Workzoom Data Privacy Policy

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Overview

At Workzoom, we are committed to protecting the privacy of our clients, our clients' personnel, users of our application and all Personal Information (as defined in the Workzoom Terms of Service) held within the Workzoom application. We have therefore created this privacy policy to explain our practices and procedures.

We believe that you should know what information we collect from you, as well as understand how we use, disclose, and protect that information. We believe that you should be able to communicate with us easily to limit the disclosure of your Personal Information, where practicable, and to raise any questions or concerns you may have.

Information We Collect

We collect a variety of Personal Information about employees, contractors, volunteers, retirees, directors and other users of the

application to allow us to provide people management functionality for our clients.

When we use the term “Personal Information”, we mean information that is directly associated with, or could be used to identify, a specific person such as a name, an identification number, location data, an online identifier or to one or more factors specific to their physical, physiological, genetic, mental, economic, cultural or social identity.

We collect Personal Information in the following ways through the application:

Information You Give Us

We hold information you or your authorized employees give us directly such as names, addresses, telephone numbers, and e-mail addresses when you use the self-service features in the application.

Information We Obtain from your Superiors

We obtain information about you from your superiors when they use the self-service features of the application.

Information We Obtain from Administrators

We obtain information about you from administrators who are responsible for maintaining your personnel records.

Information We Obtain from Other Sources

We obtain information about you from outside sources such as:

- Conversions of data into the application
- Uploads of data from resumes and other personal documents loaded into the application
- Imports of data from other systems

Information We Collect Automatically

We automatically collect information whenever a user logs into the application. For example, the application tracks login identification, login date and time, IP address, computer type and the web browser being used.

We also collect anonymized application usage data.

Use of Personal Information

Personal Information within the Application is used to facilitate people management activities such as:

- Managing new hires, terminations, personnel changes
- Performing recruitment activities
- Conducting training and development of personnel
- Managing performance and disciplinary actions
- Compensating and rewarding staff
- Tracking, work schedules, time worked, absentee time and expenses
- Processing payroll
- Administering benefits
- Handling labor disputes and grievances
- Handling workplace related health & safety incidents

Disclosure of Personal Information

We seek to protect Personal Information and keep it confidential. We never sell Personal Information to third parties, and we do not share it with unaffiliated third parties for their own marketing purposes. We disclose Personal Information only as detailed below.

Service Providers We use a small number of vetted vendors to operate the workzoom.com website and deliver the Workzoom application, for example hosting, analytics, and customer-relationship tooling. Each receives only the data necessary for its function, under written data protection terms, and may not use it for any purpose of its own. The full list is published in our Sub-Processors list.

Your Consent Beyond service providers, Workzoom will not disclose Personal Information other than in accordance with this policy. In general, that means that you must consent to the disclosure in advance. Depending on the service, we may obtain your consent in a number of ways, including:

- In writing;
- Verbally; or
- Online, by clicking on a link or button.

Protection of Workzoom and Others We release Personal Information when we believe release is appropriate to do one of the following:

- Comply with the law (e.g., a lawful subpoena), provided that you shall receive prompt notice following any disclosure compelled by law;
- Enforce or apply our agreements to sell services to you;
- Bill and collect for services; or
- Protect our rights or property.

Security and Data Integrity

We understand that the security of your Personal Information is crucial. Our dedicated team works tirelessly to ensure that your information remains secure and private. We restrict access to Personal Information to those who need to know that information to provide services to you or otherwise assist you. We require such personnel to enter into confidentiality agreements to protect your Personal Information.

Workzoom employs best practices consistent, in its reasonable opinion, with industry standards in respect of security and data integrity, including:

- **Role-Based Access:** Only authorized users can access certain data.
- **Customizable Password Policies:** Clients can set their own password rules.
- **Strong Encryption:** Data is encrypted both when stored and when sent.
- **Hosting:** Your information is held within the Amazon Web Services data centres in Canada (for Canadian and non-US based clients) and in the US (for US based clients).
- **Firewalls:** We have software and application firewalls.
- **Virus Protection:** We protect against viruses, Trojans, and malware.
- **Regular Scans and Tests:** We perform vulnerability scans and penetration tests.
- **Monitoring and Logging:** We continuously monitor, log, and audit our systems.
- **Minimizing Attack Surfaces:** Our servers are in secure networks that block unnecessary ports. Communication between services is secure.
- **Principle of Least Privilege:** Only necessary users have access to critical functions. All high-level commands are logged and monitored.
- **Separation of Privileges:** We use security measures to ensure users and applications only access what they need.

- **Deletion upon Termination:** Upon termination of our agreement with you, your Personal Information is automatically and irrevocably deleted from our system.

Please be advised that Workzoom has no control over the security of other sites on the internet you might visit, interact with or from which you might buy products or services.

How You Can Help Keep Your Information Safe

You can also take steps to protect your Personal Information:

- **Log Out:** Always log out and close your browser when you're done using Workzoom, especially on shared computers.
- **Keep Passwords Secret:** Never share your username or password with anyone. Don't write it down or email it.
- **Be Cautious with Emails:** Be wary of emails asking for your Workzoom login details or containing suspicious links. Always verify the sender's email address and avoid clicking on links from unknown sources.
- **Avoid Public Wi-Fi:** Try not to access Workzoom over public Wi-Fi networks, as they can be less secure. If you must use public

Wi-Fi, consider using a Virtual Private Network (VPN) to encrypt your connection.

- **Be Mindful of Phishing Scams:** Be on the lookout for phishing scams that try to trick you into giving away Personal Information. If something seems off, it's better to be cautious and verify the request through official channels.

Incident Response

If Workzoom becomes aware of unauthorized access affecting your Personal Information, we'll quickly take the necessary steps to prevent further access. We will also promptly notify your company's application system administrator providing details about the Personal Information involved and steps taken to prevent further access so that they may communicate with anyone affected subject to all applicable laws.

Communicating with Workzoom

Please do not send any personal or confidential information via email. If necessary, you may at your own discretion send an encrypted file secured with a password. However, please instead consider using the Collaboration Module within the application.

Also note that any personal or confidential information mailed to Workzoom should be sent via courier or registered mail with a tracking facility.

Use of Cookies, Local Storage and Session Data

We use “cookies” to enhance your enhance your experience with the application and to support secure access. Cookies are small text files stored in your browser that help maintain your session while you’re logged in. Local storage allows us to remember certain user preferences between sessions. Authentication cookies are temporary and expire after logout or a period of inactivity, while local storage may persist until manually cleared by the user. We do not use cookies or local storage for advertising or behavioural tracking purposes.

We also collect session-related information, including your IP address, browser and device details, to support security, auditing, and system

performance monitoring.

Additionally, we use third-party services such as Google Maps for features like address autocomplete. These services may set their own cookies or collect data in accordance with their own privacy policies.

We reserve the right to update this Policy if our practices or services change.

Contact Us

If you have any questions, comments or concerns about this policy, please e-mail us at info@workzoom.com or call us at 1-800-671-3843.

Our mailing address is:

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