

PRIVACY NOTICE

Collection House International BPO Inc. process personal information for certain legitimate business purposes. Our Privacy Policy aims to ensure that all appropriate standards to protect your information are implemented efficiently and effectively in compliance with the Data Privacy Act of the Philippines.

KINDS OF PERSONAL INFORMATION WE COLLECT AND HOLD

We collect the following information relevant to your employment, application or affiliation with the company:

- your name, address, email address, phone number, race, marital status, age and/or date of birth and religious affiliation;
- statutory and/or government details;
- any other information relevant to your transaction

HOW WE COLLECT YOUR PERSONAL INFORMATION

We collect your personal information directly from you, or from your Authorized Representative. All records and information may be processed manually and/or electronically.

We may collect your personal information indirectly:

- from you through the access to and use of services and facilities available on our website or other information providers;
- by making discreet enquiries with third parties;
- if necessary, we may collect information from your employer to verify your employment status and income details.

ACCESSING AND SEEKING CORRECTION OF YOUR PERSONAL INFORMATION

You may access, update and correct your personal information in our records and if you believe the personal information we hold about you is not correct, we will take reasonable steps to ensure that your personal information is accurate, up-to-date, complete, relevant and not misleading.

If you have any queries or complaints about our Privacy Policy, you may get in touch with our Human Resources Department or with our Data Privacy Officer through the contact details provided on this notice.

OUR UNDERTAKINGS REGARDING YOUR PERSONAL INFORMATION

We undertake to protect your personal information based on the principle of transparency, legitimate purpose and proportionality.

Your personal information will be securely stored within the Collection House network in accordance with the Privacy Act.

We keep your personal information for a minimum period under existing laws and regulations.

PURPOSES THAT WE COLLECT, HOLD, USE PERSONAL INFORMATION

We collect, hold and use your personal information so that we can undertake our functions and activities efficiently and effectively if:

- You are an active employee, would want to become our partner, apply or avail of our services by filling out the required forms necessary to start any engagement with the company
- Your personal information is needed to utilize the services we provide as part of our company offerings
- You agree to be involved in surveys or participate in various activities sponsored by us or other organization on the company's behalf such as conferences, activities, and group discussion
- you send correspondence to us for queries via telephone, email or social media channels

PURPOSES THAT WE DISCLOSE PERSONAL INFORMATION

We only disclose personal information in accordance with the Privacy Act. This may involve disclosing such information to:

- Any authorized personnel/s who will need to handle your personal information required for your employment or company transaction/s
- Other third parties (which include, but not limited to health insurance provider, life insurance, HRIS/Payroll provider, legal retainer, medical and background investigation provider) as required or permitted by law or contract, including regulatory authorities, government agencies as well as parties who you voluntarily transact with.

MAKING A COMPLAINT

Please contact us in writing and we will respond to you within a reasonable time. You may submit your request to: MNLprivacy@collectionhouse.com.au

If you have any questions about this notice, you may contact the company's Data Privacy Officer:
Data Protection Office: 20/F Exxa Tower, Bridgetowne
C-5 Road, Ugong Norte, Quezon City, Metro Manila,
Philippines 1110