



# PIERIAN SERVICES PRIVACY POLICY

Date: 26 - September - 2023



## Introduction

PIERIAN SERVICES is a leading Global Business Services company, providing a range of services and solutions in strategy, consulting, and operations management.

This Privacy Policy applies to all our customers as well as Website visitors. This Privacy Policy describes how PIERIAN SERVICES (“Pierian”, “us”, “we”) collects, receives, uses and discloses information and what choices you have with respect to the information.

## Services

It is PIERIAN SERVICES's policy to respect your privacy regarding any information we may receive or collect while using our websites, processing and digital transformation services and analytics platforms, collectively called ‘Services’. Our ‘Services’ primarily include the following:

**Websites:** Our Websites provide the visitor features to connect with us with their queries.

**Business Services:** Data processing Services, which include managing customer organization’s business processes. Strategy and consulting: Advisory and business transformation services.

**Digital:** process transformation through digital technology enablement.

**Customer Support Desk:** To allow our customers who have bought our services to contact us for any issues.

This Privacy Policy applies when you use our Services.

## Pierian Services Pvt. Ltd Data Controller and Data Processor

We process the following types of personal data:

1. **Customer Data** – Personal data that forms part of data that is provided by our customers and their end-users for obtaining our services.

2. **Other Data** - Personal data about our customers, visitors and other individuals that is collected and processed directly by us. Our customers are the controller of ‘Customer Data’. PIERIAN SERVICES is the processor of ‘Customer Data’ and the controller of ‘Other Data’.

## Domains and Websites for this Policy

For the purposes of this Policy, the term, “Websites”, shall refer collectively.

<http://pierianservices.com/> and <http://www.pieriansingapore.com.sg/> that the PIERIAN SERVICES Group operates, and that links to this Policy.

## Information We Collect:

**Customer Data:** As customers, you provide data to us for processing as part of usage of our services data received for business process management or digital enablement.

- PIERIAN SERVICE's customer organizations share personal data for managing their or their customer organization's business processes such as payroll, accounting, academy admission process etc.

- PIERIAN SERVICE's customer organizations share personal data for availing business intelligence and digital transformation services through various custom-built platforms.

**Customer Support data:** As customers, you may contact us for support through our 'Helpdesk' facility. Your data (Name, Business Email Id, Your organization's name) is required to log support request in our helpdesk.

**Candidate Career Portal:** When you apply for a role at PIERIAN SERVICES, you share your data with us. Your data (Name, Email ID, Mobile Number, Address, and Employment Details) is required to be submitted through our career portal.

**Other Data:** We also collect data when you use our applications and websites.

**Log Data:** We use the following data collected as part of logs.

- Google Analytics services to analyse our website traffic.
- Google's crash reporting service through which we get details of the crash, device and user id associated with the crash
- Logs for the usage of the custom-built platforms Data captured through 'Get in touch' form on the Website
- When you enquire about our products and services, we collect and store this data to communicate with you and respond to your enquiry. This includes your name, organization and email.

**Testimonials :** From time to time, we may post testimonials on the Websites that may contain personal information. We obtain your consent to post your name along with your testimonial.

## **Cookies :**

- PIERIAN SERVICES does not use cookies to identify and track website visitors.

## **How We Use Your Data**

- How we use your personal data will depend on which Services you use and how you use those Services.
- Customer Data' is used in accordance with Customer's instructions, including any applicable terms in the Customer Agreement and as required by applicable law. PIERIAN SERVICES is a processor or subprocessor of 'Customer Data' and Customer organization is the controller or processor.
- Other Data' is used by us to communicate with you by responding to your requests, comments and questions.

## **Lawful basis for processing**

We process your personal data only when we have a lawful basis. Presently, we use the Performance of Contract (i.e. to deliver the services to our customers) and consent as the lawful bases for processing. For certain processing, we may also use legitimate interests as provided under the Data

Protection Regulations. • Where you have consented to particular processing, you have a right to withdraw the consent at any time. You can withdraw your consent by writing to us at [privacy@pierianservices.com](mailto:privacy@pierianservices.com)

## How we use 'Customer data'

We use 'Customer data' data to authenticate them and authorize access to our services. We only process 'Customer Data' on behalf of our customers and in accordance with their instructions provided in the applicable Services agreement with us. We use the data to provide services as per the service agreement. We are recipients of data in this context and we use such data only for underlying purpose as aforesaid.

- To send emails and other communications. We may send you service and operations related email. We may also contact you to inform you about changes in our Services and our Services offerings. These communications are considered part of the Services.
- To send newsletters. We may send you newsletters with advice specific to country specific tax updates, regulations etc. These emails are sent as value added services and you may opt out of them.
- For customer support. If you send us a request (for example via a support email or via one of our feedback mechanisms), we respond to your request or to help your issues.
- For any other purpose as provided for in the Services Agreement between us and the customer, or as otherwise authorized by the customer
- In accordance with or as may be required by law.

## How we use 'Other data'

We may send you service-related messages or marketing / promotional materials. You may choose to restrict the collection or use of your personal information. We will update you with improvements in our services, new features and from time to time also carry out direct marketing of our products and services. Direct marketing is carried out only if you consent to receive such communication from us.

## Users under 16 years of age

The Sites and Services do not knowingly collect personal information from users under the age of 16. If you are under the age of 16, you are not permitted to use the Sites and Services or to disclose Personal Information. If we learn we have collected or received Personal Information from a child under 16, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us at [privacy@pierianservices.com](mailto:privacy@pierianservices.com)

## Data Retention Policy

We will retain your personal information for as long as is needed to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements).

## 'Customer Data':

PIERIAN SERVICES will retain 'Customer Data' in accordance with a Customer's instructions, including any applicable terms in the Customer Agreement and as required by applicable law. When you decide to stop using our services, we delete all personal information about you.

## 'Other Data':

We retain your information for as long as necessary for the purposes that we have described in this policy.

## Your Rights

PIERIAN SERVICES acts as a data processor or data sub processor for 'Customer Data' and data controller for the data collected through its website. Wherever PIERIAN SERVICES is a data processor or data sub processor, PIERIAN SERVICES will respond only to data controller's request with respect to exercising data subject rights and will not receive any direct requests from data subjects.

## Your Rights to Control Data

Wherever PIERIAN SERVICES is a data controller, we strive to give you ways to access, update/modify your data quickly or to delete it unless we have to keep that information for legal purposes. These rights can be exercised by contacting us on [privacy@pierianservices.com](mailto:privacy@pierianservices.com) with your specific request.

## Change or Correct Data:

You can ask us to edit some of your personal data (e.g. your email id used for subscribing the newsletter). You can also ask us to change, update or fix your data in certain cases, particularly if it's inaccurate.

## Delete Data:

You can ask us to erase or delete all or some of your personal data (e.g. if it is no longer necessary to provide Services to you).

## Object to, or Limit or Restrict, Use of Data:

You can ask us to stop using all or some of your personal data (e.g. if we have no legal right to keep using it) or to limit our use of it (e.g. if your personal data is inaccurate or unlawfully held).

## Right to Access and/or Take Your Data:

You can ask us for a copy of your personal data in machine readable form.

## Your information shared with others

### Recipients of your data

Your data will be shared with other recipients in order to provide you services. 'Customer Data' will be processed as per the agreed scope of work and SLAs agreed with our customers who share the data with us as aforesaid. It may so happen that we may use certain third-party applications and tools for rendering such services.

We exercise adequate safeguards whilst doing this and we have data processing agreements which outline the safeguards that need to be exercised by the owners of such third -party applications and also limit terms of usage of the data shared. While we aim to limit the sharing of your data, at times, it is necessary to share your data with certain service providers. Examples of when and for what

purpose your data is shared include data center / hosting services, HRMS services, etc. The following categories of recipient will most likely receive your data in order to provide services to you

- Third Party Data Center Services
- Third Party platforms to deliver our services such as payroll and account processing. We have data processing agreement with all third party processors for implementing adequate controls for safeguarding your data and using it only for the purpose for which data is shared with them.

PIERIAN SERVICES remains accountable and liable for data shared with third parties.

**To Comply with Laws** - If we receive a request for information, we may disclose if we reasonably believe disclosure is in accordance with or required by any applicable law, regulation or legal process.

## Cross-Border Data Transfers

Your data may be stored and processed in multiple countries including outside of the European Union (EU) Region. Your data may be stored on Cloud Platforms as per agreements signed with the Service Providers. We have taken care to ensure that such Service Providers are already compliant with all applicable regulations. PIERIAN SERVICES offers contractual clauses as may be applicable on a customer by customer basis and where the customer is located in a certain geography, such clauses take into account the requirements of local laws in such geographies. In cases where certain entities are also present in the European Union, we follow the European Union model clauses (also known as 'Standard Contractual Clauses') to meet the adequacy and security requirements for our Customers that operate in the European Union, and other international transfers of 'Customer Data'. These clauses are contractual commitments between parties transferring personal data (for example, between PIERIAN SERVICES and its customers, suppliers or data processors outside the EU), binding them to protect the privacy and security of the data.

## Security Measures to Protect your Data

### Security Measures

We implement security controls to prevent breaches and unauthorised access to your data. We maintain reasonable and appropriate security measures to protect 'Customer Data' from loss, misuse, and unauthorized access, disclosure, alteration, and destruction. Examples of security measures include encryption of the data at rest and while transfer, restricted, role based physical access as well as access to the data, monitoring for threats and vulnerabilities, periodic backup etc. Security controls for our applications are customized based on our customer's requirements.

### Protection of personal information

PIERIAN SERVICES takes all measures reasonably necessary to protect against the unauthorized access, use, alteration or destruction of potentially personally-identifying and personally-identifying information.

### Privacy Policy Change

PIERIAN SERVICES may change this Privacy Policy from time to time, at our sole discretion.

PIERIAN SERVICES encourages visitors and customers to frequently check this page for any changes to its Privacy Policy. We will notify you of material changes in advance by email or by notice when

you log in to the Sites and Services or both. You confirm that your continued use of our services after any change in this Privacy Policy will constitute your acceptance of such changes and agree to be subject to the revised privacy policy.

## Other Information

### Contact Information

You can contact us about this privacy policy or use of our services. If you have questions or complaints regarding this Policy, you may contact us through email at [privacy@pierianservices.com](mailto:privacy@pierianservices.com)

You may contact us at our mailing address below.

Pierian Services Private Limited

Brigade Software Park, 27th Cross Rd, 2<sup>nd</sup> Floor, Opposite Sevakshetra Hospital, Banashankari Stage II, Banashankari Bangalore , Karnataka 560 070

If you are a resident of the European Economic Area and we maintain your Personal Data within the scope of the General Data Protection Regulation (GDPR), you have additional rights. If you are not satisfied with the resolution, you can also lodge a complaint with the Supervisory Authority in the country of your residence.