



DATA PROTECTION NOTICE JOB CANDIDATES

Upon request, this notice is available in alternative formats, such as large print, braille, or audio. Please contact legal@intercom.io, and an alternative format will be provided to you so you can access the information in this notice.

1. PURPOSE AND SCOPE OF NOTICE

- 1.1 This Job Candidate Data Protection Notice ("**DPN**") is intended to explain how your personal data will be handled by Intercom and sets out how and when Intercom collects, uses, shares, transfers and otherwise processes personal data about you in the context of Intercom's recruitment practices. If your application is successful, the way we process your personal data will be governed by our Staff Data Protection Notice (which will be made available to you when you commence your employment or engagement with Intercom).
- 1.2 When this DPN mentions "you" it refers to all candidates whose applications or referral information are provided, submitted or received by Intercom.
- 1.3 When this DPN mentions "**Intercom**", "**us**" and "**we**", it refers to the Intercom Group, including Intercom R&D Unlimited Company, Intercom, Inc., Intercom Software UK Limited or Intercom Software Australia Pty Ltd and any other Intercom group company from time to time.
- 1.4 If you are resident in the EEA or the UK, Part 1 (*Processing of Personal Data Subject to the GDPR*) of this DPN will apply to you. For the purposes of the GDPR, the Intercom entity that you have applied to work for is the controller of your personal data. Our Data Protection Officer can be contacted in writing at legal@intercom.io.
- 1.5 Part 2 (*California Consumer Privacy Act – Notice at Collection*) will apply to you if you are a California resident.
- 1.6 **IMPORTANT:** where Intercom receives your personal data via a recruiter with whom you have engaged, we encourage you to read the relevant recruiter's data protection notice to understand how your personal data is processed by such a recruiter who is a controller of your personal data independently of Intercom.

2. PERSONAL DATA COLLECTED & OBTAINED

Please note that the below list of personal data may be updated from time to time in accordance with Part 3, Section 3 of this DPN.

2.1 INFORMATION WE COLLECT

2.1.1 As part of the recruitment and job application process, we will collect the following personal data about you:

- (a) **From you:** for example, through a candidate profile, cover letter, CV, application or information you provide directly to Intercom and during your interview; or
- (b) **From third party sources:** from employment and other professional references, software platforms we use for business processes (e.g. our recruitment portal), job board websites that you may use to apply for a job with us, publicly-available information (e.g., your public LinkedIn profile (where permitted by law), background check providers and other pre-employment screening services (where permitted by law) and from recruiters or employment agencies.

2.1.2 We collect the following categories of personal data:

Personal and Family Information

This information may include:

- Name(s);
- Contact details including address, personal e-mail address and telephone number;
- Immigration related details or information about your right to work;
- Information needed to understand and assess accommodation requests regarding potential disabilities or other health conditions (where appropriate);

Employment Administration Information

This information may include:

- Details about your current or previous employment such as your length of service and your role;
- Details about your qualifications such as your skills, education, the languages you speak (including your proficiency), your experience in the job you apply for and other industries;
- Details about your preferences such as positions you may be interested in, information about when you may be available to interview and/or start work for Intercom (i.e. your current notice period) or work on ongoing basis (e.g. full or part time or on weekends), whether you are open to relocation or working remotely, whether you are willing to travel for work and whether you have your own transport;
- Details you may provide us at interview stage (including information about you which we generate throughout the interview and/or recruitment process);

- Information necessary to complete background checks, such as criminal conviction history and credit reports (where permitted by law);
- Information about our assessment of your application, our view of your suitability for the job for which you applied, the fact of your application and our record of it;
- Details about you which we gather from publicly available sources over the internet and your social media accounts where such searches are relevant to the job you have applied for within Intercom.

Other Information

- Any information you choose to provide voluntarily in the course of your job application, including information that may reveal your race or ethnicity, your sexual orientation or gender identity, your religious or philosophical beliefs, trade union membership or voluntary medical information about you.
- Please note that should you include any other information you think is relevant to your job application or the recruitment initiative, including cover letters, references from your previous employers and other documents that are likely to contain personal data about you, we will hold and process any such personal data in accordance with this DPN.

Some of the information listed above may be sensitive or special category data under applicable laws. Please see Part 1: Section 2 for further information on how we collect and process sensitive personal data.

PART 1

PROCESSING OF PERSONAL DATA SUBJECT TO THE GDPR

1. HOW & WHY WE USE PERSONAL DATA ABOUT YOU

1.1 The following tables detail the **legal bases** on and **purposes** for which we collect and process personal data about you:

LEGITIMATE INTERESTS	
Legal Basis	We may need to process your personal data for our or a third party's legitimate interests.
Purposes	<p>We obtain, collect and process personal data about you:</p> <ul style="list-style-type: none"> • To manage the recruitment related activities which include setting up and conducting interviews and tests for candidates, evaluating and assessing the results, and as is otherwise needed in the recruitment and hiring processes; • To assess your suitability for the role for which you have applied; • To keep records of the fact of your application; • To verify details you have provided to us in your application using third party sources; • To carry out reference, background, and credit checks, as permitted

	<p>by applicable law;</p> <ul style="list-style-type: none"> • To comply with internal policies and procedures; • To accommodate disabilities or health conditions; • To promote and monitor our diversity and equal opportunity initiatives; • To retain your information (should you be unsuccessful) in order to contact you in relation to future vacancies within Intercom that may be of interest to you; • To collect feedback on and evaluate the recruitment process; • To promote internal and external recruitment events; • To protect our, your or others' rights, safety and property; • To investigate and deter against fraudulent, harmful, unauthorized, unethical or illegal activity, or conduct in violation of our policies or procedures; • To create anonymous, aggregated or de-identified data that we use and share to analyse our application and recruitment activities and for other lawful business purposes; • To comply with lawful requests and legal process, such as responding to subpoenas or requests from government authorities, to the extent permitted by law.
IMPORTANT	Your personal data will not be processed on this basis if our or a third party's interests are overridden by your own interests, rights and freedoms.

COMPLIANCE WITH LEGAL OBLIGATIONS	
Legal Basis	It is necessary to process your personal data in order to comply with our legal obligations.
Purposes	<p>We obtain, collect and process personal data about you in order to comply with the following legal obligations under Member State or European Union Law:</p> <ul style="list-style-type: none"> • to comply with all applicable employment, equality and health and safety law; • to comply with all applicable tax law; • to confirm your right to work; and • to comply with any other applicable laws.

2. PROCESSING SENSITIVE PERSONAL DATA

Personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, health, sexual orientation, sex life, trade union membership and genetic and biometric data are subject to special protection and considered by European privacy law to be "**sensitive personal data**".

If we process sensitive personal data about you, as well as ensuring that one of the grounds for processing mentioned above applies, we will make sure that one of more of the grounds for processing sensitive personal data applies, including (for example) that the processing is for equality and diversity purposes.

3. DISCLOSURE OF PERSONAL DATA ABOUT YOU

3.1 We do not share or transfer your personal data except in the following limited circumstances:

RECIPIENTS
<p>Internal</p> <p>Personal data about you may be disclosed to managers, HR and administrators for employment, administrative and management purposes as mentioned in this DPN. We may also disclose this to other members of the Intercom Group.</p>
<p>External</p> <ul style="list-style-type: none">• We will only disclose personal data about you outside the group if disclosure is consistent with a ground for processing on which we rely and doing so is lawful and fair to you.• We may disclose your data if it is necessary for our legitimate interests as an organisation or the interests of a third party (but we will not do this if these interests are overridden by your interests and rights in particular to privacy). We may also disclose your personal data if you consent, where we are legally required to disclose and in connection with criminal or regulatory investigations.• Specific examples of the circumstances in which your personal data may be disclosed includes the following:<ul style="list-style-type: none">o Disclosure to organisations that process data on our behalf to help manage our recruitment, interview, and hiring processes, such as job boards, recruiters, interviewing and testing, pre-employment screening, interview travel booking and expense reimbursement (where applicable), relocation (where applicable), and recruitment analytics.o Disclosure to our professional advisers such as lawyers and immigration advisors, in the course of the professional services they provide us.

4. YOUR PRIVACY RIGHTS (EEA AND UK)

4.1 We try to be as open as we reasonably can about personal data that we process. If you would like specific information, please ask us.

4.2 Depending on where you are resident, you may have certain rights. If you are resident in the EEA or the UK, you have a legal right to make a "subject access request". If you exercise this right and we hold personal data about you, we are required to provide you with information on it, including a description and copy of the personal data and an explanation of why we are processing it.

4.3 As well as your subject access right, you may have a legal right to have your personal data rectified or erased, to object to its processing or to have its processing restricted. You may also have the right to be given your data in a machine-readable format for transmitting to another data controller though this right is unlikely to be relevant to you in the context of our recruitment processes.

- 4.4 We are unlikely to rely on consent as a ground for processing. However, if we do, you may withdraw consent at any time – though if you do so that will not affect the lawfulness of what we have done before you withdraw consent.
- 4.5 You can exercise any of these rights by submitting a request to our Data Protection Officer, in writing, at legal@intercom.io with your name and the information requested to be accessed, corrected or removed.
- 4.6 Please note that we may ask you to verify your identity when seeking to exercise any of these data protection rights.
- 4.7 You also have the right to lodge a complaint with the Data Protection Commission. For further information see www.dataprotection.ie.

PART 2

CALIFORNIA CONSUMER PRIVACY ACT – NOTICE AT COLLECTION

1. SCOPE

- 1.1 This Part 2 applies only if you are a California resident.
- 1.2 For purposes of this section, “Personal Information” has the meaning given in the CCPA but does not include information exempted from the scope of the CCPA.

2. NOTICE AT COLLECTION PURSUANT TO CALIFORNIA CIVIL CODE SECTION 1798.100(b)

- 2.1 The categories and sources of the Personal Information we collect are described above in Section 2 of this DPN.
- 2.2 The Purposes for which we use Personal Information are described in Part 1: Sections 1 and 2 of this DPN.

3. CALIFORNIA PRIVACY RIGHTS

- 3.1 Your rights under California law may differ from the rights described in Part 1: Section 3 of this DPN to the extent they apply to Personal Information, and we reserve the right to deny requests to exercise such rights as permitted by California law.

PART 3

GENERAL

1. TRANSFERS OF PERSONAL DATA

- 1.1 We are headquartered in the US and have offices in the UK, Ireland and Australia. Therefore, in connection with our business and for employment, administrative, management and legal purposes we may transfer, and process personal data about you outside of the country in which you are resident to other members of the Intercom Group and our service provider recipients. These countries may not have equivalent privacy and data protection laws (and, in some cases, may not be as protective). Nevertheless, we will ensure that any such transfer is lawful and that there are appropriate security arrangements in place.
- 1.2 For transfers of your personal data within the EEA, the UK and Switzerland to:
- Intercom, Inc. based in the U.S., we will rely on the [EU-US Privacy Shield or Swiss-US Privacy Shield](#);
 - other members of the Intercom Group, based outside of the US, we currently rely on Standard Contractual Clauses ; and
 - recipients who are located outside of the EEA, the UK and Switzerland, we will rely on EU-U.S. Privacy Shield or Swiss-U.S. Privacy Shield (for recipients in the US), or Standard Contractual Clauses.
- 1.3 If you would like to find out more about any such transfers please contact our Data Protection Officer whose details are set out in Section 3 below.

2. RETENTION OF YOUR PERSONAL DATA

- 2.1 In general, we will keep personal data about you as long as is necessary for the purpose for which we collected it.
- 2.2 Where you are a **successful candidate**, personal data provided by you or obtained by Intercom over the course of the job application/recruitment process will be retained by us for as long as you are an employee of Intercom (plus a reasonable period of time after your employment ends) for the purpose of facilitating your employment. Such personal data will be retained in accordance with our Staff Data Protection Notice and Retention Policy (which will be available to you when you commence employment or engagement with Intercom).
- 2.3 Where you are an **unsuccessful candidate**, we will retain some personal data about you in order to contact you in relation to future vacancies within Intercom which we think may be of interest to you for a period of 2 years. You can request that we do not hold your personal data for the purpose of assessing further roles for you by emailing recruitment@intercom.io.

3. CHANGES TO THIS DPN & QUESTIONS

- 3.1 We may amend this DPN at any time. The most current version of the DPN will govern our use of your information and will always be posted on our Careers website.
- 3.2 If you have any questions, comments or concerns about this DPN, please email our Data Protection Officer at legal@intercom.io.
- 3.3 If you live outside of the EEA or the UK and have a privacy-related complaint with respect to your personal data, please contact us at legal@intercom.io.