



# Privacy Statement

LAST MODIFIED: October 11th 2022

TaskUs, Inc. and its affiliates (“TaskUs,” “us,” “we” or “our”) operate and administer TaskVerse. We have created this privacy statement (“Statement”) to comprehensively inform individuals about our privacy practices and to demonstrate our firm commitment to privacy as it relates to TaskVerse.

This Statement describes how we collect, use, disclose, transfer, store, retain or otherwise process your personal information in the course of us:

- operating and administering the TaskVerse platform (the “Platform”), which is a centralized platform to source, recruit, and manage independent contractors (or “Taskers”) who work on various tasks such as audio transcription, image annotation, and data collection, among others;
- operating and administering the associated TaskVerse web portal at [taskverse.com](https://taskverse.com) (the “Website”);
- collecting, processing, and disclosing your personal information when you register to be a Tasker, which is an independent contractor in TaskVerse;
- collecting, processing, and disclosing your personal information when you download, register and utilize the TaskVerse mobile application (the “Application”); and
- collecting, processing, and disclosing your personal information in the course of your performance of a particular TaskVerse task relating to the services that we provide to our customers.

When we refer to “TaskVerse” in this Statement, we mean the Platform Website, and Application together, otherwise we will refer to them individually. When we refer to “you” or “your,” we mean the person about whom we collect personal information as described herein. If the person accessing TaskVerse does so on behalf of another person, including a business or other organization, “you” or “your” also means that other person, including a business organization, if applicable.

Please read this Statement carefully. This Statement is supplemented by our:

[International Privacy Statement](#)

[Cookie Policy](#)

## **1. General Disclosures**

Our data centers and TaskVerse are hosted in various countries around the world, including in the United States. Please note that by providing us your personal information it may be stored or processed in a country different than your country of residence that may not have privacy laws that are as strong or comprehensive as the privacy laws in your own country. If you do not wish to allow the collection and storage of your personal information within a country different than your country of residence, you should not engage with TaskVerse or use the Website or Application. You should also opt out of the collection of cookies by following the guidelines in our section titled “How To Restrict Cookies” in our Cookie Policy.

This Statement sets forth our data policies and practices for the United States. If you are outside of the United States, please also review the provisions of our International Privacy Statement. Depending on your country of residence, applicable privacy laws may provide you with a right to additional disclosures as well as special data subject rights with regards to your personal information.

This Statement only applies to TaskVerse and not to other TaskUs associated businesses, products, websites, or services, nor to third-party websites, mobile applications, or services. We are not responsible for the privacy practices of third parties, including any websites that may indicate a special relationship or partnership with us (such as co-branded pages or “in cooperation with” relationships). We do not share information we gather with other websites or any other entities or individuals unless such sharing is disclosed to you in advance through this Statement. Other linked websites, however, may collect personal information from you that is not subject to our control. To ensure protection of your privacy, always review the privacy policies of the websites you visit.

## **2. What Information We Collect And For What Purposes**

What information we collect and the purposes for which it is collected will depend on the context of our activities. Therefore, just because this Statement describes a particular data collection practice does not mean that we have necessarily collected that data from you. Instead, please review the applicable disclosures below to learn about how we may have collected data from you depending on how you have interacted with us. As a general rule, we

will only collect this information directly from you, unless we state otherwise in the section titled Your Information That We Receive From External Sources.

We may process your personal information into aggregated, anonymized, or de-identified forms, for any purpose. Aggregated, anonymized, or de-identified information is information that can no longer reasonably identify a specific individual and is no longer “personal information.”

Please note that we may collect all of the below types of personal information through our Application as well, depending on how you chose to interact with it.

When you visit the Website:

Information Collected	Purpose of Collection	Legal Basis For Processing
<p>Identifier Information, such as:</p> <ul style="list-style-type: none"> <li>• IP address</li> <li>• Cookies (see below)</li> </ul>	<p>We may collect this information to:</p> <ul style="list-style-type: none"> <li>• administer and operate TaskVerse;</li> <li>• protect the security and integrity of TaskVerse and our services; and</li> <li>• prevent fraud and other prohibited or illegal activity.</li> </ul> <p>The purpose of our collection of cookies is explained in our Cookie Policy.</p>	<p>We process this information to pursue our legitimate interests in securing TaskVerse from bots, security threats, and unauthorized use.</p> <p>We will process some types of cookies with your informed consent.</p>
<p>Internet Or Other Electronic Network Activity Information, such as:</p> <ul style="list-style-type: none"> <li>• Date, time, and location of access to TaskVerse</li> <li>• Operating system</li> <li>• Browser type</li> </ul>	<p>We may collect this information to:</p> <ul style="list-style-type: none"> <li>• measure, track and analyze trends and usage in connection with the use of TaskVerse; and</li> <li>• see how we can better optimize TaskVerse.</li> </ul>	<p>We process this information with your informed consent.</p>

<ul style="list-style-type: none"> <li>• Persistent electronic identifiers</li> </ul>		
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Further, when you interact with TaskVerse, we may collect personal information from you in the form of cookies. For information regarding how we collect, process, and disclose personal information in the context of cookies, view our Cookie Policy.

When you register to be a Tasker or Independent Contractor in TaskVerse:

When you register to be a Tasker in TaskVerse, you have the opportunity to fill out your Tasker profile with personal information. This may include the below.

Information Collected	Purpose of Collection	Legal Basis For Processing
Identifier Information, such as: <ul style="list-style-type: none"> <li>• First and last name</li> <li>• Personal email address</li> <li>• Username and password</li> <li>• Personal phone number</li> <li>• Postal address</li> <li>• Driver's license number</li> </ul>	We may collect this information to: <ul style="list-style-type: none"> <li>• deliver client services and respond to the client service requests;</li> <li>• internal initiatives to test TaskUs' Artificial Intelligence (AI) service capabilities;</li> <li>• create and maintain your Tasker profile in TaskVerse;</li> <li>• identify and match you with independent contractor tasks; and</li> <li>• contact you with requested information, information about tasks, or other information related to your role as a Tasker.</li> </ul>	We process this information to perform our obligations in the TaskVerse Terms and Conditions to you and maintain you in TaskVerse as a Tasker.  We also process this information with your informed consent.
Demographic Information, such as: <ul style="list-style-type: none"> <li>• Age</li> <li>• Ethnicity</li> <li>• Date of birth</li> </ul>	We may collect this information to: <ul style="list-style-type: none"> <li>• deliver client services and respond to client service requests;</li> </ul>	We process this information to perform our obligations in the TaskVerse Terms and Conditions to you and maintain you in TaskVerse as a Tasker.

<ul style="list-style-type: none"> <li>• Country of birth</li> <li>• Gender</li> <li>• Handedness</li> <li>• Skin tone</li> <li>• Nationality</li> <li>• Sexual orientation</li> </ul>	<ul style="list-style-type: none"> <li>• internal initiatives to test TaskUs' Artificial Intelligence (AI) service capabilities;</li> <li>• create and maintain your Tasker profile in TaskVerse; and</li> <li>• identify and match you with tasks.</li> </ul>	<p>We also process this information with your informed consent.</p>
<p>Geolocation Information, such as:</p> <ul style="list-style-type: none"> <li>• Country</li> <li>• City</li> <li>• Residency length</li> </ul>	<p>We may collect this information to:</p> <ul style="list-style-type: none"> <li>• deliver client services and respond to the client service requests;</li> <li>• internal initiatives to test TaskUs' Artificial Intelligence (AI) service capabilities;</li> <li>• create and maintain your Tasker profile in TaskVerse; and</li> <li>• identify and match you with tasks.</li> </ul>	<p>We process this information to perform our obligations in the TaskVerse Terms and Conditions to you and maintain you in TaskVerse as a Tasker.</p> <p>We also process this information with your informed consent.</p>
<p>Biometric, Audio, and Visual Information, such as:</p> <ul style="list-style-type: none"> <li>• Photographs</li> <li>• Visual recordings</li> <li>• Audio recordings</li> </ul>	<p>We may collect this information to:</p> <ul style="list-style-type: none"> <li>• deliver client services and respond to the client service requests;</li> <li>• internal initiatives to test TaskUs' Artificial Intelligence (AI) service capabilities;</li> <li>• create and maintain your Tasker profile in TaskVerse; and</li> <li>• identify and match you with tasks.</li> </ul>	<p>We process this information to perform our obligations in the TaskVerse Terms and Conditions to you and maintain you in TaskVerse as a Tasker.</p> <p>We also process this information with your informed consent.</p>

<p>Background And Skills, such as:</p> <ul style="list-style-type: none"> <li>• Language competencies</li> <li>• Educational history</li> <li>• Employment history</li> <li>• Technical competencies</li> <li>• Subject matter expertise</li> <li>• Association and memberships</li> <li>• Political views</li> <li>• Religious beliefs</li> <li>• Medical conditions</li> <li>• Salary information</li> <li>• Job interests</li> </ul>	<p>We may collect this information to:</p> <ul style="list-style-type: none"> <li>• deliver client services and respond to the client service requests;</li> <li>• internal initiatives to test TaskUs' Artificial Intelligence (AI) service capabilities;</li> <li>• create and maintain your Tasker profile in TaskVerse; and</li> <li>• identify and match you with tasks.</li> </ul>	<p>We process this information to perform our obligations in the TaskVerse Terms and Conditions to you and maintain you in TaskVerse as a Tasker.</p> <p>We also process this information with your informed consent.</p>
<p>Financial Information, such as:</p> <ul style="list-style-type: none"> <li>• Payment service account information</li> <li>• Tax information</li> <li>• Payment provider information</li> </ul>	<p>We may collect this information to:</p> <ul style="list-style-type: none"> <li>• create and maintain your Tasker profile in TaskVerse; and</li> <li>• facilitate payments and disbursements to you.</li> </ul>	<p>We process this information to perform our obligations in the TaskVerse Terms and Conditions to you and maintain you in TaskVerse as a Tasker.</p> <p>We also process this information with your informed consent.</p> <p>We also process this information to comply with our legal and regulatory obligations.</p>
<p>Equipment Information, such as:</p> <ul style="list-style-type: none"> <li>• Device information</li> </ul>	<p>We may collect this information to:</p>	<p>We process this information to perform our obligations in the TaskVerse Terms and</p>

<ul style="list-style-type: none"> <li>• Operating system</li> </ul> Virtual assistant usage	<ul style="list-style-type: none"> <li>• deliver client services and respond to the client service requests;</li> <li>• internal initiatives to test TaskUs' Artificial Intelligence (AI) service capabilities;</li> <li>• create and maintain your Tasker profile in TaskVerse; and</li> <li>• identify and match you with tasks.</li> </ul>	Conditions to you and maintain you in TaskVerse as a Tasker.  We also process this information with your informed consent.
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Please note that the following types of personal information may be considered “sensitive” by applicable data privacy law: driver’s license number; sexual orientation; skin tone; photographs; visual recordings; audio recordings; association and memberships; political views; religious beliefs and medical conditions; ethnicity, gender, payment service account information, and tax information.

When you participate in a TaskVerse task:

Some of the TaskVerse tasks that you can participate in may involve the further collection of your personal information. That collection practice will be specific and contextual with regard to the specific task that you engage in. If you participate in such a task, you will be given a task-specific privacy consent and notice. However, note that this Statement will still apply to such collection and processing unless and to the extent that the task-specific consent differs from this Statement, in which case the new consent and notice will apply.

### **3. Your Information That We Receive From External Sources**

When possible, we collect personal information directly from you. However, in the course of operating TaskVerse, we may collect personal information about you from another source. For example, if you access TaskVerse through an external platform, we may receive some information about you from that referring website. We also may collect information from social media platforms that may share information about how you interact with our social media content. The collection, use, and disclosure of your information and your use of those sites will also be subject to the privacy policies and other terms of such external parties and platforms. We have no control over the information collection and processing practices of such external

parties and you should review such privacy policies or terms of the websites or parties to which you give your information.

We may use service providers to provide site metrics and other analytics services. These service providers may use cookies, web beacons, and other technologies to collect personal information about you. This may be used by us and our service providers to analyze and track usage of TaskVerse to determine the popularity of certain content and to better understand how you interact with TaskVerse.

#### **4. When And With Whom Do We Disclose Your Information**

In the course of our business, we may disclose your personal information to others. We will only disclose your information with the following service providers or other external entities under the circumstances described below and solely to the extent that it is necessary to accomplish the goal and purpose of the disclosure. Therefore, we may disclose your personal information:

- To our customers. We may disclose your personal information to our customers depending on the task that we are administering for them.
- To our database hosting vendors. Like many organizations, we utilize cloud databases to host our data, including your personal information, so that we can effectively and safely operate TaskVerse and provide services to our customers.
- To our auditors. We may be subject to audits from a number of entities as well as due to our own internal auditing policies. In order to accomplish an effective audit, we must provide information, which may include your personal information, to external auditors. We always ensure that your information is safely disclosed and stored and that auditors can only use your information for the purposes of completing an audit.
- To our organizational service providers. We may utilize a variety of service providers to facilitate our operation of TaskVerse. These service providers include our: data annotation platform provider, application development tool provider, cloud and application monitoring provider, content management solution provider, logging solution provider, data analytics providers, payment processors, advertising and marketing partners, background check providers, e-mail messaging vendor, translation service providers, online presentation or webinar providers, press release vendor, and our online survey tool providers.
- To individuals or entities you authorize. We may disclose your personal information to individuals or entities at your direction.



- Our affiliates. We may share your personal information with our affiliates for the purposes of administering TaskVerse and providing our services to our customers.
- In corporate transactions. We may share all or part of your personal information with other entities in connection with the sale, assignment, merger, or other transfer of all or a portion of our organization or assets to such entities (including due to a sale in connection with a bankruptcy). We will require any such purchaser, assignee, or other successor organization to honor the terms of this Statement.
- For legal purposes. We may disclose all or part of your personal information to courts, litigants, regulators, arbitrators, administrative bodies, or law enforcement when we have reason to believe that disclosing this information is necessary to resolve actual or suspected claims. We may also disclose your personal information in order to identify, contact, or bring legal action against someone who may be violating any agreement with us, or may be causing injury to or interference with (either intentionally or unintentionally) our rights or property, other users of the Website, or anyone else that could be harmed by such activities. We may disclose information in response to a subpoena, search warrant, in connection with judicial proceedings, or pursuant to court orders, legal process, or other law enforcement measures. We may disclose or access personal information when we believe in good faith that the law requires it, to establish our legal rights, or to defend against legal claims.

## **5. Personal Information Relating To Children**

The Children's Online Privacy and Protection Act (COPPA) regulates the online collection of information from persons under the age of 13. It is our policy to refrain from knowingly collecting or maintaining personal information relating to any person under the age of 18. If you are under the age of 18, you may not sign-up for TaskVerse, and please do not supply any personal information through TaskVerse. If you are under the age of 18 and have already provided personal information through TaskVerse, please have your parent or guardian contact us immediately using the information provided under Contact Us so that we can remove such information from our files. Please delete all TaskVerse-related cookies and restrict the further collection of cookies using the methods outlined in the section How to Restrict Cookies in our Cookie Policy.

## **6. How Long We Retain Your Information**

We may retain your personal information for a period of time that is consistent for us to maintain your Tasker profile and perform our services to customers, as well as to comply with applicable law, applicable statute of limitations, and our data retention practices. For example,

we may retain your personal information to ensure that a task has been successfully completed and for a period of time afterwards to perform a retrospective on the task.

We may also retain your personal information as we believe is reasonably necessary to comply with applicable law, regulation, legal process, or governmental requests, to detect or prevent fraud, to collect fees owed, to resolve disputes, to address problems, to assist with investigations, to enforce other applicable agreements or policies or to take any other actions consistent with applicable law.

## **7. Marketing And Promotional Communications**

You may opt out of receiving marketing and promotional messages from us if those messages are powered by us, by following the instructions in those messages. If you decide to opt out, you will still receive non-promotional communications that are necessary to maintain your Tasker profile or to maintain the existing business relationship between you and TaskUs, to the extent there is one.

We use remarketing services to advertise on third-party websites to you after you visited the Website. We and our service providers use cookies to inform, optimize and serve ads based on your past visits to our Website and TaskVerse. You can opt out of this marketing by deleting all TaskVerse-related cookies and restrict the further collection of cookies using the methods outlined in the section How to Restrict Cookies in our Cookie Policy.

## **8. Links To Other Sites**

TaskVerse has links to other websites. Once you link to another site, you are subject to the privacy policy of the new site and its operator. We encourage you to carefully review the privacy policy of each entity to which you provide information.

## **9. Security**

We take reasonable measures, including administrative, technical, and physical safeguards, to protect your information from loss, theft, misuse, and unauthorized access, disclosure, alteration, and destruction. We hold information about you at our own premises and with the assistance of service providers. Further public disclosure here of our security measures could aid those who might attempt to circumvent those security measures. If you have additional questions regarding security, please contact us directly using the information provided under Contact Us.

## 10. U.S. Data Subject Rights

There are a number of U.S. states that provide specific consumer rights to residents of those jurisdictions regarding personal information. This section of this Statement describes the rights available to those individuals who are entitled to them. For more information, or to request to exercise your data rights, please use the information provided under Contact Us.

Not all individuals about whom we possess information will have access to these rights and we may not be able to provide these rights to everyone due to legal and jurisdictional limitations. We may not be able to comply with your request for a number of reasons, including:

- you do not live in a state that grants you the specific right that you have requested;
- the information that you've requested is not subject to the regulation that grants you a right to make a request in relation to your personal information;
- we are prevented by law, regulation, or rule from complying with your request;
- we are not able to comply with your request without incurring a disproportionate burden or expense; or
- if complying with your request conflicts with the integrity of our services or the ability to administer TaskVerse, to administer our business and related relationships, or to establish, defend or administer legal claims.

If any of the above reasons apply, we will let you know in our response to your request. You have the right to initiate a complaint by sending us a message by following the instructions provided under Contact Us.

Note that we may be required to gather additional information from you in order to process your request. We will only use this information in the context of evaluating and responding to your request. If you fail or refuse to provide the necessary information, we may not be able to process your request.

### A. CALIFORNIA

The California Consumer Privacy Act ("CCPA") permits residents of California to have the following rights, which you may request to exercise from TaskUs.

Once we receive your request to exercise a data right, we will confirm receipt and begin to evaluate, and if appropriate, process the request. We may require that you provide additional information to confirm your identity, including providing us with at least two or more pieces of personal information to match against personal information about you that we may or may not

maintain and which we have determined to be reliable for the purpose of verification. We reserve the right reject your request if we are unable to verify your identity to a sufficiently high level of certainty. The information you provide to verify your identity will only be used for verification purposes, and a record of your request, including certain information contained within it, will be maintained by TaskUs for our files.

If we reject a request for any reason, we will inform you of the basis of the rejection.

Right to Know: California residents have the right to request disclosure about what personal information TaskUs collects, uses, sells and discloses about them, including what categories of third-parties that TaskUs both discloses information to and collects information from.

The general categories of personal information that we collect and disclose about California residents are listed in the general Statement under the appropriate sections:

- What Information We Collect From You And For What Purposes
- Your Information That We Receive From External Sources
- When And With Whom Do We Disclose Your Information

If you are a California resident and would like to request the specific pieces of personal information that TaskUs collects, uses, and discloses about you, please contact us using the information provided under Contact Us.

Right to Delete: California residents have the right to request the deletion of their personal information maintained by TaskUs.

California residents have the right to request that we delete the personal information TaskUs maintains about them. We will make every effort to comply with California residents' requests to delete their personal information, however, certain laws or other legal requirements might prevent some personal information from being deleted.

You can seek to exercise your right request deletion by filling-out the [Consumer Request Form](#) (available on TaskUs website) and send it in an e-mail to [privacy@taskus.com](mailto:privacy@taskus.com). However, note that "opting-out" may prevent your participation in certain tasks.

To verify any request to delete personal information, you will be required to provide the information requested. Failure to do so could result in our inability to comply with your request.

Right to Non-Discrimination: California residents have the right to not be discriminated against due to the exercise of their privacy rights under the CCPA.

Under the CCPA, California residents have the right not to receive discriminatory treatment by TaskUs for the exercise of their privacy rights. However, the exercise of certain privacy rights by California residents will make it so that we are no longer able to provide those residents with certain services and communications. For example, if, at the request of a California resident, we delete all of the California resident's personal information that we maintain, we can no longer match you with TaskVerse tasks.

Right to Opt Out of the Sale of their Personal Information: California residents have the right to opt out of the sale of their personal information.

Under the CCPA, California residents can request that a company stop selling their personal information, as specifically provided by California law. This is referred to as the right to "opt out." Personal Information in your Tasker profile that you have provided to us (as described in What Information We Collect From You And For What Purposes) may be disclosed to our customers when you sign up to participate in a respective task. In some circumstances, this disclosure of Personal information could be considered a "sale" of your Personal Information under California law.

You can seek to exercise your right to "opt-out" by filling-out the [Consumer Request Form](#) (available on TaskUs website) and send it in an e-mail to [privacy@taskus.com](mailto:privacy@taskus.com). However, note that "opting-out" may prevent your participation in certain tasks.

Right to Make Requests Through an Authorized Agent: California residents can designate an authorized agent to make a request under the CCPA on their behalf.

California residents can designate an authorized agent to make requests under the CCPA related to the residents' personal information. Only you, or a person you have designated in writing as your authorized agent, may make a consumer request related to your personal information.

If you wish to have an authorized agent make a verifiable consumer request on your behalf, they will need to provide us with sufficient written proof that you have designated them as your authorized agent, such as a power of attorney pursuant to California Probate Code sections 4000 to 4465. We will still require you to provide sufficient information to allow us to reasonably verify that you are the person about whom we collected personal information.

We can deny any request made by a purported authorized agent who does not submit proof that he or she has been authorized by the California resident to act on the California resident's behalf. For more information on submitting a request on behalf of a California resident as an authorized agent, you can contact us using the information provided under Contact Us.

Notice of Financial Incentives: California residents are entitled to certain information about TaskUs' financial incentive programs.

A "financial incentive" means a program, benefit, or other offering, including payments to consumers, related to the collection, deletion, or sale of personal information.

Depending on TaskVerse task that you participate in, you may receive compensation in exchange for providing your personal information. The details of this exchange will differ by task, so you will receive additional information when you agree to participate in a particular task.

## B. NEVADA

Nevada law provides Nevada residents the ability to opt out of the sale of their personal information, as specifically provided under Nevada law. Personal Information in your Tasker profile that you have provided to us (as described in What Information We Collect From You And For What Purposes) may be disclosed to our customers when you sign up to participate in a respective task. In some circumstances, this disclosure of Personal information could be considered a "sale" of your Personal Information under Nevada law.

You can seek to exercise your right by filling-out the [Consumer Request Form](#) (available on TaskUs website) and send it in an e-mail to [privacy@taskus.com](mailto:privacy@taskus.com). However, note that exercising this right may prevent your participation in certain tasks.

## 11. Changes To This Privacy Policy

From time to time it may become necessary to update or change this Statement consistent with changes in data protection laws and TaskUs' privacy program. TaskUs has the discretion to update this Statement at any time. When we do, we will revise the effective date at the top of this page and most current version of this Statement will be applicable.

If we make any changes to this Statement that materially change how we treat your personal information, we will endeavor to provide you with reasonable notice of such changes, such as via prominent notice in the Platform, Website or Application or to your email address of record, and where required by law, we will obtain your consent or give you the opportunity to opt out of such changes. If you are a Tasker, a current version of this Statement is also linked in your Tasker profile. By continuing to engage with TaskVerse without consenting to the changes or opting out, it will be deemed that you have consented to such changes by your conduct.

We encourage you to periodically check here for the most current version of Statement to stay informed. You acknowledge and agree that it is your responsibility to review this Statement periodically and become aware of modifications.

## 12. Contact Us

To submit questions or to inquire about or submit a request relating to data rights, you can contact us by:

- Filling-out the [Consumer Request Form](#) (available on TaskUs website) and send it in an e-mail to [privacy@taskus.com](mailto:privacy@taskus.com)
- Calling us toll-free number at 888-400-TASK
- E-mailing us directly at [privacy@taskus.com](mailto:privacy@taskus.com)

You can contact TaskUs' data protection officer in writing through the below:

Attention: Director of Global Privacy

TaskUs Privacy Office

TaskUs, Inc.

1650 Independence Drive Suite 100,

New Braunfels, Texas 78132

E-mail: [privacy@taskus.com](mailto:privacy@taskus.com)

# International Privacy Statement

LAST MODIFIED: October 11th 2022

The above general Statement still applies to those individuals who reside outside of the United States or who have had personal information collected by TaskUs or its agents in a country other than the United States. However, due to various international regulations, those individuals may be entitled to additional disclosures and rights. This International Privacy Statement (the “International Statement”) supplements the above general Statement, but where the provisions of the general Statement and this International Statement cannot be construed consistently, this International Statement will govern.

Please note that by engaging with TaskVerse or by having personal information collected by TaskUs, your personal information is being stored and processed in various countries around the world, including the United States, where our data center and servers are located and operated. The countries where we store and process your personal information may not have privacy laws that are as strong or comprehensive as the privacy laws in your own country. Your personal information may also be stored in a multi-tenant cloud environment hosted by TaskUs’ service providers.

Depending on your country of residence, you may have data rights as provided by various laws, regulations, and codes, which can include the Canadian Personal Information Protection and Electronic Documents Act, the European Union General Data Protection Regulation, the UK Data Protection Act 2018, the Swiss Revised Federal Act on Data Protection 1992 and Ordinance on the Federal Act on Data Protection, the New Zealand Privacy Act 2020, the Japanese Amended Act on Protection of Personal Information or the Australian Privacy Act 1988, among others.

THIS INTERNATIONAL POLICY APPLIES TO ALL PERSONAL INFORMATION ABOUT YOU THAT WE COLLECT, HOLD, USE, AND DISCLOSE, REGARDLESS OF HOW WE COLLECT IT (I.E., WHETHER THROUGH THE WEBSITE, THE SERVICES, THE APPLICATION OR OTHERWISE).

## 1. Collection Of Personal Information

You can find specific details about the personal information that we collect about you in the sections titled What Information We Collect From You And For What Purposes and Your Information That We Receive From External Sources of the general Statement.



Where we are the data controller with regards to the personal information that we process, you may exercise your rights as a data subject, including the right to object to the processing of your personal information when it is processed based on legitimate interests, as described in this International Statement. Where we are collecting your personal information on behalf of another entity (i.e., we are not the data controller), we will provide you with the identity of the data controller so that you may exercise your rights as a data subject directly with them.

## **2. How We Use Personal Information**

As a general matter, we collect your personal information to operate and administer TaskVerse, maintain your Tasker profile, and provide services to our customers. You can find specific details about the purposes for which we collect personal information about you in the sections titled What Information We Collect From You And For What Purposes and Your Information That We Receive From External Sources.

## **3. The Basis On Which We Process Your Personal Information**

We will only collect and process your personal information as is reasonably necessary for, or directly related to, one or more of our functions or activities, including operating and administering TaskVerse, maintaining your Tasker profile, and providing services to our customers.

Where required by law, we rely on the following legal grounds to process your personal information, namely:

- Performance of a contract: We may need to collect and use your personal information to enter into a contract with you or to perform a contract or provide services that you have requested from us.
- Consent: Where required by law, we will obtain your explicit consent for collecting and processing of your personal information.
- Legitimate interests: We may use your personal information for our legitimate interests of detecting and preventing fraud as well as maintaining the security of TaskUs' network and information systems.
- Legal matters: We may process your personal information when its collection, use, or disclosure is reasonably necessary for the establishment, exercise, or defense of a legal or equitable claim.

You can find specific details about the legal grounds for our processing of your personal information in the sections titled [What Information We Collect From You And For What Purposes](#) and [Your Information That We Receive From External Sources](#).

## **4. Obtaining Consent**

Except when otherwise permitted by law or binding regulation, we will obtain the requisite consent from you prior to collecting and, in any case, prior to using or disclosing your personal information for any purpose other than as disclosed in this International Statement. You may provide your consent to us orally, in writing, by electronic communication, through your actions, or by any other means reasonably capable of conveying your consent.

Generally, we will seek to obtain your explicit consent if we collect, use, or disclose sensitive personal information about you. However, your refusal to provide consent for collection (or your withdrawal of previously given consent) or to give your personal information when requested, can have negative consequences. For example, if you do not give consent for the collection of personal information, we cannot create or maintain your Tasker profile in TaskVerse. We would not be able to match you with a TaskVerse task or you will not be able to participate in a TaskVerse task for which you have previously enrolled. This may mean you cannot complete a task and may not be compensated for your services as described in the applicable task's description.

## **5. Third Parties**

We remain responsible for all personal information communicated to other entities for processing on our behalf. As such, we ensure that other entities that are engaged to provide products or services on our behalf and are provided with personal information are required to observe the intent of this International Statement by having comparable levels of security protection or, when required, by assuring us (through a confidentiality agreement) that they will not use or disclose the personal information for any purpose other than the purpose for which the personal information was communicated. You can find specific details about to whom TaskUs discloses your personal information in the section titled [When And With Whom Do We Disclose Your Information](#).

## **6. Limitations**

We only collect the personal information necessary to fulfill the purposes identified to you prior to or at the time of collection, or any other reasonable and legitimate purposes or as required by law. We do not use or disclose your personal information except for the purposes for which it was collected, new purposes to which you have consented, or as required or otherwise

permitted by applicable law. If we seek to use your personal information for an additional purpose beyond what was disclosed to you at the point of original collection, we will provide you with additional disclosures as required by law.

We do not require consent to the collection, use, or disclosure of personal information beyond what is reasonably required for the purpose of the collection or to comply with our obligations under applicable law or regulation.

## **7. Retention Of Personal Information**

We may retain your personal information for a period of time that is consistent for us to maintain your Tasker profile and perform our services to customers, as well as to comply with applicable law, applicable statute of limitations, and our data retention practices. For example, we may retain your personal information to ensure that a task has been successfully completed and for a period of time afterwards to perform a retrospective on the task.

We may also retain your personal information as we believe is reasonably necessary to comply with applicable law, regulation, legal process, or governmental request, to detect or prevent fraud, to collect fees owed, to resolve disputes, to address problems, to assist with investigations, to enforce other applicable agreements or policies or to take any other actions consistent with applicable law.

## **8. Access And Rights To Your Personal Information**

There are a number of data privacy laws that provide specific data subject rights to residents of certain jurisdictions. This section of this International Statement describes the rights available to those individuals who are entitled to them. Not all individuals about whom we possess information will have access to these rights and we may not be able to provide these rights to everyone due to legal and jurisdictional limitations. We may not be able to comply with your request for a number of reasons, including:

- you do not live in a jurisdiction that grants you the specific right that you have requested;
- the information that you've requested is not subject to the regulation that grants you the right to make a request in relation to your personal information;
- we are prevented by law, regulation, or rule from complying with your request;
- we are not able to comply with your request without incurring disproportionate burden or expense; or

- if complying with your request conflicts with the integrity of our services or the ability to administer TaskVerse, to administer our business and related relationships, or to establish, defend or administer legal claims.

If any of the above reasons apply, we will let you know in our response to your request. Note that we may be required to gather additional information from you in order to process your request. We will only use this information in the context of evaluating and responding to your request. If you fail or refuse to provide the necessary information, we may not be able to process your request.

Subject to the exceptions provided by applicable law or regulation, and depending on your country of residence, you may have the following rights regarding your personal information:

- the right to know what personal information TaskUs maintains or processes about you;
- the right to access personal information maintained about you;
- the right to ensure that your personal information is accurate and complete;
- the right to correct incomplete, inaccurate, or out-of-date personal information;
- the right to erasure, deletion, or the “right to be forgotten”;
- the right to restriction or suppression of processing of personal information;
- the right to data portability with regards to your personal information;
- the right to withdraw consent to the processing of your personal information if consent was previously provided;
- the right to opt out of transfers of your personal information to a third party; and
- the right to opt out of any direct marketing communications received from TaskUs, to the extent that you receive any.

Finally, you have the right to raise a complaint with TaskUs or the appropriate data protection authority of your country of residence if you feel that TaskUs’ processing of your personal information violates your individual rights, is not in line with this International Statement or violates the privacy principals, laws or regulations of your country of residence.

You can request to exercise these rights by completing the [Consumer Request Form](#) and sending it to us using the information provided under Contact Us. Please be as specific as possible in your request so that we can meet the applicable handling timelines.

You can contact TaskUs' privacy director by using the information provided under Contact Us. We will promptly investigate any complaint and will respond within the timeframes described in this International Privacy Policy.

## **9. Response Time**

We will make every reasonable effort to respond to your written request not later than 30 days after receipt of such request. We will advise you in writing if we cannot meet your request within this time limit. When applicable, you have the right to make a complaint to the appropriate supervisory authority, as detailed in this International Statement, with respect to this time limit.

## **10. Costs**

We expect to be able to respond to your request without charge as a general matter. However, where allowed by law, we reserve the right to collect a reasonable charge when you request the transcription, reproduction, or transmission of such information. We will notify you, following your request of the appropriate amount that will be charged. You will then have the opportunity to withdraw your request.

## **11. Identifying You In Connection With Requests**

We may require that you provide to us with additional information to identify yourself before we provide information about the existence, use, or disclosure of your personal information in our possession. Any such information that you provide to us shall be used only for this purpose.

## **12. Opt Out And Unsubscribe**

You may opt out of receiving marketing and promotional messages from us, if those messages are powered by us, by following the instructions in those messages. If you decide to opt out, you will still receive non-promotional communications that are necessary to maintain your Tasker profile or to maintain the existing business relationship between you and TaskUs, to the extent there is one.

We use remarketing services to advertise on third-party websites to you after you visited the Website. We and our service providers use cookies to inform, optimize and serve ads based on your past visits to our Website and TaskVerse. We only engage in remarketing with your consent through the acceptance of a cookie banner when you access appropriate web pages. You can opt out of this marketing by deleting all TaskVerse-related cookies and restricting the further collection of cookies using the methods outlined in the section How to Restrict Cookies in our Cookie Policy.

### **13. Accuracy**

We will use reasonable efforts to ensure that your personal information is kept as accurate, complete, and up-to-date as possible. We do not routinely update your personal information in our possession, unless such a process is necessary. In order to help us maintain and ensure that your personal information is accurate and up to date, you must inform us, without delay, of any change in the data that you have provided to us.

You can at any time, challenge the accuracy or completeness of the personal information we have about you, subject to the exceptions provided by applicable law. If you demonstrate that the personal information we have on you is inaccurate or incomplete, we will amend the personal information as required. Where appropriate, we will transmit the amended data to third parties to whom we have communicated your personal information.

### **14. Safeguards**

We use security safeguards appropriate to the sensitivity of personal information to protect it from loss or theft, as well as unauthorized access, disclosure, copying, use, or modification. These safeguards include physical measures, such as restricted access to offices and equipment, organizational measures, such as security clearances, and publishing this policy to appropriate personnel with instructions to act in accordance with its principles (for example, limiting access on a “need to know” basis), and technological measures, such as the use of passwords and/or encryption.

To provide administer our business and provide our services, we may share your personal information with our affiliates or with third parties in locations around the world. When we transfer your personal information outside your jurisdiction, we will take steps to ensure that such data transfers comply with applicable data privacy laws. If you live in the European Economic Area (EEA), your personal information may be stored and processed outside the EEA and in countries that are not subject to an adequacy decision by the European Commission and which may not provide for the same level of data protection as in the EEA. If we transfer or store personal information outside of the EEA, or other countries or economies that require legal protection for international data transfer, we will ensure that an adequate level of protection is provided, as further described below, entering into written intra-group data processing agreements with recipients that require them to provide the same level of protection, or relying on other legally-approved transfer mechanisms.

TaskUs has further committed to cooperate with the panel established by the EU data protection authorities and the Swiss Federal Data Protection and Information Commissioner

(FDPIC) with regard to any complaints concerning data transferred from the EU and Switzerland.

If you are a resident of the UK, Switzerland, or the European Economic Area (EEA), and your personal information is transferred outside of the UK, Switzerland, or the EEA, we will:

- Process it in a territory that the European Commission or other applicable regulatory authority has determined provides an adequate level of protection for personal information;
- Implement appropriate safeguards to protect your personal information, including transferring it in accordance with applicable transfer mechanisms, including the European Commission's Standard Contractual Clauses; or
- Entering into intra-group data processing agreements with non-EEA, Swiss, or UK recipients that require them to provide the same level of protection, or relying on other legally-approved transfer mechanisms.

## **15. Contact**

Please direct all complaints or other inquiries regarding personal information, the general Statement, or the International Privacy Statement to the contact provided in the Contact Us section of the general Statement.

## **16. Changes To This Policy**

From time to time it may become necessary to update or change this International Statement consistent with changes in data protection laws and TaskUs' privacy program. TaskUs has the discretion to update this International Statement at any time. When we do, we will revise the effective date at the top of this page and most current version of this International Statement will be applicable.

If we make any changes to this International Statement that materially change how we treat your personal information, we will endeavor to provide you with reasonable notice of such changes, such as via prominent notice in the Platform, Website or Application or to your email address of record, and where required by law, we will obtain your consent or give you the opportunity to opt out of such changes. If you are a Tasker, a current version of this entire Statement is also linked in your Tasker profile. By continuing to engage with TaskVerse without consenting to the changes or opting out, it will be deemed that you have consented to such changes by your conduct.

We encourage you to periodically check here for the most current version of International Statement to stay informed. You acknowledge and agree that it is your responsibility to review this International Statement periodically and become aware of modifications.