

Data Privacy Notice

for candidates

Please read this document carefully. It contains important information for job applicants & candidates for employment or engagement with Trustpilot.

1. Introduction

Trustpilot is committed to safeguarding the privacy and security of your personal information.

The purpose of this Data Privacy Notice (the “Notice”) is to describe how we collect and use personal information about candidates that are being considered for work with Trustpilot.

When we talk about “Trustpilot”, “we”, “us” or “our”, we mean Trustpilot A/S and our affiliated group of owned and controlled subsidiary companies, including the Trustpilot company that you have applied for work with as an employee, worker or contractor.



We use the term “**personal information**”, or “**personal data**”, to describe information about you as an individual that can identify you, such as your name, information about your skills and education, your CV and cover letter. Personal information does not include data where the identity has been removed (we call this “anonymous” or “anonymized data”).

2. Who does this Notice apply to?

This Notice applies to job applicants and potential candidates for employment and other engagement with Trustpilot.

It's important that you read this Notice so that you are understand how and why we are using your personal information.

3. Data Controller

The Trustpilot company with which you are being considered for work is the primary “data controller” for the personal information that we have about you. As the data controller, we are responsible for deciding what personal information to collect about you and how it’s used.

You can find contact details for all of the companies within the Trustpilot group [on our website](#).

4. Trustpilot’s Data Protection Officer

We’ve appointed a Data Protection Officer (“DPO”) to oversee compliance with this Notice. If you have any questions about this Notice or how we handle your personal information, please contact our DPO at privacy@trustpilot.com.

5. What information do we collect about you?

In connection with your application for work with us, we collect, store, and use the following categories of personal information about you:

- **Information provided in your CV and cover letter**, such as your name, address, date of birth, details of your qualifications, skills, employment history, or information about your current level or expected level of remuneration.
- **Details provided via our application form**, such as your name, telephone number, email address, your LinkedIn profile and picture.
- **Information about your right to work**, such as your nationality, work visa, or a copy of your passport.
- **Any information you provide to us during an interview.**
- **Test results** of any tests taken during the recruitment process, such as personality tests and professional skills tests or exercises.
- **Information obtained from background and reference checks.**

Where relevant and legally permitted, we also collect, store and use the following **special categories** of sensitive personal information:

- **Information about your health**, if this is in accordance with local laws and is appropriate to and required for the work that you are interested in.

IMPORTANT: Trustpilot does not request or consider information about your race or ethnicity, religious or philosophical beliefs, sexual orientation, political opinions, trade union membership and membership of a professional or trade association in connection with recruiting. To the extent that you make such special categories of personal information available to Trustpilot, you consent to Trustpilot processing such information in accordance with this Notice.

6. How is your personal information collected?

We collect personal information about candidates through the application and recruitment process, either directly from you or sometimes from a recruitment agency or background check provider. With your approval, we may sometimes collect additional information from third parties, including former employers.

As a part of the recruitment process, we may also ask you to take various tests, including personality and professional skills tests, and the results of such tests will be provided to Trustpilot.

IMPORTANT: If you fail to provide all of the information that is necessary for us to consider your potential employment or engagement with us (such as evidence of qualifications or work history), we will not be able to process your application successfully.

7. How will your personal information be used?

We use your personal information for the following purposes:

- **To identify and evaluate you for potential employment or engagement:** We hold and use your personal information because we need it to assess your skills, qualifications and suitability for employment or engagement. We also need to make sure that you have the right to work in the country in which you are being considered for work. Finally, we may use it to carry out background and reference checks, where applicable.
- **To meet our legal responsibilities:** We are required by law to collect and hold some personal information – for example in relation to your right to work. We are also obliged to share your personal information to comply with demands or requests made by relevant regulators, government bodies and courts. It is also necessary to collect and use personal information relevant to any claims or legal disputes relating to your application with Trustpilot, or otherwise.
- **For record keeping:** We may also analyze your personal data or aggregated/anonymized data to improve our recruitment and hiring process and strengthen our ability to attract successful candidates.

If you have sent us an application but subsequently wish to withdraw it, please contact us at HR@trustpilot.com.

8. What is our legal basis for processing your personal information?

In general, we collect and use your personal information for the following purposes:

- To **pursue legitimate human resources and business management interests** of our own during the recruitment process and for keeping records of the process, or
- To enable us to **comply with legal obligations**.

In Australia, we will process your personal information where you have provided us with your express or implied consent to do so.

Some of the personal information we might collect is known as “**sensitive personal information**” or “**special categories of data**”. The rules about how we process those types of data are stricter. We will only collect and use this information with your explicit consent (for example if you voluntarily provide us with the information) or if we are permitted to do so by law (for example under the exemptions set out in data protection laws).

9. Who do we share your personal information with?

Trustpilot operates internationally, so your personal information will be accessed by recruiters and interviewers working in the country where you are considered for work, as well as by recruiters and interviewers working in [Trustpilot companies in different countries](#).

Individuals performing administrative functions and IT personnel within Trustpilot will also have limited access to your personal information in order to perform their jobs.

Your personal information will also be made available to other third parties, such as law enforcement, public bodies such as courts, and in the context of, for example, a possible sale or restructuring of our business.

We outsource the processing of certain functions to selected third parties and in order for these third parties to provide services to us, we need to disclose your personal information to them. Such third parties include, for example, personality test providers and information technology service providers performing services at the request of Trustpilot.

All of our third-party service providers and other entities in the Trustpilot group are required to take appropriate security measures to protect your personal information and to keep it confidential. We don't allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and only in accordance with our instructions.

10. Is your information sent abroad?

Some of the third parties that we disclose your data to, as listed above, (see above, at 9) are located in countries that do not have the same privacy or data protection laws and regulations as your home country. Trustpilot will ensure that your personal information remains protected as required by applicable laws and that adequate safeguards are in place (for example, robust contracts), even when your information is transferred cross-border to a third party.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

For more information about how Trustpilot safeguards any transfers of your personal information, please contact our DPO at privacy@trustpilot.com.

11. How long will we keep your information for?

If your application for employment is unsuccessful, we will hold your data on file for 6 (six) months after the end of the relevant recruitment process. In some circumstances, we may anonymize your personal information so that it can no longer be associated with or tracked back to you, in which case we may continue to use such information without providing further notice to you.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

12. What are your rights?

Under certain circumstances, as provided by law, you have the right to:

- **Request access** to your personal information (known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are processing it lawfully.
- **Request correction** of the personal information that we hold about you if it is incomplete or inaccurate.
- **Request us to restrict the processing** of your personal information. This allows you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (Trustpilot’s or those of a third party) and there is something about your particular situation which gives you reason to object to processing on these grounds.
- **Request the transfer** of your personal information to another party.
- **Withdraw any consent given** to the processing of your personal information. In the limited circumstances where you have provided your consent for the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time.
- **File a complaint** to us or with your local data protection agency.

If you want to exercise any of these rights, please email our DPO at privacy@trustpilot.com who will do their best to resolve your complaint quickly.

Please note that if you withdraw your consent, object to how we process your personal information, or ask us to restrict the processing, this will not affect the lawfulness of the processing we have already carried out.

13. How do we protect your personal information?

We are committed to keeping your personal information secure. We will ensure an appropriate level of security to protect your personal information, including protection against unauthorized disclosure or unlawful processing and against accidental or intentional loss, destruction or damage.

We employ up-to-date technologies and systems to protect your personal information from unauthorized disclosure or damage or misuse. We also restrict access to confidential information to only those members of our staff and third parties who have a reasonable need to access it.

We regularly review all our systems, policies and technologies to ensure that these continue to work effectively to protect your personal information.

To learn more about our current practices and policies regarding security and other information, please see our [Data Privacy section on our Support Center](#).

14. Changes to this Notice

Trustpilot reserves the right to update or modify this Notice at any time. We will post any changes to this Notice on this page. Please check this page regularly to stay up to date.