



## Non-Employee Privacy Notice

SYKES may process your personal data because ...

### **We need it to provide you with a service you've requested:**

- If you don't provide us with the required personal data, we'll try to provide the service, but it may be impossible.
- In line with SYKES' retention policy, we'll keep your data while it's needed to deliver the service, in case you have any further queries.
- If another organisation helps us to provide the service, we'll also make your data available to them. If this involves transferring information to a country not recognised as providing equivalent protection, we'll use additional safeguards approved by the UK, EU-US Privacy Shield or EU regulators.
- We require all organisations we work with to keep information as safe as we do.

### **We need it to identify problems or ways to make the service better:**

- We'll keep your personal data after you use the service for as long as is dictated by SYKES' retention policy, After that, unless we need it for a particular investigation, we'll delete it.
- Sometimes we use automated processing to detect and respond to problems more quickly. If you're individually affected by this processing, you can ask us to review its results.
- If there are attacks on our services or other criminal activity, we may share information with the police.
- All these uses are checked to make sure they create a benefit for individuals rather than a risk. If you have particular circumstances that may increase your risk, you may contact our data protection officer (see below) to ask for a review of that assessment.

### **You've asked us to (e.g., by setting up a profile page or on-line account):**

- After you last use the service, we'll keep your personal data until you ask us to change or delete it, or for as long as is dictated by SYKES' retention policy..

### **We're operating a service provided to you from someone else:**

- We'll keep your personal data for as long as the provider needs us to.
- To ask about your personal data, or to exercise any of your rights, you should contact them. We'll help them respond, but the law prohibits us from responding directly to you.

Individual SYKES services may have their own privacy notices with further information about how they use your personal data.

By law you have certain rights over your personal data that we hold: to receive a copy of the data, to ask us to correct any errors or to delete it once we no longer need it. To contact us regarding those rights, or anything else in this privacy notice, please write to our data protection officer at the email below:

Data Protection EMEA Global: [dataprotection.gemea@sykes.com](mailto:dataprotection.gemea@sykes.com)

Data Protection Northern: [dataprotection.northern@sykes.com](mailto:dataprotection.northern@sykes.com)

Data Protection Germany: [datenschutz-berlin@sykes.com](mailto:datenschutz-berlin@sykes.com)  
[datenschutz-bochum@sykes.com](mailto:datenschutz-bochum@sykes.com)  
[datenschutz-solingen@sykes.com](mailto:datenschutz-solingen@sykes.com)  
[datenschutz-pasewalk@sykes.com](mailto:datenschutz-pasewalk@sykes.com)  
[datenschutz-pasewalk@sykes.com](mailto:datenschutz-pasewalk@sykes.com)  
[datenschutz-wilhelmshaven@sykes.com](mailto:datenschutz-wilhelmshaven@sykes.com)

If you don't feel we've dealt with your request appropriately, you can appeal to the Supervisory Authority responsible for the country in which the data is held.