

# Kalo Privacy Policy

## Introduction

Kalo respects your privacy and is committed to protecting your personal data.

This privacy notice tells you the types of information we collect about you when you visit our websites, <http://www.kalohq.com> (our site), and all websites within that domain (such as <https://go.kalohq.com>, <https://blog.kalohq.com> (the “Sites”) and use our products and services or which we otherwise obtain directly from you or from a third party, how we use that information, and the instances in which we share your information. This privacy notice may change from time to time so please check this policy regularly.

Our Sites, products and services are not intended for children and we do not knowingly collect data relating to children.

For the purposes of this privacy notice, the term “personal data” means any information which identifies you or which allows you to be identified when combined with other information.

## 1. Important information and who we are

### Controller

Kalo Group comprises of Kalo Industries Inc. and its affiliate Kalo Industries Limited. This Privacy Policy is issued on behalf of the Kalo Group so when we mention **Kalo, we, us** or **our** in this Privacy Policy, we are referring to the relevant company in the Kalo Group responsible for processing your data. Kalo Industries Inc. is the controller and responsible for the Sites.

Kalo have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the data privacy manager using the details set out below.

### Contact details

Our full details are:

Full name of legal entity: Kalo Industries Inc.

Title of data privacy manager: Ross Bruniges

Email address: [gdpr@kalohq.com](mailto:gdpr@kalohq.com)

Postal address: Unit 39, Tileyard Studios, Tileyard Road, London, N7 9AH

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)), or other applicable competent supervisory authority for data protection issues. We would, however, appreciate the

chance to deal with your concerns before you approach the such authorities, so please contact us in the first instance.

## **Changes to the privacy notice and your duty to inform us of changes**

This version was last updated on 24<sup>th</sup> May 2018.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

## **Third-party links**

The Sites may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our Sites, we encourage you to read the privacy notice of every website you visit.

## **2. The data we collect about you**

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, last name, username or similar identifier and title.
- **Contact Data** includes billing address, email address and telephone numbers.
- **Financial Data** includes, where you are a freelancer or vendor using our services, bank details for the purposes of processing payments to you through your use of our services.
- **Background Data:** where you are either applying for a job with us or where you are a freelancer or vendor as required for you to advertise and/or provide your services to our clients, includes (i) any necessary information required by our third party provider of background checks to complete any necessary background checks on you and which is in addition to the Identity, Contact and Content Data, such as home address, previous home addresses, maiden name and date of birth, and (ii) any results of such third party provider's background checks.
- **Transaction Data** includes details of products and services (including subscription type) you have subscribed to and/or purchased from us and details of payments made to you (where you are a freelancer/vendor).
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access the Sites.
- **Profile Data** includes your username and password, country where you are located, your job title, your profession, your employer, preferences, feedback and survey responses.
- **Usage Data** includes information about how you use our Sites, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and your communication preferences.
- **Content Data** if you are a vendor or freelancer using our products and services, includes any data and content which is uploaded to our Sites in connection with your use of our products and services which may include any data regarding your current and past project work, job experience, education and qualifications and skills and any other information which is required for you to be put forward for potential services to be provided to our clients and make use of our products and services.

- **Employment Data** includes your current and past employment experience, qualifications, skills, interests and any other information disclosed by you in relation to an application for a role within Kalo.

We also collect, use and may share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific Sites feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

#### 4. How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us your Identity and Contact by filling in forms or by corresponding with us by post, phone, email, online or otherwise. This includes personal data you provide when you:
  - apply for our products or services;
  - complete a form on our Sites requesting us to contact you;
  - create an account on our Sites;
  - subscribe to our service;
  - where you are a freelancer or vendor, through your use of our products and services;
  - request marketing to be sent to you;
  - enter a competition, promotion or survey;
  - submit an application for a role within Kalo; or
  - give us some feedback.
- **Data you upload onto our Sites.** You may upload Content Data on our Sites when you use our products and services.
- **Automated technologies or interactions.** As you interact with our Sites, we may automatically collect Technical Data about your equipment and Usage Data about your browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see section 5 below (“Cookies”) for further details.
- **Third parties or publicly available sources.** We may receive personal data about you from various third parties and public sources as set out below:
  - Contact, Identity, Financial and Content Data from our clients in respect of their use of our products and services.
  - Technical Data from the following parties:

- i. analytics providers; and
- ii. search information providers.

- Contact and Transaction Data from providers of payment services.
- Identity, Profile and Contact Data from publicly available sources such as Companies House.
- Identity, Profile and Contact Data from data providers who obtain such data from publicly available sources.
- Employment, Identity, Contact Data from third party recruitment agencies or other third party sites which advertise jobs on Our behalf (such as LinkedIn).
- Background Checks Data from third party providers of background checks.

**5. How we use your personal data**

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Generally we do not rely on consent as a legal basis for processing your personal data [other than in relation to sending third party direct marketing communications to you via email or text message]. You have the right to withdraw consent to marketing at any time by contacting us.

**6. Purposes for which we will use your personal data**

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us via email (gdpr@kalohq.com) if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a prospective and/or new customer/user	(a) Identity (b) Contact (c) Profile	(a) Performance of a contract with you (where you are using the Sites as an individual)  (b) Necessary for our legitimate interests (where you are using the Sites as an authorised user or one of our enterprise customers, in order for us to perform our contract with that customer, to optimise your onboarding and user experience by ensuring you receive relevant

		instructions and tutorials regarding the use of our Sites, products and service)
To provide you with our products and services	(a) Identity (b) Contact (c) Transaction (d) Content (e) Marketing and Communications (f) Financial (g) Background	(a) Performance of a contract with you  (b) Necessary for our legitimate interests (to provide our clients with our products and/or services)
To manage our relationship with you which will include:  (a) Notifying you about changes to our terms or privacy policy  (b) Asking you to leave a review or take a survey  (c) Dealing with your enquiries and complaints	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(a) Performance of a contract with you  (b) Necessary to comply with a legal obligation  (c) Necessary for our legitimate interests (to keep our records updated and to study how clients use our Sites, products and services)
To enable you to partake in a survey or a prize draw or competition	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications	(a) Performance of a contract with you  (b) Necessary for our legitimate interests (to study how clients use our Sites, products and services, to develop them and grow our business)
To administer and protect our business (including carrying out background checks of freelancers and vendors) and the Sites (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Content (d) Technical (e) Background	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)  (b) Necessary to comply with a legal obligation
To deliver relevant Sites content and advertisements to you and measure or understand the	(a) Identity (b) Contact	Necessary for our legitimate interests (to study how customers use our Sites, products and services, to develop them,

effectiveness of the advertising we serve to you	(c) Profile (d) Usage (e) Marketing and Communications (f) Technical (g) Content	to grow our business and to inform our marketing strategy)
To use data analytics to improve our Sites, products and services, marketing, customer relationships and experiences	(a) Technical (b) Usage (c) Content	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our Sites updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Content	Necessary for our legitimate interests (to develop our products/services and grow our business)
To process your application for a role within Kalo	(a) Identity (b) Contact (c) Employment (d) Background	(a) Necessary for our legitimate interests (to consider your application for a role within Kalo) (b) Performance of a contract with you (c) Necessary to comply with a legal obligation

## 7. Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you.

You will receive marketing communications from us if you have requested information from us or purchased products or services from us or if you provided us with your details when you entered a

competition or registered for a promotion and, in each case, you have not opted out of receiving that marketing.

### **Opting out**

You can ask us to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by updating your notification preferences in the account settings on your profile at any time.

### **Cookies**

Kalo uses “cookies.” or similar technologies to administer the website, gather demographic information and analyze trends. “Cookies” are identifiers we transfer to your computer or mobile device that allow us to recognize your browser or mobile device and tell us how and when pages in our Website are visited and by how many people. You may be able to change the preferences on your browser or mobile device to prevent or limit your computer or device’s acceptance of cookies, but this may prevent you from taking advantage of some of our Website’s features. If you click on a link to a third party website, such third party may also transmit cookies to you. This Privacy Policy does not cover the use of cookies by any third parties.

We partner with a third party to either display advertising on our website or to manage our advertising on other sites. Our third party partner may use technologies such as cookies to gather information about your activities on this website and other sites in order to provide you advertising based upon your browsing activities and interests. If you wish to not have this information used for the purpose of serving you interest-based ads, you may opt-out by clicking here (or if located in the European Union click here). Please note this does not opt you out of being served ads. You will continue to receive generic ads.

Please note that you can change your settings to notify you when a cookie is being set or updated, or to block cookies altogether. Please consult the “Help” section of your browser for more information (e.g., Internet Explorer; Google Chrome; Mozilla Firefox; or Apple Safari).

## **8. Disclosures of your personal data**

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4 above.

- Other companies in the Kalo Group
- Our clients in respect of freelancer and vendor personal data only for the purposes of providing our product and services to our clients, freelancers and vendors.
- Our third party service providers who perform functions on our behalf in connection with the operation of our business such as IT and system administration services and third parties who host and manage data, provide programming or technical support, or conduct reference checks on candidates on our behalf.
- Third party payment providers who process payments between freelancers / vendors and our clients in connection with such parties use of our products and services.
- Third parties who provide background checks on freelancers and vendors in respect of their services to be provided to our clients and any person applying for a role within Kalo.
- Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- Our third party analytics partners to analyse Sites traffic and understand customer needs and trends.

- Third parties if we are required to do so by law, or if we believe that such action is necessary to: (a) fulfil a government, or regulatory authority request; (b) conform with the requirements of the law or legal process; (c) protect or defend our legal rights or property, our Sites or customers.
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

## **9. International transfers**

Our third party service providers may be based outside the European Economic Area (**EEA**) so their processing of your personal data will involve a transfer of data outside the EEA.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see European Commission: Adequacy of the protection of personal data in non-EU countries.
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see European Commission: Model contracts for the transfer of personal data to third countries.
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US. For further details, see European Commission: EU-US Privacy Shield.

Please contact us via email ([gdpr@kalohq.com](mailto:gdpr@kalohq.com)) if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

## **10. Data security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## **11. Data retention**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

You can request further details of retention periods for different aspects of your personal data by contacting us via email (gdpr@kalohq.com).

In some circumstances you can ask us to delete your data: see “Your legal rights” below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

## 12. Your legal rights

Under certain circumstances, you have the following rights under data protection laws in relation to your personal data:

- **Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data 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 data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us via email ([gdpr@kalohq.com](mailto:gdpr@kalohq.com))

### **13. No fee usually required**

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

### **14. What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

### **15. Time limit to respond**

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.