

LearnBridge Privacy Policy

Evalueserve and its affiliated companies (Evalueserve, us, we, or our) value and appreciate the trust that you as a user (“User”) of the LearnBridge (“Platform”) place in us to protect and store their personal information carefully and in accordance with applicable laws.

This privacy policy explains how Evalueserve collects and stores information that identifies and relates to Users (“Personal Information”) and how we use, disclose, and protect such information.

Evalueserve will act as a controller or its equivalent under privacy laws, where we decide the purpose and means of processing personal data. However, where we act as per specific written instructions from our client, we act as the data processors, or its equivalent under privacy laws. In such cases, the client is the data controller or its equivalent for that personal information, and we assist the relevant data controller in complying with the data privacy requirements.

By using LearnBridge (“Solution”) and accessing / using services herein, Users confirm their agreement with the latest terms of this policy. If a User does not agree with the terms of this policy, they must stop using the Solution immediately.

Data subjects and types of personal information

We collect personal data from:

- i) Candidates

This data may be gathered either via online mode or offline. If the data we collect is not listed in this privacy policy, we will give individuals appropriate privacy notice (as required by law) about the data collected and its planned usage.

Below are the types of personal information that we may collect from Users (without limitation):

- **Personal Contact Information:** During the hiring process, Evalueserve collects personal contact details such as the candidate's name, email ID, contact number, and gender. This information is essential for identification, communication, and processing recruitment-related correspondence.
- **Professional Information:** Evalueserve gathers professional details including the candidate's level, designation, Line of Business (LoB), sub-LoB, joining location, and joining status. These details help define the candidate's role, align them with organizational structures, and prepare for their integration into the workplace.
- **Educational Background:** To assess candidates' qualifications, Evalueserve collects educational details such as the college name, qualification, specialization, college location, and college tier. This information is used to evaluate the candidate's academic background and its relevance to the role.

Methods of collecting personal information

- **Information collected indirectly**
 1. **College and college placement cell:** Evalueserve collects information about you to process your recruitment process, as given to us by your college or college placement cell.
 2. **Marketing communications:** If a User receives our marketing communications, we will track when (s)he receives, opens, or shares the link received from Evalueserve. To unsubscribe from marketing communications, Users should refer to [Usage of personal information for marketing purposes](#).
 3. **Other sources:**
 - Depending upon the engagement or association with us, we may receive information about Users from other sources, including but not limited to vendors, insurance providers, auditors, travel service providers, consulting firms, background check service providers, and social media.

- Obtaining personal information from public sources such as freely or paid databases, including public content on social media websites, to make initial contact with a relevant individual at a client or other company.
- Personal information gathered from external sources will be used only in compliance with consent requirements or other lawful basis of processing.

Purpose of and legal basis for processing personal data

Evalueserve has defined the legal basis for processing personal information, which includes but is not limited to the below points:

Purpose	Legal Basis
Facilitating recruitment and onboarding processes	To fulfill contractual obligations and process information necessary for evaluating and hiring candidates.
Compliance with legal and regulatory requirements	To comply with applicable laws, regulations, and court orders or to exercise or defend legal claims.
Communication with candidates regarding the recruitment process	To ensure proper functioning of the recruitment operations and provide timely updates to candidates.
Evaluation of candidates' qualifications and suitability for roles	To fulfill legitimate interests of the organization in assessing and selecting suitable candidates.
Conducting background checks and verification	To comply with legal obligations or legitimate business interests in ensuring candidate authenticity.
Data analytics to improve recruitment processes	To ensure proper functioning and optimization of the recruitment platform and processes.
Security and administration of the recruitment platform	To ensure proper administration of the platform and monitor systems to mitigate potential security incidents.
Storing and managing candidate profiles for future opportunities	To process information based on the candidate's consent or legitimate interests in maintaining a talent pool.
Marketing platform services or providing recruitment-related updates (if opted in by candidates)	To process information based on candidates' explicit consent, which can be revoked at any time.

Usage of your personal information

Personal information may be used for purposes including, but not limited to, the following:

For the Recruitment Platform:

- Facilitating the usage of and personalizing the candidate and employer experience on the platform.
- Sending important information regarding the platform, terms and conditions, policies, and other administrative updates.
- Assisting candidates and employers in addressing technical and operational issues with the platform.
- Ensuring proper administration and functionality of the platform.
- Enhancing the platform's features, services, and content to improve the user experience.
- Protecting the security and integrity of the platform from potential threats.

For Other Purposes:

- Recording, managing, and facilitating recruitment-related services offered to candidates and employers.

- Responding to inquiries from candidates or employers and fulfilling requests for additional information about services.
- Providing candidates and employers with updates and information about platform services and relevant job opportunities.
- Detecting and preventing identity theft, fraud, and other potentially illegal activities.
- Complying with legal obligations such as responding to subpoenas, court orders, or judicial processes.
- Cooperating with law enforcement agencies or investigations related to complaints or security concerns.
- Resolving disputes, troubleshooting platform issues, and ensuring a seamless experience for users.
- Offering candidates and employers relevant information, opportunities, or services based on prior interactions, provided explicit consent has been granted.

Restriction on sensitive personal information

Unless we specifically request for information to comply with applicable laws, we ask Users to not send or disclose to us any sensitive personal information (e.g., social security numbers, passport numbers, racial or ethnic origin, political opinions, religious or other beliefs, health, biometrics or genetic characteristics, criminal background or trade union membership) on or through this Solution or otherwise to us.

Duration of retention of personal information

We will retain personal information only for as long as necessary for the purposes for which it was collected. We maintain specific retention policies and procedures, as per which personal information is deleted after a reasonable time according to the following criteria:

- We will retain User information till we have an ongoing relationship with the User.
- We will only keep the data while the User's account is active or for as long as needed to provide services to the User.
- We will retain User information for as long as needed to comply with our applicable legal and contractual obligations.

Disclosure of personal information to third parties

- We may disclose personal information to our marketing agency for running our marketing campaigns.
- Our external IT supplier may have access to personal information, but access will be restricted only to the purposes of delivering their services to us.
- We may share personal information with companies that may manage and / or administer surveys and / or competitions on our behalf, some of which may be based outside the jurisdiction of the region or country where Evalueserve operates.
- We may share Users' personal information with our appointed third parties.
- We may disclose personal information to companies within the Evalueserve group if they are carrying out services for us.
- We may disclose any information we hold about Users, if necessary, in connection with any investigation or complaint in relation to the use of the Solution, or to identify, contact, or bring legal action against someone who may (either intentionally or unintentionally) be causing injury to or interference with any person's rights or property (including of Users of the Solution).
- We may disclose any information to comply with applicable laws, regulations, legal processes, governmental requests, or for fraud prevention or detection.

- When you visit our Solution, cookies and similar technologies may be used by our online data partners or vendors to associate these activities with other personal information they or others have about you, including by association with your email or home address. We (or service providers on our behalf) may then send communications and marketing to these email or home addresses. You may opt out of receiving this advertising by visiting <https://app.retention.com/optout>

User's rights regarding personal information

- **Right to be informed:** Users are entitled to know whether we hold their personal information and the purpose it is processed for.
- **Right of access:** Users are entitled to obtain a copy of their personal information, together with an explanation of the categories of data being processed, the purposes of such processing, and the details of third parties to whom the data may have been disclosed.
- **Right to rectification:** Users are entitled to correct or update their personal information available with us.
- **Right to erasure:** Users are entitled to get their data erased from our records, including customer relationship management (CRM) databases.
- **Right to data portability:** Users are entitled to obtain and reuse their personal information. They can either obtain the information from us and provide it to a third party or ask us to transfer your personal information directly to a third party.
- **Right to object to and / or restrict processing:** Users have the right to object to and / or restrict the processing or sharing of their data in some circumstances, including where the data is inaccurate (for the period during which we are verifying the data), no longer required in light of the purpose of processing or connection with direct marketing.
- **Right to complain and obtain redressal:** Users have the right to lodge a complaint with the competent supervisory authority to obtain redressal, and where appropriate, compensation for a breach of the applicable data protection regulation.
- **Right to withdraw:** Users have right to withdraw their consent provided at any time by contacting us.

In the above cases, we will retain the minimum personal information to note that the User opted out from being contacted again.

To exercise any of the above-mentioned rights, please contact us at dp@evalueserve.com.

Automated profiling and decision-making

We may use automated profiling in limited circumstances relating to email campaigns. As part of such campaigns, we will track whenever Users receive, open, click a link in, or share an email from us using any of our automated solutions. These solutions profile the information tracked to evaluate User interest in our service offerings or promotions. This enables us to identify and target potential customers or business partners and to provide Users with relevant and timely content based on User interests.

Keeping personal information accurate and up to date

- Users can access, add to or update their personal information at any time, and we would ask them to ensure that this information is up to date on a regular basis. When Users update the information, Evalueserve will keep a copy of the prior version, where necessary, for its records.

Location of processing personal information

- We may share personal information with companies within the Evalueserve group to carry out their services and to send you marketing communications from across the globe, except where prohibited by applicable laws. Safeguards are put in place under applicable data protection laws to ensure the legitimate transfer of data between regions.

- We may transfer personal information to third parties for providing services, including surveys and marketing activities.

Transferring personal information

We transfer personal data between our group companies and data centers for the purposes described above. Your personal data will be stored in databases located in regions across the globe. The databases are controlled by our administrative staff located outside of the European Union or UK and can be accessed electronically. Where we transfer personal data within Evalueserve entities or to third parties located in other countries, we ensure such countries provide an adequate level of protection as determined by the appropriate authorities or use alternative safeguards including the execution of standard contractual clauses.

We reserve the right to transfer information, including personal information, to a third party in the event of the sale, merger, liquidation, receivership, or transfer of all or substantially all of our assets, provided the third party agrees to adhere to the terms of this privacy policy and only uses personal information for the purpose that Users have provided it to us.

User age restriction

The Solution is not directed at persons under the age of 18 and, therefore, such persons are not permitted to view and / or register with the Solution. Users must be aged 18 years or above to use the Solution and post and / or upload any material to it. Any person who is using the Solution represents and warrants that they are 18 years of age or older. We cannot – and we are not required to – verify the age of Users of the Solution. We hereby notify Users that by posting any material on the Solution, they confirm that they are over the age of 18. If a person is using the Solution as a representative of a company or other entity, (they represent that they have the authority to confirm acceptance of this privacy policy on behalf of such company or entity.

Security controls

Evalueserve holds an ISO 27001:2022 certification, and this international standard defines the requirements for an Information Security Management System (**ISMS**). Evalueserve's processes and security controls provide an effective framework for protecting our clients' and our business information, including personal information.

We maintain organizational and technical measures for all the personal data we hold. We have protocols, controls, and relevant policies; procedures; and guidelines to maintain these controls, considering the risks associated with the categories of personal data and the processing we undertake.

We adopt security measures in line with industry standards to protect personal information. We have implemented security safeguards – such as HTTPS – that ensure the protection of personal information. We regularly monitor our systems to mitigate possible vulnerabilities and attacks. However, we cannot guarantee or warrant the security of any information transmitted via our Solution.

Changes to the privacy policy

We take all reasonable efforts to keep this policy up to date. Please check this privacy policy page periodically to stay informed of any changes. We reserve the right to modify or supplement this privacy policy; however, the changes will always comply with the prevailing data protection laws.

Links to other sites

We provide links to other websites for User convenience and information. These sites may have their own privacy policies in place. We recommend Users review these policies if they visit any linked websites. We are not responsible for the content of linked sites, any use of the sites or their privacy practices. This privacy statement applies solely to information collected by this site.

Disclaimer:

We may change, modify, add to, or delete portions of this policy at any time, and the date for the most recent update will appear at the top of the policy. However, please note that it is the responsibility of the User to regularly review the policy.