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Employee and Applicant Privacy Notice

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Hello there!

Bandwidth is committed to handling personal information responsibly and in accordance with applicable law. This Employee and Applicant Privacy Notice covers how we use, store, and share personal information about you as an applicant, during onboarding, and during and after your employment. This Notice applies to all employees (full time, part time, and former), interns, and applicants. This Notice does not cover your use of any Bandwidth product or service or any Bandwidth website or portal (www.bandwidth.com/privacy). A reference to “**Bandwidth**,” “**we**,” “**us**,” or “**our**” is a reference to Bandwidth and the relevant affiliate involved in the processing activity.

This Notice describes the categories of personal information that we collect, how we use your personal information, how we secure your personal information, when we may disclose your personal information to third-parties, and when we may transfer your personal information outside of your home jurisdiction. This Notice also describes your rights regarding the personal information that we hold about you including how you can access, correct, and request erasure of your personal information. We will only process your personal information in accordance with this Notice unless otherwise required by applicable law. We take steps to ensure that the personal information that we collect about you is relevant, not excessive, and processed for limited purposes.

Please read this Privacy Notice carefully to understand how we handle your personal information.

This Notice is not intended and shall not be read to create any express or implied promise or contract for employment, or for any benefit. Nothing in this Notice should be construed to interfere with Bandwidth’s ability to process applicant and employee information for purposes of complying

with its legal obligations, or for investigating alleged misconduct or violations of company policy or law, subject to compliance with internal policy and local legal requirements.

Bandwidth's processing of personal information is in all cases subject to the requirements of local law and internal policy. To the extent this Notice conflicts with local law in your jurisdictions, local law shall control.

Definitions

“**Bandwidth**” includes Bandwidth Inc. and all its subsidiaries including: Bandwidth.com CLEC, LLC; UK Bandwidth Limited; NL Bandwidth B.V; Bandwidth Iberia SL; DE Bandwidth GmbH.

“**Bandwidth websites**” include: www.bandwidth.com; www.broadband.com; www.phonebooth.com

Personal information, is any information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular end user or device. This does not include anonymous or de-identified data, which cannot be linked to an individual. We may also collect and process sensitive personal information about you, which may include any information that reveals your race or ethnicity, or information about your health or disabilities.

“**Personal data**” is any information that can be used to identify an individual, directly or indirectly. For the purposes of this Notice, personal data is included within the definition of personal information.

Personal information that we collect

Applicants:

Personal Details. Such as, your name, email address, address, phone number, gender (voluntary), race or ethnicity (voluntary), social media account names/profiles (as voluntarily provided by you or if public), personal website (as voluntarily provided by you or if public), desired salary, applicant visitor badge photo ID, usernames for the online application system, information contained in your resume or CV (and other documents related to the application process, such as, cover letter, referrals, job history, performance history), details of how you heard about the position you are applying for, veteran status (voluntary), disability status (voluntary), and citizenship or immigration information for right to work, willingness to relocate.

Background Information. Such as, reference contact information and reference check, social security number, government issued identification numbers, birth date, work history, credit history (certain positions), criminal records data (utilized for background check in accordance with applicable law).

Educational Details and Training Information. Such as, academic and professional qualifications and memberships, educational history, transcripts, certifications, skills, licenses, and in-house training attendance.

Information Collected Automatically. Such as, IP Address, the browser you use, the pages that you visited to refer you to the Bandwidth website, the pages that you visited on the Bandwidth websites.

Security Information. Such as, CCTV or security footage, applicant visitor badge information, and information that you submit or input into our systems through completion of forms.

Other information. Such as, other information you may choose to voluntarily submit to us in connection with your job application (e.g. information disclosed in an interview, phone-screenings, or information you volunteer regarding your compensation history, personal situations, etc.).

Cookies and Similar Technologies. The Bandwidth websites use cookies (small files placed on your device) and similar technologies (i.e. web beacons, tags, JavaScript, alone or in conjunction with cookies) to distinguish you from other visitors and compile information about the usage of the Bandwidth websites. See our Privacy Notice (www.bandwidth.com/privacy) for further information.

If you are offered and you accept employment with Bandwidth, the information collected during the application process will become part of your employment record.

Employees:

Employee Information. Your job title, employee ID, employee ID photograph, work related photographs and videos (voluntary), office location, employment contract (if applicable), offer letter, hire date, termination date, years of service, performance history and disciplinary records, leave of absence, sick time and vacation records, work email address, work phone number, and emergency contact information (voluntary).

Payroll and Benefits Related Information. Salary, insurance enrollment information (as applicable), bank account details and payroll information, wage and benefit information, tax information, marital status, beneficiary information, and other information necessary to administer payroll, taxes and benefits. We may request information about your physical or mental condition to provide work-related accommodations, to provide health and insurance benefits to you and your dependents, or to manage absences from work.

Employee, Spouse and Dependents' Information. Your spouse and dependents' first and last names, dates of birth, and contact data for health and insurance benefits, relocation purposes (as applicable).

Computer Usage. Information related to your usage of Bandwidth assets, including computers, telecommunication systems, instant messaging, application log-in information, building system access, and traffic generated on the internet. The unique ID numbers and type of Bandwidth assets utilized.

Security Information. CCTV or security footage, badge scans, and information that you submit or input into our systems through completion of forms. (CCTV is not used in private spaces such as restrooms, new mothers' rooms or locker rooms nor is it used to monitor employee workstations for performance reasons).

Other information. Other information you may choose to voluntarily submit to us in connection with your employment.

The personal information identified above is mandatory in order for us to consider your application for employment, administer the employment relationship, and provide employment benefits, unless otherwise noted as voluntary.

How we collect your personal information

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

- **Direct interactions.** We will receive most of this personal information from you directly, including through the application and onboarding process, and employee administration (including payroll and benefits administration).
- **Third parties or publicly available sources.** We may also receive this information from third parties, public sources, social media (including Facebook, Instagram, Twitter, LinkedIn, along with others), analytics providers, advertising networks, references, and online searches. We also may conduct lawful background screenings, to the extent permitted by law, through a third-party vendor for information about your education, employment history, credit history (for certain positions), and background check.

How we use your personal information

We only process your personal information (as necessary, personal information of your dependents, beneficiaries and other individuals associated with your employment benefits) where applicable law permits or requires it, including where the processing is necessary to consider your application for employment, administer the employment relationship, provide employment benefits, where the processing is necessary to comply with a legal obligation that applies to us, for our legitimate interests or the legitimate interests of third parties, or with your consent if applicable law requires consent. Uses include:

- **Identifying and evaluating job applicants.**

To assess skills, qualifications, and interests for the purposes of determining suitability for the position for which you have applied. Verify your information, background, and reference checks, where applicable, subject to your consent where required by applicable law. Communicating with you about the application process. Keeping records related to our hiring process. Analyzing and improving our application and onboarding process. In addition to using your personal information for the position for which you have applied, we may retain and use your personal information to inform you about other positions that may be appropriate for you. You will not be subject to hiring decisions based solely on automated data processing without your prior consent.

- **In performance of a contract with you, offer letter or other commitments we have made to you.**

For the purpose of managing our employment or working relationship with you and to fulfill our obligations under your offer letter, employment contract (as applicable), other commitments we have made to you or in order to take steps at your request prior to entering into a contract or commitment. For the purposes of payroll, benefits administration, tax reporting, and the like.

- **Legitimate business purposes.**

When necessary for legitimate purposes, such as general HR administration, payroll, benefits administration, tax reporting, work performance, training and coaching, our global directory of employees and interns, general business management and operations, evaluate or conduct an asset transfer or M&A activity (merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some of all of Bandwidth's assets), disclosures for auditing and reporting purposes,

management of network and information systems security and administration, prevent fraud, provision and improvement of employment services, and physical security. We may also process your personal information to investigate potential violations of law or breaches of our internal policies.

- **Legal obligations.**

To comply with laws, regulations, and other corporate governance requirements, including collecting and disclosing personal information as required by law (such as for minimum wage, working time, tax, health and safety, anti-discrimination laws), or to exercise or defend the legal rights of Bandwidth.

- **Consent.**

In limited circumstances, when we received your consent. In the event our processing is based on your consent, you have the right to withdraw your consent at any time. To withdraw your consent, please use the [DATA SUBJECT RIGHT REQUEST FORM](#). Please note that withdrawal of your consent will not affect the lawfulness of the processing before the withdrawal.

- **Vital Interests.**

We may process your personal information when we consider it a matter of life and death.

There may be more than one ground that form the basis of our use of your personal information. We will only use your personal information for the purposes outlined in this notice or such purposes as may be reasonably compatible with the original purpose for which it was collected or there is an alternative legal basis for the further processing.

Collection and use of special categories of personal information

The following special categories of personal information are considered sensitive under the laws of some jurisdictions and may receive special protection. We may collect and process the following special categories of personal information when you voluntarily provide them, or we receive them from a third-party with your consent, when relevant for a particular position to carry out our obligations under employment law, or as applicable law otherwise permits:

- Racial or ethnic origin to comply with statutory obligations.
- Physical or mental health condition or disability status to determine appropriate workplace accommodations and evaluate fitness for a particular position and assist with medical, dental, insurance benefits claims.
- Previous criminal charges or conviction where relevant for the position.

We may use sensitive personal information to comply with anti-discrimination laws and government reporting obligations. Where we have a legitimate need to process special categories of personal information about you for purposes not identified above, we will only do so after providing you with notice and, if required by law, obtaining your prior, express consent.

How we share your personal information

We will only share your personal information with third-parties where required by law, or to our employees, contractors, consultants, designated agents, Bandwidth entities, or third-party service providers who require such information to assist us with administering the application, onboarding, and employee process and benefits, including third-party service providers who provide services to us or on our behalf. We may use third-party service providers for various purposes, including, but not limited to, obtaining employment verification, and background checks, and data storage and hosting.

These third-party service providers may be located outside of the country in which you live or the country where the position you have applied for is located. We require our third-party service providers, by written contract, to implement appropriate security measures to protect your personal information consistent with our policies and any data security obligations applicable to us. We only permit our third-party service providers to process your personal information for specified purposes in accordance with our instructions. If we transfer personal information to a different country, we will take appropriate measures to transfer the personal information in a legally compliant manner. We may share your personal information:

- To enable third-parties or Bandwidth entities to provide services to us or act on our behalf;
- To comply with legal obligations, regulations, contracts, in response to lawful requests by public authorities;
- To seek legal advice from external lawyers and advice from other professional advisers, such as: accountants, auditors, etc.;
- As necessary to establish, exercise or defend against potential, threatened or actual litigation;
- During emergency situations or where necessary to protect the safety of persons;
- Where necessary to protect Bandwidth, your vital interest, or those of another person;
- Where the personal information is publicly available;
- To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Bandwidth's assets (includes potential purchaser and its legal and professional advisors);
- To protect the rights, property, or safety of our business, our employees, or others; and
- Otherwise in accordance with your consent, where such consent is required by law.

[EEA legal rights](#)

Bandwidth group is made up of different legal entities, details of which can be found in the Definitions section of this Notice. This Privacy Notice is issued on behalf of the Bandwidth group, so when we mention Bandwidth, “we”, “us” or “our” in this Privacy Notice, we are referring to the relevant company in the Bandwidth group responsible for processing your personal data.

European Economic Area (“**EEA**”) applicants, interns, and employees have certain rights under applicable data protection laws (including the GDPR and local legal implementation).

Your personal data may be collected, transferred to and stored by us in the United States and by our subsidiaries that are based in other countries. Therefore, your personal data may be processed outside your jurisdiction and in countries that may not provide for the same level of data protection as your jurisdiction, such as the European Economic Area (“**EEA**”). Where applicable law requires us to utilize a data transfer mechanism, we use one or more of the following: EU Standard Contractual Clauses, verification that the recipient has implemented Binding Corporate Rules, or verification that the recipient adheres to the EU-US Privacy Shield Framework. You may obtain a redacted copy (from which commercial information and information that is not relevant has been removed) of such EU Standard Contractual Clauses by sending a request to gdprcompliance@bandwidth.com.

Our legal basis for collecting and using the personal data described above will depend on the personal data concerned and the specific context in which we collect it. We will collect personal data from you when the processing is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms; to perform a contract with you; where we have your consent to do so. In some cases, we may also have a legal obligation to protect your vital

interests or those of another person or to comply with a legal requirement.

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

- **Right to access.** You have the right to request a copy of your personal data and supplementary information.
- **Right to rectification.** You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete information you believe is incomplete.
- **Right to erasure.** You have the right to request that we erase your personal data, under certain circumstances.
- **Right to restriction of processing.** You have the right to restrict the processing of your personal data, under certain circumstances.
- **Right to data portability.** You have the right to receive personal data you have provided to us in a structured, commonly used and machine-readable format. You have the right to request that we transmit this data directly to another controller.
- **Right to withdrawal consent.** The withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.
- **Right to object to processing.** You have the right to object to the processing of your personal data at any time, under certain circumstances.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during the application process, onboarding or during employment.

Data controller of applicant, onboarding, and employee personal data is Bandwidth Inc., 900 Main Campus Drive, Suite #100, Raleigh, North Carolina, 27606, USA, unless you are a resident/employee in Spain which would be Bandwidth Iberia SL.

To exercise any of the above rights or if you have any questions about this Privacy Notice, please enter them in the [DATA SUBJECT RIGHT REQUEST FORM](#). You may also make a complaint to a relevant data protection supervisory authority in the EU and UK. We would, however, appreciate the opportunity to address your concerns before you do so.

Fees. 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 could refuse to comply with your request in these circumstances.

Information 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 assist with our response.

Timing. We try to respond to all legitimate requests within one month of receipt of the request. Occasionally, it could 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.

How long we retain your personal information

We will retain personal information for the period necessary to fulfill the purposes outlined in this notice unless a longer retention period is required or permitted by law.

To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorized use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements. We reserve the right to use such anonymous and de-identified information for any legitimate business purpose without further notice to you or your consent.

International data transfers

Bandwidth may transfer your personal data to Bandwidth in the United States, to other Bandwidth entities worldwide, or to third parties and service providers as described above that are located in various countries around the world who perform services on our behalf. The United States and other countries may not have the same data protection laws as the country from which you initially provided the information. Where applicable law requires us to utilize a data transfer mechanism, we may use one or more of the following: EU Standard Contractual Clauses, verification that the recipient has implemented Binding Corporate Rules, or verification that the recipient adheres to the EU-US Privacy Shield Framework. You may obtain a redacted copy (from which commercial information and information that is not relevant has been removed) of such EU Standard Contractual Clauses by sending a request to gdprcompliance@bandwidth.com.

How we protect your personal information

Bandwidth takes precautions including administrative, technical, and physical measures to help safeguard against the accidental or unlawful destruction, loss, alteration and unauthorized disclosure of, or access to, the personal information we process or use. Bandwidth is ISO 27001:20013 certified and SOC II compliant. Bandwidth is a PCI Level 3 Merchant and has met Payment Card Industry Data Security Standard's SAQ-A. To learn more about our security controls, please see <https://www.bandwidth.com/wp-content/uploads/security-controls-overview.pdf>.

Please note, though, that no company can guarantee security, especially when providing services that rely on the public internet. You are solely responsible for protecting your account password(s), limiting access to your devices, and signing out of websites after your sessions. You are responsible for any activity conducted using your credentials or passwords. We ask you not to share your password with anyone and to take care when using public Wi-Fi. If you believe your password to any Bandwidth portal or system has been compromised, please notify us immediately at privacy@bandwidth.com.

Linked websites

For your convenience, hyperlinks may be posted on our Bandwidth websites that links to other websites (“**third-party sites**”). We are not responsible for the privacy practices of any third-party sites or of any companies that we do not own or control. This Privacy Notice does not apply to third-party sites. Third-party sites may collect information in addition to that which we collect on the Bandwidth websites. We do not endorse any of these third-party sites, the services or products

described or offered on such third-party sites, or any of the content contained on the third-party sites. We encourage you to read the privacy notice of each third-party site that you visit to understand how the information that is collected about you is used and protected.

[Changes to this Privacy Notice](#)

This Privacy Notice does not form part of any contract and we may update it at our discretion from time to time. When we do so, we will post the updated Privacy Notice in our employee portal(s) (i.e. Rover) and on our careers website, and update the Privacy Notice's Effective Date at the beginning of the notice. We will notify you of material changes to this Privacy Notice, either by sending a notice to your email address you have provided to us (or your employee email address), or by placing a prominent notice on our employee portal and careers website. We encourage you to periodically review this Privacy Notice.

[How to contact us](#)

If you have questions about this Privacy Notice, concerns, or questions, please contact privacy@bandwidth.com.

If you have questions that specifically relate to Bandwidth's compliance with the GDPR, please email gdprcompliance@bandwidth.com. You may also make a complaint to a relevant data protection supervisory authority in the EU and UK. We would, however, appreciate the opportunity to address your concerns before you do so.

To contact us in writing, please use:
Bandwidth Inc.
Attn: Legal - Privacy
900 Main Campus Drive, Suite 100
Raleigh, North Carolina 27606