



**:talkdesk®**

# Talkdesk Privacy Notice

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# Talkdesk Privacy Notice

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# Talkdesk Privacy Notice

## Introduction

Talkdesk, Inc. (hereinafter, "Talkdesk") is a US-based company that acts in the CCaaS (Contact Center as a Service) space. As part of the contact center services Talkdesk provides to customers throughout the world, Talkdesk processes personal information on behalf of its customers (hereinafter, the "Customers"), acting as a processor for the purposes of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons concerning the processing of personal information and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter, the "General Data Protection Regulation" or "GDPR").

Additionally, Talkdesk processes personal information by acting as a data controller and determining the purposes and means of the processing. Talkdesk is committed to complying with relevant applicable Privacy and Data Protection legislation and regulations to protect the personal information entrusted by its customers and when processing personal data as a controller. For this purpose, Talkdesk has implemented and regularly reviews Policies, Procedures, Standards, and Guidelines.

This privacy notice covers Talkdesk's processing of personal data as both a data controller and a data processor. Data subjects whose personal information is processed by a Talkdesk customer as a data controller must consult that customer's privacy policies.

For ease of understanding, this notice covers the same topics from both perspectives:

### **Controller and Processor:**

- What personal information is collected?
- How Talkdesk collects your data
- Why is personal information processed?
- How long is personal information retained?
- What are the data subject rights?
- How can a data subject/person exercise its rights?
- To whom may personal information be transferred?
- Where is information stored?
- How is information protected?
- Personal Information from Children
- California User Consumer Rights (only as a controller)
- EU-US Data Protection Framework

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- UK GDPR - United Kingdom General Data Protection Regulation
- FADP - Swiss Federal Act on Data Protection

## Talkdesk as a Controller

What personal information is collected?

Talkdesk collects information about you that is limited to what is relevant, proportional, adequate, and necessary for identified purposes. We consider the jurisdiction's requirements that govern the information collection and proceed according to applicable privacy and data protection legislation.

How Talkdesk Collects your data

Personal data that Talkdesk collects directly from you:

Talkdesk collects personal information that you voluntarily provide to us when you (i) register on the Talkdesk website, Talkdesk knowledge base, Talkdesk Academy website or Talkdesk Community, (ii) when you express an interest in obtaining information about Talkdesk, Talkdesk products, services and events, (iii) when you interact with Talkdesk social media campaigns via social networks, (iv) when you register in Talkdesk events, (v) when you apply for job offers, (vi) when you choose to download Talkdesk ebooks and use resources available in Talkdesk website or (vii) when you directly contact Talkdesk using the official contact mechanisms that we make available.

The information collected is identification data (first name, last name), contact data (business email address, business phone number), and professional details (functional role, company name, country).

When applicants apply for a job offer, Talkdesk collects the information provided in their resumes, cover letters, and LinkedIn profiles.

Talkdesk also collects the information that you choose to share with us when contacting us through our official contact mechanisms.

Personal data obtained from third-party sources

Talkdesk may use third-party business contact information, including your employer, [reseller partners](#), [trusted strategic alliances](#), and acquired professional contacts databases.

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Appropriate privacy and security assessments are performed to ensure compliance with applicable laws and regulations and to ensure the data collection is lawful and uses fair means, including the existence of notice and collection of consent for sharing with third parties (Talkdesk) when required by the applicable laws.

The information used is identification data (first name, last name), contact data (business email address, business phone number), professional details (functional role, company name), and a LinkedIn profile.

## Personal data obtained from publicly accessible resources

Talkdesk may also collect information about you from publicly accessible sources such as LinkedIn.

The personal information collected includes identification and contact data (e.g., email address and phone number), job details, and skills to support our recruitment processes.

More details can be provided by the Data Protection Officer, email [privacy@talkdesk.com](mailto:privacy@talkdesk.com).

## Why is personal information processed?

The purposes for which personal information is processed include:

- To contact you or to respond to your requests, e.g. when you request to experience a demo or when you request to get in touch with a Talkdesk solutions consultant;
- Recruiting and hiring management;
- To support sales efforts, including getting feedback from the engagement process - always from a B2B perspective;
- To send marketing information on our products and services marketing (including telemarketing) – B2B perspective;
- Customer relationship management;
- To provide support to our customers;
- Events registrations;
- Cookies management<sup>1</sup>
- To ensure compliance with applicable laws and regulations, including but not limited to export control and sanctions laws<sup>2</sup>, and to assert Talkdesk rights or to defend Talkdesk against any legal claim.

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<sup>1</sup> <https://www.talkdesk.com/terms-of-service/cookie-policy/>

<sup>2</sup> “export control and sanctions laws” means any applicable export laws and trade sanctions, in any part of the world, restricting or related to the export or re-export of goods, services, software or technology.

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Talkdesk collects the least amount of information required and only for the purposes identified above. The legal basis of each processing is one or more: to perform a contract obligation, the furtherance of a legitimate interest, or consent.

Depending on the context, processing for marketing and/or product and brand awareness purposes may rely on Talkdesk's legitimate interest or your consent. Talkdesk requires your consent according to the applicable law but may rely on legitimate interest when the applicable law allows us to. When Talkdesk uses your personal information based on consent, we ensure all legal requirements are met.

In communications related to marketing and/or product and brand awareness, Talkdesk also offers the option to opt out of further communications.

Regarding Talkdesk's processing of personal data for the purpose of export control and sanctions laws compliance, Talkdesk may conduct automated screenings against applicable sanctioned-party lists and global watch lists and, in case of a potential match, ask for clarifications.

Talkdesk does not use or process personal data for purposes other than those for which they were collected, does not sell personal information, and does not allow its sub-processors to sell personal information (as the term "sell" is defined under the CCPA).

How long is personal information retained?

Data retention periods depend on the purposes of the processing. Under applicable legislation, Talkdesk provides more information on the data retention periods when personal information is collected. More details can be obtained through the Data Protection Officer's email [privacy@talkdesk.com](mailto:privacy@talkdesk.com).

What are the data subject rights?

Data subjects' rights depend on the jurisdictions where they are located. Typical data subjects' rights include:

- **Right of access:** Right to obtain confirmation as to whether or not personal information concerning the data subject is being processed, and, where that is the case, access to that personal information.
- **Right to rectification:** Right to obtain rectification of inaccurate personal information concerning the data subject.

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- **Right to erasure or to be forgotten:** Right to erasure personal information concerning the data subject.
- **Right to restrict processing:** Right to restrict the processing of personal information to the extent permitted by law and following Talkdesk contractual and legal commitments.
- **Right to data portability:** Right to receive the personal information provided and concerning the data subject in a structured, commonly used, and machine-readable format.
- **Right to object:** Right to object to processing the data subject's data for reasons related to their own particular situation.
- **Right not to be subject to automated decision-making:** Right not to be subject to a decision based solely on automated processing.
- **Right to withdraw consent:** Right to remove consent for specific processing.
- **Right to complaint:** Right to lodge a complaint with an EU supervisory authority or invoke binding arbitration for complaints regarding DPF compliance not resolved by any of the other DPF mechanisms for additional information: <https://www.dataprivacyframework.gov/s/article/ANNEX-I-introduction-dpf?tabset-35584=2>".

In compliance with the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF and the Swiss-U.S. DPF, Talkdesk commits to refer unresolved complaints concerning our handling of personal data received in reliance on the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF and the Swiss-U.S. DPF to an EU Data Protection Authority (DPAs), the UK Information Commissioner's Office (ICO) or the Swiss Federal Data Protection and Information Commissioner (FDPIC), an alternative dispute resolution provider based in the European Union, United Kingdom or Switzerland respectively. If you do not receive timely acknowledgment of your DPF Principles-related complaint from us, or if we have not addressed your DPF Principles-related complaint to your satisfaction, please visit [https://edpb.europa.eu/about-edpb/about-edpb/members\\_en](https://edpb.europa.eu/about-edpb/about-edpb/members_en) for EU Data Protection Authorities, <https://ico.org.uk/make-a-complaint/> for the UK Extension to the EU-U.S. DPF or <https://www.edoeb.admin.ch/edoeb/en/home/deredoeb/kontakt.html> on the

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Swiss-U.S. DPF, for more information or to file a complaint. The services of these organizations are provided at no cost to you.

In relation to the collection, disclosure, and use of personal data, data subjects are entitled to the following choices:

- **Marketing messages:** Data subjects can freely opt-in to receive marketing communication from Talkdesk products, services, or job advertisements. They can opt out of email marketing messages by clicking on the unsubscribe link in the email or sending an email to [privacy@talkdesk.com](mailto:privacy@talkdesk.com).
- **Events:** Talkdesk may promote events related to the Contact Center industry and data subjects can freely fill in the registration form. Talkdesk will only collect the information needed to register the data subject and communicate the event's details with the data subject.
- **Cookies and similar technologies:** Data subjects can decline cookies when using our website. You can see more details in our cookie policy.
- **Job Opportunities:** Data subjects can freely submit their applications using the Careers web form. Talkdesk only collects the fields needed to proceed with recruitment and contact the job candidate. Additionally, job candidates can freely opt-in to receive career opportunities and opt-out at any time.

How can a data subject exercise its rights?

Data subjects may exercise their rights by submitting a request to the Data Protector Officer by email at [privacy@talkdesk.com](mailto:privacy@talkdesk.com).

In compliance with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF, Talkdesk commits to resolve DPF Principles-related complaints about our collection and use of your personal information. EU, UK, and Swiss individuals with inquiries or complaints regarding our handling of personal data received in reliance on the EU-U.S. DPF, UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF should first contact Talkdesk at [privacy@talkdesk.com](mailto:privacy@talkdesk.com)



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To whom may personal information be transferred?

Talkdesk may share, transfer, or disclose personal information in specific situations to particular categories of recipients:

- I. Our trusted SaaS third-party providers act as processors and, under Talkdesk instructions;
- II. Talkdesk [reseller partners](#) [trusted strategic alliances](#) that may support Talkdesk sales efforts according to privacy laws and regulations;
- III. Talkdesk partners and sponsors that promote events according to privacy laws and regulations;
- IV. Talkdesk affiliates and according to Talkdesk's security and privacy policies and applicable laws and regulations of each region;
- V. Government entities where the transfer of information is legally required under local laws or required to comply with legal requests;
- VI. Potential buyers in connection to a merger & acquisition or any transfer or sale.

Talkdesk has implemented mechanisms to choose and engage providers and, when required by law, disclose personal information to government entities.

Talkdesk does not sell personal information and does not allow its subprocessors to sell it (as the term "sell" is defined under the CCPA).

A list of Talkdesk's processors can be provided if requested to [privacy@talkdesk.com](mailto:privacy@talkdesk.com).

In the context of an onward transfer, Talkdesk is responsible for processing personal data received under the EU-U.S. DPF and transfers to a third party acting as processor on its behalf. Talkdesk remains liable under the principles of EU-U.S. DPF and the Swiss-U.S. DPF if its processor processes such personal information in a manner inconsistent with the principles unless the organization proves that it is not responsible for the event that caused the damages.

Where is information stored?

As a US-headquartered multinational company, Talkdesk may collect, transfer, process, and store personal data not Only in the United States but also by our affiliates based in other countries or third parties described in the preceding paragraph based in the United States and other countries.

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Talkdesk has also been established in Australia, Brazil, Canada, China, Portugal, the United Kingdom, and Singapore.

Personal data, when held physically, is stored in the exact location as where it was produced.

Personal data, when held digitally, is mainly stored in the US, and any transfer of information from the European Economic Area (EEA) and Switzerland to the US or other countries is made based on the following:

- **Adequacy Decision:** Countries designated by the European Commission as having adequate protection for personal information.
- **Standard Contractual Clauses:** Talkdesk relies on the European Commission's model contracts (i.e., the standard contractual clauses) for the transfer of personal information to third countries pursuant to Commission Implementing Decision (EU) 2021/914 of 4 June 2021.

How is information protected?

Talkdesk has implemented an Information Security and Privacy Information Management System (ISMS and PIMS) and a business continuity management system (BCMS) as a framework for continuous improvement of security, privacy, and business continuity. The ISMS, PIMS, and BCMS include Policies, Awareness of Security and Privacy, adequate processual and technical controls, audit logging, and third-party due diligence, among other things.

Talkdesk performs regular due diligence on third parties for security and privacy compliance.

Personal Information from Children

Talkdesk will never knowingly collect personal information from children under 13. If we obtain actual knowledge that we have collected personal information from a child under 13, that information will be immediately removed from any access. Because we do not collect such information, we have no such information to use or disclose to third parties. This notice complies with the Children's Online Privacy Protection Act (COPPA).

California User Consumer Rights

This section only applies when Talkdesk is a controller.

Under California Civil Code Section 1789.3, California resident users are entitled to know that they may file grievances and complaints with the California Department of Consumer Affairs,

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400 R Street, STE 1080, Sacramento, CA 95814; or by phone at 916-445-1254 or 800-952-5210; or by email to [dca@dca.ca.gov](mailto:dca@dca.ca.gov). For more information about protecting your privacy, you may wish to visit: <http://www.ftc.gov>.

If you are a California resident, California Civil Code Section 1798.83 permits you to request information regarding the disclosure of your personal information by us to third parties for the third parties direct marketing purposes. Concerning us, this privacy notice applies only to their activities within the State of California. To make such a request or if you have questions about this privacy notice, please send an email to [privacy@talkdesk.com](mailto:privacy@talkdesk.com).

According to the California Consumer Privacy Act 2018, consumers have the following rights:

- to delete personal information collected from them;
- to know what personal information a business has collected about them and how it is used and shared;
- to opt-out of the sale and sharing of their personal information;
- to non-discrimination for exercising their CCPA rights;
- to correct inaccurate personal information that a business has about them, and
- to limit the use and disclosure of sensitive personal information collected about them.

Talkdesk shall respond to consumers' requests to exercise these rights Unified communications , which may be submitted to the Data Protector Officer by email at [privacy@talkdesk.com](mailto:privacy@talkdesk.com).

## Data Protection Framework

Talkdesk complies with the EU-U.S. Data Privacy Framework (EU-U.S. DPF), the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF) as set forth by the U.S. Department of Commerce. Talkdesk has certified to the U.S. Department of Commerce that it adheres to the EU-U.S. Data Privacy Framework Principles (EU-U.S. DPF Principles) with regard to the processing of personal data received from the European Union in reliance on the EU-U.S. DPF and from the United Kingdom (and Gibraltar) in reliance on the UK Extension to the EU-U.S. DPF.

Talkdesk has certified to the U.S. Department of Commerce that it adheres to the Swiss-U.S. Data Privacy Framework Principles (Swiss-U.S. DPF Principles) with regard to the processing of personal data received from Switzerland in reliance on the Swiss-U.S. DPF. If there is any conflict between the terms in this privacy policy and the EU-U.S. DPF Principles and/or the Swiss-U.S. DPF Principles, the Principles shall govern. To learn more

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about the Data Privacy Framework (DPF) program and to view our certification, please visit <https://www.dataprivacyframework.gov/>.

Talkdesk is also subject to the investigation and enforcement of the Federal Trade Commission (FTC) or another statutory body that will effectively ensure compliance with the EU-US DPF principles, you can learn more about it in <https://www.ftc.gov/>.

Talkdesk is committed to ensure that the principles of EU-U.S. Data Privacy Framework (EU-U.S. DPF), the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF) are complied with, even after we leave the DPF program.

## Talkdesk as a (Sub-)Processor

What personal information is processed?

When Talkdesk provides a cloud service and acts on behalf of its customers, Talkdesk acts as a processor or subprocessor, depending on the customer's responsibility. Therefore, the information collected by Talkdesk's customers when using Talkdesk's products is the customer's responsibility, as is the definition of the categories of data subjects.

The information that is collected in standard format is:

- **Agent:** Name, phone number, email, gender<sup>3</sup>, location-time, country and IP;
- **Contact:** phone number, e-mail, title, name, company, and address;
- **Call metadata:** origin phone number, destination phone number, start date and time and duration;
- **Interaction metadata:** conversation origin and destination (e-mail, chat, etc..), date and time;

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<sup>3</sup> Data collection is not mandatory.

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- **Consent data:** call recordings, transcriptions, messages, and screen recordings, if the customer selected these features<sup>4</sup>;
- Additional information may be collected if Talkdesk is integrated with other tools managed by the Customer;
- Users (agent, supervisor, administrator) Name, email, and associated phone number. May also include physical or professional characteristics of the agent, such as gender or languages spoken.
- Provision of the Talkdesk Service includes authentication and permission verification to service operational support and billing processing.

Talkdesk restricts the collection of the information to the minimum amount required to provide its services, and it will be processed according to the purposes for which it was collected.

## Why is personal information collected?

Personal data is collected to provide the service of Contact Center as a Service and to support and troubleshoot issues reported by our customers.

## How long is personal information retained?

When customers act as controllers, they define the retention periods for the information they collect. Additionally, when a customer terminates its contract with Talkdesk, the information is removed according to the Master Subscription Agreement or earlier if requested.

Talkdesk may keep anonymized information (that will not directly or indirectly identify any agent, contact, or customer) for longer periods to analyze how the service is used and improve it.

## What are the data subject rights?

Data subject rights depend on the jurisdictions where they are located and the jurisdictions where Talkdesk customers are located. Nevertheless, typical data subject rights include:

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<sup>4</sup> Data collection is not mandatory, depending on the feature selected by the customer.

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- **Right of access:** Right to obtain confirmation as to whether or not personal information concerning the data subject is being processed, and, where that is the case, access to that personal information.
- **Right to rectification:** Right to obtain rectification of inaccurate personal information concerning the data subject.
- **Right to erasure or to be forgotten:** Right to erasure personal information concerning the data subject.
- **Right to restrict processing:** Right to restrict the processing of personal information to the extent permitted by law and following Talkdesk contractual and legal commitments.
- **Right to data portability:** Right to receive the personal information provided and concerning the data subject, in a structured, commonly used and machine-readable format.
- **Right to object:** Right to object to processing personal data for reasons related to your own situation.
- **Right not to be subject to automated decision-making:** Right not to be subject to a decision based solely on automated processing.
- **Right to withdraw consent:** Right to remove consent for specific processing.
- **Right to complaint:** Right to Lodge a complaint with an EU supervisory authority or invoke binding arbitration for complaints regarding EU-US DPF, UK GDPR, and FADP compliance not resolved by any of the other DPF mechanisms, for additional information:

<https://www.dataprivacyframework.gov/s/article/ANNEX-I-introduction-dpf?tabset-35584=2>".

In compliance with the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF and the Swiss-U.S. DPF, Talkdesk commits to refer unresolved complaints concerning our handling of personal data received in reliance on the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF and the Swiss-U.S. DPF to an EU Data Protection Authority (DPAs), the UK Information Commissioner's Office (ICO) or the Swiss Federal Data Protection and Information Commissioner (FDPIC), an alternative dispute resolution provider based in the European Union, United Kingdom or Switzerland respectively. If you do not receive timely acknowledgement of your DPF Principles-related complaint from us, or if we have not addressed your DPF

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Principles-related complaint to your satisfaction, please visit [https://edpb.europa.eu/about-edpb/about-edpb/members\\_en](https://edpb.europa.eu/about-edpb/about-edpb/members_en) for EU Data Protection Authorities, <https://ico.org.uk/make-a-complaint/> for the UK Extension to the EU-U.S. DPF or <https://www.edoeb.admin.ch/edoeb/en/home/deredoeb/kontakt.html> on the Swiss-U.S. DPF, for more information or to file a complaint. The services of these organizations are provided at no cost to you.

## How can a data subject exercise its rights?

When Talkdesk processes information on behalf of a customer, all data subject rights must be addressed directly to the customer.

## To whom may personal information be transferred?

As a processor/service provider, Talkdesk only uses data to provide the agreed-upon service according to customer instructions. Talkdesk does not sell the information its customers collect while using Talkdesk service (as the term “sell” is defined under the CCPA).

Nevertheless, Talkdesk may use third-party providers to provide its service, and those providers follow the same security and privacy commitments as Talkdesk.

Customers can be provided with a list of Talkdesk sub-processors. Such requests must be sent to [privacy@talkdesk.com](mailto:privacy@talkdesk.com).

Talkdesk may transfer data to potential buyers in connection to a merger & acquisition or any form of transfer or sale.

Talkdesk may disclose data to government entities where the disclosure of information is legally required under local laws or required to comply with legal requests.

## Where is information stored?

Talkdesk HQ and main processing facilities are located in the US. However, Talkdesk has other processing facilities in other regions (such as Europe and Canada).

When a transfer of information from the European Economic Area (EEA) and Switzerland to other countries happens, it's made based on:

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- **Adequacy Decision:** Countries designated by the European Commission as having an adequate level of protection for personal information.
- **Standard Contractual Clauses:** Talkdesk relies on the Commission's model contracts (i.e., the standard contractual clauses) for the transfer of personal information to third countries pursuant to the Commission Implementing Decision (EU) 2021/914 of 4 June 2021.

Transfers between other jurisdictions may require specific and additional provisions that must be defined by the customer in conjunction with Talkdesk.

In the context of an onward transfer, Talkdesk is responsible for processing personal data received under the EU-U.S. DPF and subsequently transfers to a third party acting as processor on its behalf. Talkdesk remains liable under the principles of EU-U.S. DPF and the Swiss-U.S. DPF, if its processor processes such personal information in a manner inconsistent with the principles unless the organization proves that it is not responsible for the event that caused the damages.

## How is information protected?

Talkdesk adopts an Information Security and Privacy Information Management System (ISMS and PIMS) and a business continuity management system (BCMS) as a framework for continuous improvement of security, privacy, and business continuity. The ISMS, PIMS, and BCMS include Policies, Awareness of Security and Privacy, adequate processual and technical controls, audit logging, and third-party due diligence, among other things.

Talkdesk performs regular due diligence on third parties for security and privacy compliance.

## Personal Information from Children

Talkdesk never knowingly collects personal information from children under 13. If we obtain actual knowledge that we have collected personal information from a child under 13, that information is immediately removed from any access. Because we do not collect such information, we have no such information to use or disclose to third parties. This notice is given in compliance with the Children's Online Privacy Protection Act (COPPA).



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## Jurisdictions

Talkdesk will perform adequate efforts to ensure compliance with relevant privacy and data protection legislation and regulations across its operating jurisdictions, which may also require specific contractual jurisdictional to be addressed. The continuous implementation, review, and improvement of the Privacy Information Management System (ISMS), should provide the means to accomplish the standard approach to Talkdesk Global Privacy legislation and regulations requirements.

Talkdesk processes personal information in a jurisdiction that allows It to comply with the most common and well-known privacy laws and regulations.

Talkdesk shall transfer data from the European Economic Area (EEA), United Kingdom (UK) and Switzerland to an outside jurisdiction using safeguards to ensure an adequate level of data protection, as defined in the General Data Protection Regulation (GDPR).

For other jurisdictions and specific privacy laws and regulations, Talkdesk will make adequate efforts to comply with the specific local/regional requirements, where applicable, following the GDPR standard approach, as the Global Legal Privacy reference.

Talkdesk complies with the EU-U.S. Data Privacy Framework (EU-U.S. DPF), the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF) as set forth by the U.S. Department of Commerce. Talkdesk has certified to the U.S. Department of Commerce that it adheres to the EU-U.S. Data Privacy Framework Principles (EU-U.S. DPF Principles) with regard to the processing of personal data received from the European Union in reliance on the EU-U.S. DPF and from the United Kingdom (and Gibraltar) in reliance on the UK Extension to the EU-U.S. DPF.

Talkdesk has certified to the U.S. Department of Commerce that it adheres to the Swiss-U.S. Data Privacy Framework Principles (Swiss-U.S. DPF Principles) with regard to the processing of personal data received from Switzerland in reliance on the Swiss-U.S. DPF. If there is any conflict between the terms in this privacy policy and the EU-U.S. DPF Principles and/or the Swiss-U.S. DPF Principles, the Principles shall govern. To learn more about the Data Privacy Framework (DPF) program and to view our certification, please visit <https://www.dataprivacyframework.gov/>.

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Talkdesk is also subject to the investigation and enforcement of the Federal Trade Commission (FTC) or another statutory body that will effectively ensure compliance with the EU-US DPF principles, you can learn more about it in <https://www.ftc.gov/>.

Talkdesk is committed to ensure that the principles of EU-U.S. Data Privacy Framework (EU-U.S. DPF), the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF) are complied with, even after we leave the DPF program.

## Privacy Notice changes

This notice may be updated from time to time to reflect changes in our practices, operational requirements and to be compliant with applicable privacy and data protection laws and regulations. Future changes made to this notice are published on our website. Any questions regarding this notice can be sent to [privacy@talkdesk.com](mailto:privacy@talkdesk.com).

## How to Contact us

For questions or complaints regarding this privacy notice and the privacy practices of Talkdesk, you may contact us at [privacy@talkdesk.com](mailto:privacy@talkdesk.com) or at our mailing address below:

For customers in non-EEA region:

Talkdesk Inc.  
440 N Barranca Avenue #4375,  
Covina, CA 91723 United States

For customer in EEA region:

Talkdesk Inc. Portugal Unipessoal Lda,  
Rua Pedro Nunes, Edifício IPN D, 1º Piso, módulo  
1.12  
Santo António dos Olivais, 3030-199 Coimbra.  
Portugal