Applicant and Candidate Privacy Policy

What every Applicant and Candidate needs to know about this policy

Who	This policy applies to applicants and candidates for roles within Experian in Singapore
What	This policy provides an overview of how applicant and candidate personal data is collected, stored, retained and processed
Why	We are committed to being transparent about how We collect and use your personal data and in meeting our data protection obligations
Key Policy Points	We need to process applicant and candidate data to ensure We can manage a fair and effective recruitment and selection process and to assess suitability for a role

When We refer to 'We', 'Us' or 'Experian' in this Privacy Policy, We mean Experian Singapore Pte. Ltd. and Experian Credit Services Singapore Pte Ltd.

For the purposes of the Personal Data Protection Act 2012 ("PDPA"), the relevant Experian entity that is recruiting for the role you are applying for is the controller of your personal data.

Our Approach

We collect and process your personal data to manage the recruitment, selection and onboarding process and We are committed to being transparent about how We collect and use your personal data and in meeting our data protection obligations.

What Personal Data We Collect

We collect and process a range of personal data about you. This includes (but is not limited to):

- your name, address and contact details, including email address and telephone number;

- details of your qualifications, skills, experiences and employment history, and details of any role(s) with Experian you have applied for;
- information relating to your eligibility to work in the applicable country;
- references from your previous employers and educational establishments;
- your results from fraud prevention databases, credit reference agencies and criminal records agencies;
- your selection documentation, including interview notes and presentation materials; and
- your sensitive personal data, such as:
  - information about your medical or health conditions, including whether or not you have a disability;
  - diversity monitoring information about your gender, ethnic origin, health and religion;
  - information about your criminal records (if any); and
  - results of your psychometric assessments (e.g., personality profiling or verbal and numerical reasoning tests).

How We Collect Your Personal Data

We collect your personal data in a variety of ways. For example, it might be collected:

- through application forms or your CV;
- from your passport or other identity documents you provided; and
- from third parties including recruitment agents.

When you apply for a role at Experian, you will be given an opportunity to create a profile within the SmartRecruiters platform. This will allow you to make updates to your candidate profile, including deleting it.

You are under no statutory or contractual obligation to provide information to Experian during the recruitment process. However, if you do not provide the information, We may not be able to process your application or include you in our selection processes.

In the event you provide Us with information relating to third parties, you confirm that you have:

- obtained their consent or are otherwise entitled to provide their information to Us and for Us to process accordingly; and
- informed them to read and understand this Privacy Policy.

How We Use Your Personal Data

During the recruitment process, We need to process your personal data in order to:

- manage a fair and effective recruitment and selection process;
- assess your suitability for a role;
- communicate with you about the recruitment process;
- keep accurate internal records of our recruitment process, and for other administrative purposes;
- manage any query or complaint you may have;
- make reasonable adjustments to the selection process if you have a disability;
- maintain and promote equality in the workplace;
- comply with legal or regulatory requirements.

If you are successful, We will process your personal data to:

- enter into an employment contract with you;
- plan for your induction and onboarding;
- fulfil our legal obligations, including ensuring that the people We employ are entitled to work in the applicable country; and
- meet the requirements of our employee vetting policy, which includes past references, educational references, financial history, fraud database search results and criminal records.

Withdrawal of Consent You have the right to withdraw your consent at any time if you previously provided it for the processing of your personal data in relation to future job opportunities. Please note that any processing carried out before the withdrawal remains unaffected. If you wish to withdraw your consent, please contact Us at the contact information provided below.

Automated Decision Making

SmartAssistant uses matching algorithms which provide candidate scores to support decision making around which candidates are potentially good fits to move forward in the hiring process, as well as the ability to discover otherwise hidden talent. The SmartAssistant has two main components – MatchScore and Discovery.

- MatchScore pre-screens and scores each candidate based on their fit for the job. It is not meant to make decisions for the Talent Acquisition Team, but it will help them restack the list of applicants to highlight candidates who are the best fit.
- The Discovery feature will scan our candidate database and talent communities (if applicable) to surface and suggest strong candidates for a job opening.

If you were to apply for more than one role then multiple MatchScores will be provided. If you are unsuccessful in your job application, when a role is added into the recruitment technology, it will assess all profiles to see if there is a good match using artificial intelligence. This would include processing your personal data if you have been unsuccessful in your original application for a role in Experian.

It is important to stress that no decisions are made purely on the MatchScore and every candidate application can be reviewed by a member of the Talent Acquisition Team. The reason We use this software is to give every applicant a fair chance of being reviewed for suitable vacancies We have as a company.

Who We Share Your Personal Data With

We may disclose your personal data to the following parties for the purposes stated above:

- Our affiliated companies and subsidiaries;
- Third-party service providers (e.g., background check agencies, recruitment agencies, global mobility agencies providers of psychometric assessments);
- Regulatory authorities and government agencies (where required by law); and
- Any other parties to whom you have authorized Us to disclose your personal data.

Your personal data will be shared internally for the purposes of the recruitment process. This includes members of the HR and Talent Acquisition Team, interviewers involved in the recruitment and selection process, managers in the business area with the vacancy, and anyone else if access to the data is necessary for the performance of their roles.

If you are successful, We will also share your personal data with third parties in order to obtain pre-employment references from former employers and educational establishments, and to obtain necessary criminal records checks with your consent. This will only be done when required under our vetting process, and We will process this data only when it is allowed by local laws.

Where Your Personal Data is Transferred

We may transfer your personal data outside of Singapore, as some of our systems are held outside of Singapore. Where this is the case, we take appropriate steps to ensure that your personal data is managed in line with the PDPA.

How do We Keep Your Personal Data Secure

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, disclosure, alteration, or destruction. These measures include, but are not limited to:

- Encryption of data in transit and at rest;
- Access controls to restrict access to personal data to authorized personnel only;
- Regular security assessments and audits to identify and address potential vulnerabilities;
- Implementation of firewalls and intrusion detection systems to prevent unauthorized access; and
- Regular training for employees on data protection and privacy best practices.

We also require our third-party service providers to adhere to similar standards of data protection to ensure the security and confidentiality of your personal data.

How Long We Keep Your Personal Data For

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to our internal systems which We use to hold information about our employees. Our Employee Privacy Policy will tell you more about how We handle your personal data should you be successful in the recruitment process.

If your application for employment is unsuccessful, We will retain your data in our HR systems for no longer than 12 months after the end of the relevant recruitment process.

Once your personal data is no longer needed, it will be securely disposed of to prevent unauthorized access, disclosure, or misuse. This can be done through methods such as shredding physical documents, permanently deleting electronic records, or anonymizing the data so that it can no longer be linked to an identifiable individual.

Your Rights in Relation to Your Personal Data

Access: You have the right to access your personal data held by Us.

Correction/Update: You have the right to correct or update your personal data held by Us.

If you wish to make a request to (i) access a copy of the personal data which we hold about you or (ii) correct or update your personal data, please contact Us at the contact information provided below.

Please be aware that a reasonable fee may be applied for an access request. If this is the case, we will notify you of the fee before proceeding with your request.

We will respond to your request within thirty (30) business days. If We are unable to respond within thirty (30) days of receiving your request, We will inform you in writing within those 30 days of the time by which We are able to respond. If We are unable to provide you with any personal data or make the requested correction, We will inform you of the reasons, unless We are not required to do so under the PDPA.

Limit Processing: You have the right to object to Us processing your data for any purpose. You also have the right to require that We delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing. If you wish to limit the processing of your personal data, please contact Us at the contact information provided below.

Updates to this Privacy Policy

We may amend this Privacy Policy from time to time and the updated version shall apply and supersede any and all previous versions. You are encouraged to check the SmartRecruiters platform periodically for our most up-to-date Privacy Policy (as indicated by the date of the update set out at the bottom of this Privacy Policy).

Escalation of Personal Data Concerns

For further questions or concerns about how your personal data is handled, or if you wish to raise a formal complaint, you may contact our Data Protection Officer (DPO):

Data Protection Officer

Email: dposingapore@experian.com

We take all privacy-related concerns seriously and will work to address them promptly. If you feel your issue requires external review, you may also contact the Personal Data Protection Commission (PDPC) through their Complaints and Reviews portal.

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