



## Privacy Policy

### Scope

This statement applies to ServiceIT + customers, ServiceIT + applicants and ServiceIT +.com visitors, unless a separate privacy notice is prominently displayed.

### Uses

Our privacy policy tells you about our information process when you give your personal information to us, whether collected online or offline, or you visited our website, obtained information, or conducted a transaction. Personal information may include your name, email, mailing and/or business address, phone numbers, or other information that identifies you personally. We do not require you to register or provide personal information to visit our website.

Key aspects of our privacy policy include:

- We do not sell or rent your personal information to outside parties.
- We do not use web analysis tools (e.g., cookies) to identify you personally without your express consent.

### Collection of Personal Information

We collect information about you whenever you contact us for any queries from the website, applied for a position thru our HR department and bought our products and services (whether services provided directly by us or consultants acting on our behalf).

The types of personal information we may collect:

- 1.) **Applicant Information:** These are collected during the application process. This applies to Personal Data that is collected in person, or by completing a form. In the process itself, applicant/s may disclose necessary information in paper-based and/or electronic format.
- 2.) **Customer Information:** These are may be collected thru our website (<http://serviceitplus.com/>), your interactions with our consultants, managers and agents and interactions to our marketing emails, events and social media posts. We may also collect your information that is publicly available, for example through social media or public directories.
- 3.) **Contact Information:** These are temporarily collected during the implementation projects but are deleted afterwards at the end. See **Retention & Disposal of Personal Information** for details.



When collecting Personal Information, ServiceIT + will ensure that data processors:

- Clearly understand why the Personal Data is needed;
- Understand what the Personal Data will be used for and what the consequences are if he/she decides not to give consent to processing;
- As far as is reasonably possible, explicit consent from the Data Subjects should be properly obtained and evidenced by written, electronic or recorded means, and done prior to collection of Personal Data. Furthermore, as far as is reasonably practicable, the employee should be competent enough to give consent and has given so freely without any duress.

## **Uses of Personal Information**

The Company uses your Personal information mainly for the following purposes, without limitation:

For Applicant Information:

- Recruitment processes For Customer Information:
- Verify your identity and contact details
- Provide products and services at your request.
- Communicate with you and process your requests
- Respond and manage any inquiries, requests, comments, complaints or incidents raised with us
- Other specified and legitimate purposes determined and declared before, or as soon as reasonably practicable after collection For Contact Information:

- Project Implementation use

Personal Data will be retained, shared, updated and disposed according to internal policies including this Privacy Policy and other relevant record management processes and procedures to ensure high quality and secure information management.

## **Further Disclosure**

We take reasonable precautions to ensure non-affiliated third parties and affiliates, to whom we disclose employee Personal Data are aware of our Privacy Policy and will treat the data in a



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similarly responsible manner. Based on data sensitivity, a Non-Disclosure Agreement (NDA) will be signed between relevant authorities.

### **Accuracy and Access**

ServiceIT + will keep Personal Data as accurate, complete and up-to-date as is necessary for the purpose for which it is processed. ServiceIT will be vigilant in letting only authorized persons to access the personal information given.

### **Security**

ServiceIT + employs adequate organizational, physical and technical security measures such as password protection, encryption, firewalls and other controls, to ensure and preserve the confidentiality, integrity and availability of Personal Data. Only authorized persons from the ServiceIT + have access to an employee's Personal Data. Employees who misuse any data are subject to disciplinary action, including termination.

### **Retention and Disposal**

ServiceIT + will retain your Personal Data for only as long as is necessary for the fulfillment of the business process. All paper-based and digital records are retained with necessary security measures based on ServiceIT + record management procedures.

### **Applicable Law and Rights**

The ServiceIT + upholds compliance with Republic Act No. 10173 or the Data Privacy Act of 2012 (DPA), its Implementing Rules and Regulations (IRR), and other relevant policies, including issuances of the National Privacy Commission. The ServiceIT + acknowledges the right of employees to be informed, object to processing, access and rectify, suspend or withdraw Personal Data, and be indemnified in case of damages pursuant to the provisions of the DPA.

### **Changes to Privacy Policy**

ServiceIT + reserves the right to amend this Privacy Policy at any time, consistent with applicable law. If any changes are done to the present Privacy policy, a notice will be issued that declares that the Private Policy in the website is now updated.



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## **Contact Us**

For any queries, clarifications or requests on any aspect of this Privacy Statement, the exercise of rights pertaining to Personal Data or to discuss our processing of your Personal Data, please contact ServiceIT + Data Privacy Officer at 949 8109