

Privacy Policy

Trust in Talent AG

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1 Introduction

Our platform is available under the URL www.trustintalent.com (hereinafter referred to as Platform). The Platform enables users to collect feedback on executed project work, to use this feedback to further develop their talents and skills, and to share received references on the executed project work. We also enable users to find other users with specific experiences and skills within their networks. The Platform gives companies an overview of the know-how available in the firm, lets them identify the most suitable persons for a specific project as well as allowing them to recognize and continuously develop their employees' talents. In addition, companies will get an insight into the level of satisfaction with the project execution so that potential problems can be actively addressed.

For this purpose, we collect various types of data of our users. Trust in Talent places great importance in the careful and targeted treatment of data. We store your data exclusively in Switzerland.

1.1 Scope

Our privacy policy applies to all registered users ("members") as well as all non-registered users ("visitors") who access our Platform.

By accessing our Platform and using our services, you agree that we shall collect and process your personal data in accordance with this privacy policy and that you accept both the user agreement and the privacy policy.

1.2 Amendment

We can amend this privacy policy any time. In case of substantial amendments, we shall inform you via the e-mail address you provided in your profile, so that you have the opportunity to review the amendments before they become effective. If you do not agree with the amendments, you may close your account. Your continued use of our services after we have published the amendments and informed you about the changes expresses your agreement with the updated privacy policy.

2 Data Collected by Us

We distinguish between four data categories which we collect and process:

1. Profile data
2. Project data
3. Feedback data
 - a. Reference feedback
 - b. Development feedback
4. Usage data

You may find a more detailed description of the four data categories below:

2.1 Profile Data

2.1.1 Registration

To set up an account, the surname, first name as well as a valid e-mail address must be provided. In addition, a password must be set for the profile. Surname, first name and e-mail address are displayed in the profile. The user can update these details in his profile at any time. The responsibility for choosing a secure password and for keeping the password confidential lies with the user.

2.1.2 Profile

In addition to the surname, first name and e-mail address, the phone number, a photo, language skills, education as well as professional experience can also be indicated in the profile. Apart from the data required for registration, users may decide by themselves which data they wish to add to their profile. Under 'personal data', the user can also indicate the e-mail address of the current development manager. The development manager may, for example, be the supervisor or the person supporting the user in further developing his personal talents and skills. By including the e-mail address of the development manager, the user grants the development manager wide-ranging access to the collected data; see chapter 4.2.

2.2 Project Data

After completing a project, users can create a description of the project which is then assigned to their profile. Apart from the project title, the description may include information about the company sponsoring the project, project term, a detailed project description, and a description of the executed work. Project data can be collected both on the profile and also as a part of the feedback request.

2.3 Feedback

After completing a project, the user can obtain feedback for his work on the project through the Platform. Feedback can be obtained internally (by a work colleague) or externally (by a customer).

The feedback consists of reference feedback as well as personal development feedback. While the externally collected reference feedback can be shared with many different users, access to the internally collected feedback as well as the externally collected development feedback is restricted to a few users; see also chapter 4.

As a part of the feedback, the name of the feedback provider, his current job title as well as his e-mail address will be collected. By sharing a feedback, the feedback provider agrees that this data will be visible to users when viewing the feedback.

The feedback provider further agrees that the feedback recipient may use and publish the feedback (including the data of the feedback provider) via the Platform of Trust in Talent with no restriction with regard to time and content.

2.3.1 Reference Feedback

The reference feedback consists of:

1. The "overall rating" given by the feedback provider (rating on a scale of 1-5)
2. The performance reference given by the feedback provider (free text)

2.3.2 Development Feedback

Development feedback consists of:

1. Specific performance ratings given by the feedback provider to the questions in the feedback questionnaire. The questions and the given ratings are subdivided into the three categories "Thinking", "Acting" and "Social". (Rating on a scale of 1-5)
2. The improvement recommendation given by the feedback provider (free text)

2.3.3 Feedback Process

The user (feedback recipient) decides independently from whom he would like to request feedback. Upon receipt of the feedback request the receiving user (feedback provider) decides whether he would like to provide feedback. If feedback is given by the feedback provider, the feedback recipient has 30 days (review period) to review this feedback. The feedback recipient can release the feedback or report it to Trust in Talent within 30 days if it violates the terms of use (report feedback). Any reported feedback is then checked by Trust in Talent and may not be shared on the Platform during the on-going review. Trust in Talent can decide, based on its own review, whether a reported feedback should be deleted – in the event of a breach of the terms of use – or whether it should be released on the Platform, if there is no violation. If the feedback is not released or reported by the feedback recipient within 30 days, Trust in Talent will automatically release the feedback without any review after expiry of the review period.

Released feedback is linked to the corresponding project data. Following the release, the feedback and the project data associated with it can no longer be edited.

The feedback is linked to the profile of the feedback recipient as well as that of the feedback provider at the time of release and can be shared by these with effect from the time of release in accordance with chapter 4.

2.4 Usage data

Trust in Talent collects and records usage data of users, i.e. we record how often and how the users use the Platform. Usage data also includes messages sent and/or received by users through our Platform (e.g. feedback requests, feedback releases, etc.). The collection of usage data is limited exclusively to the use of our Platform.

3 Cookies

3.1 What are Cookies?

As is the practice with most professional websites, this Platform uses cookies. These are small files downloaded onto your computer to improve user experience and enable certain functions.

3.2 We use the following cookies:

3.2.1 Login-based Cookies

If you are logged in, we use cookies to remember this. This saves you the trouble of having to log in every time you navigate to another webpage from within our Platform. These cookies are removed or deleted when you log off, so that protected areas of our Platform are accessible only when you are logged in.

3.2.2 Cookies for Website Settings

To ensure that you have a great experience using this Platform, we must be able to remember certain of your preferences (e.g. language settings). For this functionality we must record some of your settings using cookies.

3.2.3 Security-related Cookies

Various security procedures, such as protection against Cross-Site-Request-Forgery (XSRF), require the use of cookies.

3.2.4 Infrastructure-relevant cookies

To ensure the greatest availability possible, our Platform runs on different distributed servers. Cookies are used in this context to enable the assignment of a user session to a particular server.

3.2.5 Cookies from Third-party Providers: Google Analytics

This Platform uses Google Analytics, one of the most commonly used and trustworthy analysis solutions on the Internet. We use Google Analytics to understand how you use the Platform and how we can improve it. These cookies can, for example, track how much time you spend on the Platform and which web pages you visit.

Further information about Google Analytics cookies can be found on the official website of Google Analytics.

3.3 Deactivating Cookies

You can prevent the usage of cookies by adjusting the settings in your browser (information about this can be found in the Help section of your browser). Please note that deactivating cookies may impact the functionality of the Platform. We therefore advise you not to deactivate cookies.

3.4 More information on the use of cookies

If you need further information about our use of cookies, you can contact us using the following e-mail address: support@trustintalent.com

4 Sharing of Data by the User

Trust in Talent offers users the possibility of sharing data from the four data categories (profile data, project data, feedback data (Reference & Development feedback) and usage data as per chapter 2) with the following five user groups:

1. User – comprises all persons who visit or use the Platform.
2. Users of a common network – users of a common network may, for example, be two employees of the same company which are working in different regional subsidiaries but which are connected through the company's common network.
3. Development manager – the development manager is, for example, the supervisor or the person who supports the user in his professional development.
4. Engagement Manager – the engagement manager is, for example, the person in a company who heads a project and acts as a contact person for the customer.
5. Network administrator – upon joining and being admitted to a network, users will be able to use functionalities of the Platform that are offered for a fee (e.g. sharing of feedback, searching for users with relevant experience, etc.). The network administrator maintains the network and decides which users are admitted into or excluded from the network.

The user agrees that when sharing a data category (profile data, project data, reference feedback, development feedback or usage data) all data from this category is shared. It is not possible to selectively share only data of a specific data category, e.g. to selectively share only particular feedback and to make another feedback inaccessible.

Furthermore, the user is aware that data once made accessible to other users may be copied and possibly further shared by those other users.

In the following sections we describe, for each of the five user groups, which of the five data categories can be shared/made accessible and how access can be withdrawn by the user.

4.1 Users

The user has the possibility of granting every user (whether a member or a visitor) temporary access (90 days) to his profile data, project data, and to his reference feedbacks. To do this, the user creates a non-personalised link which can be shared freely.

Only the user himself can create this link. The user is aware and agrees that any person receiving the link from the user can share this link and can therefore enable other persons to obtain time-restricted access to the user's data.

4.2 Development Manager

The user enters the name and e-mail address of the development manager in his profile – the e-mail address ensures the identification of the development manager. By entering the e-mail address of the development manager, the user agrees to allow the development manager to access profile data, project data, as well as reference and development feedback of the user. By removing the development manager's e-mail address from his (the user's) profile, the user can again deny access to this data by the development manager.

4.3 Engagement Manager

During requesting feedback, the user (feedback recipient) can enter the name and e-mail address of the engagement manager. The e-mail address ensures the identification of the engagement manager. By entering the e-mail address of the engagement manager, the user agrees to make project data as well as reference feedback for projects supervised by the engagement manager accessible to the engagement manager. Other feedback, for which the user did not register any engagement manager or a different engagement manager, shall not be shared with this engagement manager.

4.4 Users of a Common Network

The user can join one or several user networks, provided the user is allowed to do so by the network administrator of the respective user network. By joining a network, the user agrees to make the entered project data as well as the externally received reference feedback (including the associated project data) accessible to other users in the same network. The development feedback will not be made accessible. Also the received internal feedback will not be made accessible.

A user network can also join a meta network based on the consent of the respective network administrators. Users of the affected user network will be informed by Trust in Talent when user networks are joining meta networks through the e-mail address indicated in the profile. By joining the user-network, the user automatically and without further notification becomes part of meta networks which the respective user network already joined and the user agrees to make entered project data as well as externally obtained reference feedback (including the associated project data) accessible to other users in the same meta network.

The user can withdraw from one or several users and/or meta networks any time and hence deny users of this/these network(s) access to the data mentioned above.

4.5 Network Administrator

The networks are not publicly visible. Users can inquire from Trust in Talent whether a particular network (e.g. for a particular company) already exists and whether they can join this network.

If a user is admitted to a network by the network administrator, he or she can then join this network. By joining the network, the user agrees that profile data, project data, reference feedback, and usage data will be made accessible to the network administrator. Data existing within a network (profile data, project data, reference feedback, and usage data) can be aggregated for the respective network administrator. The user has the option of leaving a network any time and hence of denying the network administrator access to the mentioned data.

5 Sharing of Data Through Trust in Talent

Trust in Talent shares the collected data only in the following six cases:

1. In the case of user inquiries regarding available networks they want to join as per chapter 4.5 above
2. Usage data of a network with the respective network administrator
3. Usage data with third parties, but exclusively in aggregated and anonymized form
4. With service providers of Trust in Talent, but exclusively if and to the extent required to render services
5. With buyers in case of a change in control or purchase, but exclusively for use in accordance with this privacy policy
6. In case of mandatory disclosure in accordance with statutory requirements

Below you may find a more detailed description of the six cases:

5.1 In Case of User Inquiries Related to Joining Networks

The user can inquire from Trust in Talent whether a particular network (e.g. for a particular company) already exists and whether he can join this network. By submitting an inquiry, the user agrees that Trust in Talent may share the users name and e-mail address with administrators of networks, in order to check whether the user is accepted by the administrator to join a given network.

5.2 With Network Administrators

Trust in Talent can share usage data of a network with the respective network administrator in accordance with chapter 4.5 (e.g. in separate reports).

5.3 With Third Parties

Trust in Talent can share aggregated and anonymized usage data with third parties. In this regard, the data is aggregated and anonymized in such a way that no individual users or a dataset of an individual user can be identified as such. Trust in Talent creates and shares such information in order to share an understanding of user behavior (e.g. the number of feedback messages received within a particular time period).

5.4 With Service Providers of Trust in Talent

We use the services of third parties who support us in the provision of our services. These service providers may gain access to data in the context of their service delivery. The service providers are obliged not to disclose or to use this data for other purposes.

5.5 With Buyers

The data can be shared within the context of a sale, a merger as well as a change in control exchange or in preparation for one of these events. Any other company that buys Trust in Talent or a part of Trust in Talent has the right to use the data of users in accordance with this privacy policy. Divergent agreements may be reached with users.

5.6 In Case of Mandatory Disclosure

We must under certain circumstances disclose data, if this is legally required following a court order or for some other legal reasons, or if we can assume in good faith that the disclosure is reasonably necessary for purposes of

1. investigating or preventing presumed or actual illegal activities, or to support state law enforcement authorities,
2. enforcing our agreements with operators of networks to which users joined,
3. enforcing claims towards and defend against accusations of third parties,
4. protecting the safety and integrity of our services (for example by sharing information with companies that are faced with similar threats), or in order to
5. enforce our rights and to protect the rights and security of Trust in Talent, our members, employees and third parties.

Trust in Talent tries to inform users about the mandatory disclosure of their personal data, provided we perceive it as appropriate or unless this is legally forbidden, forbidden on the basis of a court order, or if the request has to do with an emergency. We can challenge such demands for disclosure in case we are convinced that the demands are excessively broad or vague or if they are lacking legal ground. However, Trust in Talent is not obliged to do so.

6 How we Use Your Data

Trust in Talent uses data collected to provide and support services and to further develop and personalize these services.

We use the entered e-mail address to send notifications and messages to users. We for example send messages to inform users about received feedback inquiries, received feedback, or enhanced functionalities.

We use the required data to follow up, address and resolve potential complaints and problems with our services.

Furthermore, we use data to investigate possible fraud or other violations of our user agreement or this privacy policy or to investigate an attempt to harm our members or visitors.

7 Storage, Editing and Deletion of Data

7.1 Storage of Data

Trust in Talent stores the personal data provided by users for as long as their account is active (not closed; see chapter 7.3). It is the responsibility of the users to choose a secure password and to keep their e-mail address up-to-date (particularly in the case of a change of employer), to allow them to access their account/data.

7.2 Editing and Deletion of data

Users may at any time edit or delete profile data entered by them. This data will be deleted irreversibly.

Trust in Talent is not obliged to restore deleted data.

Feedback data together with the respective project data can be edited only until the feedback is released (see also chapter 2.3.3). Once feedback has been released, it will no longer be possible to edit or delete the respective feedback or project data. However, users have the possibility of deleting or anonymizing certain data when closing the account (see chapter 7.3).

7.3 Account Closure

If you close your account with Trust in Talent, you will immediately lose access to your profile data, project data and feedback data. Trust in Talent will delete the profile data irreversibly, with the exception of personal data which is adequate and necessary for compliance with our legal obligations (including requirements from law enforcement agencies), for fulfilment of regulatory requirements, for settlement of disputes, for security reasons, for prevention of fraud and misuse of data or for enforcing our user agreement.

Feedback data from received feedback will be anonymized upon closure of the account, whereby the name of the feedback recipient will be anonymized and the current job title, performance reference and recommendation for improvement will be deleted. The employer, the overall rating as well as the performance ratings of the development feedback will not be deleted, they may however be shared/made accessible only in accordance with chapter 4 and 5. Project data will also not be deleted but may be shared/made accessible only in accordance with chapter 4 and 5.

Feedback which you have provided for other users will be neither deleted nor anonymized. It may however only be shared/made accessible in accordance with chapter 4 and 5.

8 Other Important Information

8.1 Security

Trust in Talent implements security measures to protect the data (including SSL encryption for end-user communication). Trust in Talent regularly checks the systems for possible weaknesses and attacks. However, there is no guarantee that data will be illegally accessed, disclosed, changed or destroyed as a result of a breach of physical, technical and organizational security measures.

8.2 Data Storage

Trust in Talent stores and processes data exclusively on servers in Switzerland which are ISO 27001-certified.

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