

PRIVACY NOTICE

Webhelp informs you that if applicable for personal information and personal data processing in the territory and for residents in the state of California, your rights in relation to personal data will be treated in accordance with the requirements of the California Consumer Privacy Act of 2018 ("CCPA") the California Privacy Rights Act (CPRA).

1. Your Data Subjects' rights:

The CCPA and the CPRA provide California residents with the following rights:

- **Right to Access.** The Data Subject has the right to know what data has been collected about them during the past 12 months, including the following:

- a) The categories of personal information that have been collected;
- b) The categories of sources from which personal information is collected;
- c) The business or marketing purpose for collecting your personal information;
- d) The categories of third parties with whom your personal information has been shared; and
- e) The specific personal information that has been collected; o The categories of third parties with whom your personal data has been shared; and the detailed personal information that has been collected.

- **Right to Delete.** The Data Subject has the right to request the deletion of personal information collected about them. However, there are exceptions to this right which include, among others, when the information is necessary for the data controller, data processor, or a third party to be able to:

- a) Complete a transaction;
- b) Provide you with a good or service;
- c) Execute a contract;
- d) Protect the Data Subject's security and hold those who violate it accountable;
- e) Repair the system in the event of an error;
- f) Protect the Data Subject's rights of freedom of speech or expression
- g) Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et seq.);
- h) Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws;
- i) To comply with a legal obligation; or
- ii) To process the information for other internal and lawful uses of the information that are consistent with the context in which you provided it; or
- iii) To request that your personal information not be sold

- **Other Rights.** You may request certain information about the disclosure of personal information to third parties for direct marketing purposes during the previous calendar

year. This request is free of charge and may be made once a year. You also have the right not to be discriminated against for exercising any of the rights listed above.

• **Response Time.** Our goal is to respond to a consumer's request for access or removal within forty-five (45) days of receipt of the request. In case Webhelps to extend this time-lapse, according to the request, we will inform you in writing, of the reason and the extension period.

2. How we process personal information:

Webhelp processes information that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or device ("personal information").

In most cases, Webhelp collect this information from you on behalf of its customers, who determine what specific categories of data should be provided by you to us.

Webhelp does not sell your personal information. Webhelp may not collect, store, or process data for its account, use, or benefit. Furthermore, Webhelp may not make decisions about how its customers treat or instruct that the personal information of Personal Data Subjects or consumers be treated.

Finally, Webhelp has an escalation matrix to direct the requests of the Personal Data Subjects in which they exercise the rights outlined in the CCPA to the area or responsible designated by their clients so that they will direct the Personal Data Subjects to the channels established by each client for the attention of such requirements.

3. Exercising the privacy rights of the Data Subject.

If you have any questions or comments about this notice, access to or deletion of your personal information or to exercise any other data rights under California law, please contact us at the following email address: proteccion.dedatos@webhelp.com

In the request please provide i) your name, ii) a way for Otis to contact you (such as an email address), your relationship to Otis (customer, vendor, a member of the general public) and iii) the specific action you would like us to take. We will verify your identification and determine what personal information we have.

NOTE: This information may be reviewed and updated periodically as implementing regulations are developed and come into force.

Last updated: 3rd April 2023