

# Privacy Notice

Salesforce (Ireland) ("the Company") has engaged **Sterling Talent Solutions** ("we" or "us") to collect and process certain personal information about you in order to conduct a background check in connection with your employment or contractual relationship with Salesforce (Ireland) or services provided to Salesforce (Ireland). For further information on the specific background checks that will be conducted, please speak with your contact at the Company. This notice is intended to inform you about the personal information **Sterling Talent Solutions** will collect and process on behalf of the Salesforce (Ireland).

## What information do we collect about you?

**Sterling Talent Solutions** typically collects the following types of personal information when conducting background checks:

- Identification information
- Address information
- Right to work / work permit information
- Education history and qualifications
- Employment history, including, where applicable, fiduciary or directorship responsibilities
- Personal and Professional references
- Professional qualifications and registrations with professional bodies
- Publicly sourced information (e.g. media information)
- Driver's license and status, including driver history and expiration date

Additionally, **Sterling Talent Solutions** typically collects the following types of personal information when conducting background checks, which may be considered sensitive personal information:

- National identification numbers
- Sanctions with professional bodies
- Criminal history
- Financial information such as credit history, bankruptcy or financial judgments
- Appearance on global sanctions or terrorist watch lists
- Driving penalties and restrictions

<input type="checkbox"/>	<b>By checking this box and continuing to provide my personal information, I consent to the processing of sensitive personal information</b>
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The type of information that we collect in your particular case may only involve certain types of information listed above. This will depend on the specific background checks that will be carried out. For further information on the specific background checks that will be conducted in your particular case, please speak with your contact at Salesforce (Ireland).

## How will we use the information about you?

When conducting the background checks, we will verify that the information you have provided us and the Company is accurate and complete. In doing so, we may need to share your information with, and obtain information from, the Company, our affiliates, agents and other third parties, which may include your current and previous employers, education institutions, and professional bodies and associations of which you are a member; as well as credit reference agencies, fraud prevention agencies, public bodies and other publicly available sources, as appropriate and necessary. Where applicable to your situation, this may include overseas queries. Our data entry, order fulfillment, quality assurance, client service, finance and compliance teams may use your personal information to complete the background checks and communicate with you and the Company. In some cases, we may use service providers to complete the background checks. We only choose service providers who prioritize the protection of personal information and who pass the strict organizational and technical security standards that we set.

If you intend to provide us with the details of an individual to provide a reference, please make sure to obtain consent from that individual prior to passing their personal information to us.

# Privacy Notice

We will never sell or disclose your information for marketing purposes or use your information in a way not described in this notice without your permission unless required by law. This may include requests for information made by local courts, law enforcement or national security authorities in places where the information is accessed or processed.

## When we may need to transfer your information abroad

Data in our custody is stored in the United States and Canada. Our employees are located in our operational centers in the United States, Canada, India, the Philippines and the United Kingdom, and your background check may be processed in one or several of those locations.

We may need to transfer your information to additional countries not listed above if we need to collect personal information from those countries as part of the background check, use a language other than English or engage the services of specialized firms to conduct certain types of background checks.

If your information is transferred to countries that do not have a similar standard of data protection laws to yours, we will ensure that your information is protected to at least the same standards as in your country of residence. For more information about international data transfers, please click here:

<http://sterlingbackcheck.com/About/Privacy.aspx>

and

<http://sterlingbackcheck.com/About/EUPrivacy.aspx>.

## How do we keep your information secure?

We take the security of your personal information very seriously. We have advanced security measures in place to secure and protect your personal information, such as multiple layers of firewalls and alert systems to ensure your personal information is kept as secure as possible, specialist devices to detect and prevent intrusion attempts, and encryption systems to ensure data is scrambled while being transmitted between systems. We have located our data servers within a securely managed infrastructure which is based on international standard ISO 27001/2. Our secure online delivery system is password protected and ensures that unauthorized individuals are not given access to personal information.

We employ equally rigorous physical security policies to prevent physical access to our data centre. Any personal information in hard copy form is kept securely in lockable, non-portable storage systems that are accessible only to named individuals.

All of our employees have been thoroughly screened and undergo thorough security and privacy training. We restrict access to your personal information to a limited number of individuals. We also audit third party service providers with whom we may need to share your personal information and ensure that these service providers have privacy policies in place to protect the security of your information.

## How long will we keep your information?

We only keep your personal information for as long as we need it to conduct the background checks or for legal, regulatory or contractual requirements we may have to meet. This is to allow for the resolution of any disputes and complaints. During the retention period, we will ensure that your information continues to benefit from our advanced security measures.

## Choosing not to provide your personal information

Providing your information is strictly voluntary. Choosing not to provide your personal information will mean that we cannot conduct a background check on you. For further information on the consequences of your choice not to provide your personal information, please speak with your contact at Salesforce (Ireland).

I choose not to provide my personal information



*[check the box and return the form – do not provide your personal information – do not sign the consent below]*

# Privacy Notice

## Your rights

You have the right to access your personal information, dispute its accuracy or completeness, be told its sources and to whom it has been disclosed, and modify or withdraw your consent for its collection, use and disclosure. You also have a right to ask questions or complain about how we handle your personal information. To do any of these things, contact us using the coordinates below, or speak with your contact at Salesforce (Ireland).

**Phone:** 888 889 5248 (US & Canada toll-free)  
+1 646 829 3382 (international toll)  
**Email:** [dispute.resolution@sterlingbackcheck.com](mailto:dispute.resolution@sterlingbackcheck.com)  
**Mail:** ATTN: Dispute Resolution,  
SterlingBackcheck 6111 Oak Tree Blvd., Ste 400,  
Independence, OH 44131 USA

I choose not to provide my personal information



*[check the box and return the form – do not provide your personal information – do not sign the consent below]*

# Consent

I understand and authorize the following:

- **Sterling Talent Solutions** will carry out the relevant background checks previously communicated to me for Salesforce (Ireland). I understand that these checks may include overseas queries.
- **Sterling Talent Solutions** may need to share my information with, and obtain information from, the following sources as necessary and appropriate for carrying out the selected background checks: Salesforce (Ireland), current and previous employers, education institutions, professional bodies, credit reference agencies, fraud prevention agencies, public bodies and other publicly available sources. Where necessary, I authorize **Sterling Talent Solutions** to act as my agent in order to share or obtain my personal information when carrying out the selected background checks.
- **Sterling Talent Solutions** may need to transfer my information to, and process my information from, countries that may not have a similar standard of data protection laws to my own country of residence in order to carry out the selected background checks.

I declare that the information I have provided to Salesforce (Ireland) and to **Sterling Talent Solutions** as part of the background check is complete and accurate in every respect. I understand that a false statement or omission of facts may affect my %POSITIONTYPE% with Salesforce (Ireland)

I have read and understand **Sterling Talent Solutions** Privacy Notice regarding the processing of my personal information.

Candidate Signature (print name below)	Date (YYYY.MMM.DD)
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