other sources, e.g.:

- information you've asked us to collect for you.

How we'll use your information

We'll only use your information where we have your consent or we have another lawful reason for using it. These reasons include where we:

- need to pursue our legitimate interests (e.g., to assess your suitability for the role you are applying for);
- need to process the information to comply with a legal obligation;
- believe the use of your information as described is in the public interest (e.g. for the purpose of preventing or detecting crime or for equal opportunity monitoring and or reporting purposes).

The reasons we use your information include:

- to administer your applicant relationship with us e.g. schedule interviews, communicate decisions etc.;
- to carry out your instructions, e.g. send you details of online tests or assessments;
- to manage our relationship with you, including (unless you tell us otherwise) telling you about other roles we think may be relevant for you;
- to prevent or detect crime including fraud and financial crime, e.g. financing for terrorism and human trafficking;
- for risk management;
- to conduct applicant surveys and data analytics, to assist us with improvements on our recruitment processes;
- to protect our legal rights and comply with our legal obligations;
- for service, system or product development and planning, audit and administrative purposes.

Further details of how we will use your information can be found in Appendix 1 below.

How we make decisions about you

We may use automated systems to help us make decisions about the outcome of your application.

You may have a right to certain information about how we make these decisions. You may also have a right to request human intervention and to challenge the decision. More details can be found in the 'Your rights' section below.

Tracking or recording what you say or do

We may record details of your interactions with us. We may record and keep track of conversations you have with us including phone calls, face-to-face meetings, letters, emails, live chats, video chats and any other kinds of communication. We may use these recordings to check your instructions to us, assess, analyse and improve our service, train our people, manage risk or to prevent and detect fraud and other crimes. We may also use these recordings to make decisions on the outcome of your application. We may capture additional information about these interactions, e.g. telephone numbers

HSBC Service Delivery (Polska) Sp. z o.o. with its seat at Kapelanka 42A street, 30-347 Kraków, Poland, registered in the District Court for Kraków Śródmieście, XI Commercial Division of the National Court Register, under the number KRS 0000310459, share capital (entirely paid) in the amount of 67 689 500,00 PLN, NIP 525-242-91-07.



that you call us from and information about the devices or software that you use. We use closed circuit television (CCTV) in and around our sites and these may collect photos or videos of you, or record your voice, where applicable.

Compliance with laws and regulatory compliance obligations

We will use your information to meet our compliance obligations, to comply with other laws and regulations and to share with regulators and other authorities that HSBC Service Delivery (Polska) Sp. z o.o. is subject to. This may include using it to help detect or prevent crime (including terrorism financing, money laundering and other financial crimes). We will only do this on the basis that it is needed to comply with a legal obligation or it is in our legitimate interests and that of others.

Who we might share your information with

We may share your information with others where lawful to do so including where we or they:

- have a public or legal duty to do so, e.g. to assist with detecting and preventing fraud, tax evasion and financial crime;
- need to in connection with regulatory, reporting, litigation or asserting or defending legal rights and interests;
- have a legitimate business reason for doing so, e.g. to manage risk, verify your identity or assess your suitability for roles; and
- have asked you for your permission to share it, and you have agreed.

We may share your information for these purposes with others including:

- any sub-contractors, agents or service providers who work for us or provide services to us;
- any people or companies where required in connection with potential or actual corporate restructuring, merger, acquisition or takeover, including any transfer or potential transfer of any of our rights or duties under our engagement with you;
- law enforcement, government, courts, dispute resolution bodies, our regulators, auditors and any party appointed or requested by our regulators to carry out investigations or audits of our activities;
- other parties involved in any disputes, grievances and investigations;
- fraud prevention agencies who will also use it to detect and prevent fraud and other financial crime and to verify your identity;
- anybody else that we have been instructed to share your information with by you.

Sharing aggregated or anonymised information

We may share aggregated or anonymised information within and outside of the HSBC Service Delivery (Polska) Sp. z o.o. with partners such as research groups, universities or advertisers. You will not be able to be identified from this information, e.g. we may share information about general recruitment trends to assist in research.

How long we will keep your information

We keep your information in line with our data retention policy. This enables us to comply with legal and regulatory requirements or use it where we need to for our legitimate purposes such as dealing with any disputes or concerns that may arise. If your application for a job with us is unsuccessful, we will retain any personal data collected in line with local regulations or otherwise for a period of one year from the date the application process has been closed.

If you are required to complete an on-line assessment as part of your application, your test results may be valid for future job applications and we will keep them for a period of twelve months. After twelve



months your test results will be deleted and therefore if you apply to either the same role or a different role with us in the future then you may be required to complete a new on-line assessment.

We may need to retain your information for a longer period where we need the information to comply with regulatory or legal requirements or where we may need it for our legitimate purposes, e.g. to help us respond to queries or complaints, fighting fraud and financial crime, responding to requests from regulators, etc.

If we do not need to retain information for this period of time, we may destroy, delete or anonymise it more promptly.

Transferring your information overseas

Your information may be transferred to and stored in locations outside the European Economic Area (EEA), including countries that may not have the same level of protection for personal information. When we do this, we will ensure it has an appropriate level of protection and that the transfer is lawful. We may need to transfer your information in this way to carry out the recruitment process and / or to fulfil a legal obligation, to protect the public interest and / or for our legitimate interests. Even in these cases, we will only share your information with people who have the right to see it.

You can obtain more details of the protection given to your information when it is transferred outside the EEA by contacting us using the details in the 'More details about your information' section below.

Your rights

You have a number of rights in relation to the information that we hold about you. These rights include:

- the right to access information we hold about you and to obtain information about how we process it;
- in some circumstances, the right to withdraw your consent to our processing of your information, which you can do at any time. We may continue to process your information if we have another legitimate reason for doing so;
- in some circumstances, the right to receive certain information you have provided to us in an electronic format and / or request that we transmit it to a third party;
- the right to request that we rectify your information if it is inaccurate or incomplete;
- in some circumstances, the right to request that we erase your information. We may continue to retain your information if we're entitled or required to retain it;
- the right to object to, and to request that we restrict, our processing of your information in some circumstances. Again, there may be situations where you object to, or ask us to restrict, our processing of your information but we are entitled to continue processing your information and / or to refuse that request.

You can exercise your rights by contacting us using the details set out in the 'More details about your information' section below. You also have a right to complain to the data protection regulator in the country where you live or work.

What we need from you

You are responsible for making sure the information you give us is accurate and up to date, and you must tell us if anything changes as soon as possible.

The absence or inaccuracy of any records may affect the outcome of your application or we may be prevented from complying with our legal obligations.

How we keep your information secure

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We use a range of measures to keep your information safe and secure which may include encryption and other forms of security. We require our staff and any third parties who carry out any work on our behalf to comply with appropriate compliance standards including obligations to protect any information and applying appropriate measures for the use and transfer of information.

More details about your information

If you'd like further information on anything we've said in this Privacy Notice contact us via krakow.recruitment@hsbc.com.

Appendix 1 – How we process your information

We'll use your information for purposes including:

1. Application administration purposes, including:

- Carrying out recruitment activities;
- Administering and maintaining personal records within the capacity of application and recruitment process;
- Assessing your performance in interviews, assessments and on-line tests;
- Evaluating your suitability for the role and making decisions on the outcome of your application;
- The pursuit of complaints;
- Equal opportunities matters including the operation of an equal opportunities policy, identifying or keeping under review the existence or absence of the quality of opportunity, or treatment between persons of different protected characteristics, with a view to enabling such quality to be promoted, or maintained.

The lawful reasons for processing these are legitimate interest, legal obligation.

2. To prevent and detect crime including, e.g. fraud, terrorist financing and money laundering: this will include monitoring, mitigation and risk management. We do this to comply with our legal obligations and because it is in our legitimate interest. We may share your information with relevant agencies, law enforcement and other third parties where the law allows us to for the purpose of preventing or detecting crime. Additionally we and other financial institutions may take steps to help prevent financial crime and manage risk. We will do this because we have a legitimate interest, a legal obligation to prevent or detect crime or it is in the public interest. We may be required to use your information to do this, even if you have asked us to stop using your information. That could include (among other things):

- passing information to relevant agencies if we think you have given us false or inaccurate information, or we suspect criminal activity;
- combining the information we have about you with information from other HSBC companies to help us better understand any potential risk.

3. Risk management: we will use your information to measure, detect and prevent the likelihood of financial, reputational, legal, compliance or customer risk. This includes credit risk, traded risk, operational risk and insurance risk (e.g. for underwriting or claims management purposes). We will do this because we have a legitimate interest in ensuring that we carry out a proper risk assessment prior to making offers of employment;

4. Online assessments: we will use your information to allow us to provide you with access to any online platforms in order for you to carry out any relevant online tests. The platform may allow you to directly or indirectly communicate with us. The lawful basis for using your information for this purpose is in our legitimate interest;

5. Service improvement: we will analyse your information to identify possible service and improvements in our recruitment process. The lawful basis for processing your information for this purpose is our legitimate interest. We do this to improve our products and services to best meet the need of our future and current workers;

6. Data analytics: we will analyse your information to identify relevant job opportunities and to better manage our recruitment processes. The lawful basis for using your information in this way is our legitimate interest;

7. Protecting our legal rights: we may need to use your information to protect our legal rights, e.g. in the case of defending or the protection of legal rights and interests (e.g. labour law disputes);



court action; managing complaints or disputes; in the event of a restructuring of companies or other mergers or acquisition. This may be in connection with action taken against you or other persons. We would do this on the basis that it is in our legitimate interest.