



Privacy Statement

I. Overview

Your privacy is important to TaskUs. This Privacy Statement explains how TaskUs, Inc. and all of its subsidiaries and affiliates globally (collectively, “TaskUs”, “we”, “us”) protects, collects, stores, uses, processes and discloses Personal Data (defined below) from individuals (“you”) and what choices you can make with respect to your Personal Data. If you have any questions about this Privacy Statement, please contact us at privacy@TaskUs.com.

This Statement explains TaskUs practices when we process your “Personal Data,” Personal Data which is information that relates to an identified or identifiable individual. To “process” or “processing” means any use of personal data including, transferring, collecting, recording, storing, using, analysing, combining, disclosing or deleting it.

This Statement may be updated periodically if we plan to make any material changes to the way we handle Personal Data as described here.

II. Scope

This Privacy Statement applies to the TaskUs Platform, which is currently named TaskVerse or as it may be named in the future iterations (“**TaskUs Platform**”), that allows TaskUs to engage contractors with respect to certain customer projects that might be available for the contractors on the TaskUs Platform.

III. What Information Do We Collect?

We collect and use Personal Data in order to engage the contractor with respect to certain customer projects that might be available for the contractors on the TaskUs Platform. “Personal Data,” as used in this Privacy Statement, is any information or set of information that identifies or could be used to identify an individual or household. This may include, for example, your name or contact information. We may collect your Personal Data in a variety of ways including the following examples:

Personal Data You Provide

- We collect some Personal Data when you use the TaskUs Platform, including when you:
 - Contact us
 - Sign up to the TaskUs Platform in relation to a future task

Through these interactions, you may provide us with the following categories of Personal Data:

- Identifiers such as your first and last name, email address, postal address, phone number, user name and password, date of birth, or other similar identifiers.
- Protected characteristics such as your gender, age, ethnicity, political views, medical condition or other protected classifications under applicable law.
- Audio, electronic, visual photographs of you.
- Professional information such as information about your employer, salary, job history, job interests, or job title.
- Education information such as your education history, degrees or certifications obtained.

You may choose not to provide Personal Data or withdraw any consent you have provided to our processing of your information at any time, although it may affect our ability to provide you with relevant information related to your task as stated above in this Privacy Statement.

Personal Data Received from Third Parties

We also collect some Personal Data from other sources, such as our affiliates, subsidiaries, or other third parties, directly or through technology such as cookies.

Personal Data we receive from Third Parties may include the following categories of Personal Data:

- Identifiers such as your first and last name, email address, postal address, phone number, user name and password, or other similar identifiers.
- Protected characteristics such as your gender, age, medical information or other protected classifications under applicable law.
- Audio, electronic, visual photographs of you or your IP address.
- Professional information such as information about your employer, salary, job history, job interests, or job title.

- Education information such as your education history, degrees or certifications obtained.

In order to offer you a more consistent and personalised experience in your interactions with TaskUs, information collected from one source may be combined with information TaskUs obtains through other sources. This may include information that allows us to identify you across multiple devices through which you access our TaskUs Platform. We may also supplement the information we collect with information obtained from other parties, including our business partners and other third parties.

Other Data Collected Automatically by TaskUs Platform

When you visit our TaskUs Platform, we may utilise cookies or similar technologies to automatically receive the following categories of information:

- Identifiers such as your computer's internet protocol (IP) address, your operating system and browser type, your general geographic location or other persistent identifiers.

IV. How Do We Use the Information We Collect?

We use the Personal Data we collect to engage the contractor with respect to certain customer projects that might be available for the contractors on the TaskUs Platform.

Perform and Improve Client Service

Information you provide helps us to deliver client services and respond to the client service requests.

Process Payments

We may use the information you provide to process your payments. We may share this information with outside parties to provide the service or complete payment.

Communicate With You

We may use your Personal Data to communicate with you about the availability of any task on the TaskUs Platform and to communicate with you regarding the assigned customer project on the TaskUs Platform.

Protect Security of Our TaskUs Platform and To Prevent Fraud

We may use the information you provide to protect the security and integrity of our TaskUs Platform, business(es) and services, and to prevent fraud and other prohibited or illegal activity.

For Other Disclosed Purposes

We may use your Personal Data for other reasons, as disclosed to you at the point of collection.

We may aggregate or de-identify any information collected about you through your interactions with TaskUs or the TaskUs Platform, and we may use that aggregated or de-identified information for any purpose.

V. When Do We Disclose the Information We Collect?

We may disclose Personal Data to affiliates, business partners and advertisers to perform services on our behalf, to complete the transaction of a service you have authorised, or to provide information you have requested.

We may disclose your Personal Data with certain parties in order to achieve our own business purposes. These receiving parties and occasions may include:

Service providers and business partners: We engage service providers and business partners to assist us with operating and providing you access to the TaskUs Platform. These service providers or business partners may process secure payments and provide technical services. Some of our service providers or business partners may engage their own service providers or business partners to further assist us. In these instances, the receiving party cannot retain, use, or disclose Personal Data for any purpose other than for the specific purpose of performing that business purpose on our behalf. These companies will only use your Personal Data in the ways described in this Privacy Statement.

Where required by law: We may share your Personal Data with law enforcement agencies, courts, other government authorities or other third parties where we believe necessary to comply with a legal or regulatory obligation, or otherwise to protect our rights or the rights of any third party.

In the context of a transaction: We may share your Personal Data with potential transaction partners, service providers, advisors, and other third parties in connection with the consideration, negotiation, or completion of a corporate transaction in which we are acquired by or merged with another company or we sell or transfer all or a portion of our assets or business.

The following categories of your Personal Data (as defined above) may be shared with these parties:

- Identifiers
- Protected characteristics
- Commercial information
- Geolocation data
- Internet or other electronic network activity information
- Medical, or health information
- Audio, electronic, visual or similar information
- Professional information
- Education information
- Communications

VI. Cookies & Other Similar Technologies

TaskUs Platform may also include web beacons and cookies from third party service providers. Cookies are small text files sent from a website and stored on your browser while you visit a website. Cookies track how you use a website and enable the website to remember your preferences and settings and help us analyse how our TaskUs Platform is performing. You may choose not to receive certain cookies by making changes to your cookie preferences through the options available in your web browser; however, please note this may affect the availability of certain features of our TaskUs Platform. For more information, please review our full [Cookie Policy](#).

VII. Do Not Track Disclosure

Do Not Track is a privacy preference that can be set in a web browser. At this time the TaskUs Platform does not recognise Do Not Track browser settings or signals because there is no agreed upon standard for how to interpret these signals yet. For information about Do Not Track, please visit allaboutdnt.com.

VIII. How Do We Keep Your Information Secure?

We use certain physical, administrative and electronic safeguards to protect the security, confidentiality and integrity of Personal Data. While no method of data transmission or storage is 100% secure, and we cannot guarantee that our network or systems will never be compromised, we take reasonable measures to protect your Personal Data against loss, destruction, alteration, or unauthorised access or disclosure.

IX. International Data Transfers and Processing

TaskUs operates as a global business. To provide our services, we may share your Personal Data with TaskUs affiliates or with third parties in locations around the world for the purposes described in this Privacy Statement. When we transfer your Personal Data outside your jurisdiction, we will take steps to ensure that such data transfers comply with applicable and relevant data privacy laws. We store the data inside the United States and process data both inside and outside of the United States. If you live in the European Economic Area, your Personal Data therefore may be stored and processed outside the European Economic Area (EEA), and in countries which 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 Data outside of the European Economic Area, 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 complies with the EU-U.S. Privacy Shield Framework and Swiss-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of Personal Data transferred from the European Union and Switzerland to the United States. TaskUs has certified to the U.S. Department of Commerce that it adheres to the Privacy Shield Principles. If there is any conflict between the terms in this privacy statement and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification, please visit <https://www.privacyshield.gov/>.

In compliance with the Privacy Shield Principles, TaskUs commits to resolve complaints about our collection or use of your Personal Data. EU and Swiss individuals with inquiries or complaints regarding our Privacy Shield policy should first contact TaskUs at privacy@TaskUs.com.

TaskUs has further committed to cooperate with the panel established by the EU data protection authorities (DPAs) and the Swiss Federal Data Protection and Information Commissioner (FDPIC) with regard to unresolved Privacy Shield complaints concerning data transferred from the EU and Switzerland.

The Federal Trade Commission has jurisdiction over TaskUs compliance with the Privacy Shield Principle.

As per section C of Annex-I to the Privacy Shield Principles, an individual has the possibility, under certain conditions, to invoke binding arbitration for complaints regarding Privacy Shield compliance not resolved by any of the other Privacy Shield mechanisms. The link of section C of Annex-I is referred to for additional information: <https://www.privacyshield.gov/article?id=ANNEX-I-introduction>.

In the context of an onward transfer TaskUs has responsibility for the processing of Personal Data it receives under the Privacy Shield and subsequently transfers to a third party acting as an agent on its behalf. TaskUs shall remain liable under the Principles if its agent processes such Personal Data in a manner inconsistent with the Principles, unless the organization proves that it is not responsible for the event giving rise to the damage.

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

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

X. How Long Do We Keep Personal Data

We retain Personal Data for as long as it is necessary for our scope of engagement as stated above in this privacy statement and for other legal compliance or essential business purposes such as enforcing our contracts, maintaining the security of our services, business(es) and website, enforcing our legal rights, or dispute resolution.

XI. Children's Online Privacy

Our TaskUs Platform is a general audience site and is not intended for use by children under 18. We do not knowingly collect Personal Data from children under the age of 18 through our TaskUs Platform. If you become aware that a child under 18 has provided us with Personal Data through our TaskUs Platform, we ask that you notify us by email at privacy@TaskUs.com. Should we become aware that a child under age 18 has provided Personal Data through the TaskUs Platform, we will take steps to immediately delete it.

XII. How to Access and Control Your Personal Data?

You have choices about how to manage your Personal Data. Please note that we may have a legal obligation to preserve certain data and that we may need to request information from you in order to confirm your identity. This is to ensure that we can locate relevant data and that your Personal Data is not disclosed to a person who does not have a right to receive it. Except where not permissible under local law, you may be required to pay a fee for the administrative cost of providing you with a copy of your data.

Access to Your Personal Data: If you have provided Personal Data directly to us, you may contact us by email at privacy@TaskUs.com, or at the telephone number or postal mail address at the end of this Privacy Statement to request access to, correct, change or delete your Personal Data.

EU Residents

European Privacy Rights: If you reside in the European Economic Area, you may have the right to exercise certain privacy rights available to you under applicable laws. We will process your request in accordance with applicable data protection laws. We may need to retain certain information for record-keeping purposes or to complete transactions that you began prior to requesting any deletion.

- Right not to provide consent or to withdraw consent. We may seek to rely on your consent in order to process certain personal data. Where we do so, you have the right not to provide your consent or to withdraw your consent at any time. This does not affect the lawfulness of the processing based on consent before its withdrawal.

- Right of access and/or portability. You may have the right to access the personal data that we hold about you and, in some limited circumstances, have that data provided to you so that you can provide or “port” that data to another provider.
- Right of erasure. In certain circumstances, you may have the right to the erasure of personal data that we hold about you (for example if it is no longer necessary for the purposes for which it was originally collected).
- Right to object to processing. You may have the right to request that TaskUs stop processing your personal data.
- Right to rectification. You may have the right to require us to correct any inaccurate or incomplete Personal Data.
- Right to restrict processing. You may have the right to request that we restrict processing of your personal data in certain circumstances (for example, where you believe that the personal data we hold about you is not accurate or lawfully held).
- Right to lodge a complaint to your local Data Protection Authority. If you are an EEA resident, you have the right to complain to a data protection authority about our collection and use of your personal data.

Please note that we may have legal or other obligations to preserve certain data which could prevent us from deleting certain data.

California Residents: In accordance with the requirements of the California Consumer Privacy Act, you may have certain rights in relation to your Personal Data.

Your California Privacy Rights: If you are a resident of the State of California, this Privacy Statement is supplemented by our California Privacy Rights Statement that explains your California privacy rights and how you can exercise these rights.

How to Exercise Your Rights

To exercise any of the rights above, email us at privacy@TaskUs.com You may also submit a request to the following address:

Postal Mail:

Attention: TaskUs Privacy Office

TaskUs, Inc.
1650 Independence Drive Suite 100,
New Braunfels, Texas 78132
Email: privacy@TaskUs.com

Telephone: 888-400-TASK

Please identify yourself and specify your request. If you have an existing account with TaskUs, we will use your account information to verify your identity. If not, we will ask you to provide additional verification information. What we request will depend on the nature of your request, how sensitive the information is, and how harmful unauthorised disclosure or deletion would be.

We use commercially reasonable efforts to delete your personal data as required but retain records necessary to comply with a governmental authority or applicable federal, state, or local law. Where legally permitted, we may decline to process requests, including requests that are unreasonably repetitive or systematic, require disproportionate technical effort, or jeopardize the privacy of others.

Privacy Principles

The privacy principles in this Privacy Statement have been developed based on the introduction of the EU General Data Protection Regulation, California Consumer Protection Act (“**CCPA**”) and other applicable data privacy regulations of respective countries including additional policies such as the Cookie Policy.

Notice

Where TaskUs collects Personal Data directly from you, it will be provided in clear and conspicuous language when contractors are first asked to provide Personal Data to TaskUs, or as soon as practicable thereafter, and in any event before TaskUs uses or discloses the information for a purpose other than that for which it was originally collected.

Choice

TaskUs will offer You the opportunity to choose (opt in/opt-out) whether your Personal Data is (a) to be disclosed to a non-processor third party, or (b) to be used for a purpose other than the purpose for which it was originally collected or subsequently authorised by You.

For Sensitive Personal Data, TaskUs will give you the opportunity to affirmatively and explicitly consent (Opt-in) to the disclosure of the information to a non- processor third party or the use of the information for a purpose other than the purpose for which it was originally collected or subsequently authorised by you. TaskUs will provide you with reasonable mechanisms to

exercise their choices. You can modify your information at any time by request, or ask that your information to be deleted. You can also request and select to have your information used in a limited way.

Data Integrity and Purpose Limitation

TaskUs will use Personal Data only in ways that are compatible with the purposes for which it was collected or subsequently authorised by You. TaskUs will take reasonable steps to ensure that Personal Data is relevant to its intended use, accurate, complete, and current.

Recourse, Enforcement and Liability

TaskUs will conduct compliance audits of its relevant privacy practices to verify adherence to this Privacy Statement, and to assess potential liability in cases of onward transfer to third parties. Any contractor that TaskUs determines is in violation of this Privacy Statement will be subject to disciplinary action up to and including deactivation of the account or legal proceedings under the applicable laws. TaskUs commits to resolve complaints about your privacy and our collection or use of your Personal Data. European Union individuals with inquiries or complaints regarding this privacy statement should first contact TaskUs at:

TaskUs Privacy Office, 1650 Independence Drive Suite 100, New Braunfels, Texas 78132

Accountability for Onward Transfer

TaskUs will obtain assurances from third parties that they will safeguard Personal Data consistently with this Privacy Statement. Examples of appropriate assurances that may be provided by third parties include: a contract obligating the third party to provide at least the same level of protection as is required by Regulation (EU) 2016/679 the General Data Protection Regulation “GDPR”, or being subject to another European Commission adequacy finding (e.g., companies located in Canada). Where TaskUs has knowledge that a Processor is using or disclosing Personal Data in a manner contrary to this Statement, TaskUs will take reasonable steps to prevent or stop the use or disclosure.

XIII. How to Contact Us

Email: privacy@TaskUs.com

Telephone: 888-400-TASK

Postal Mail:

Attention: TaskUs Privacy Office
TaskUs, Inc.

1650 Independence Drive Suite 100,
New Braunfels, Texas 78132

XIV. Changes to This Privacy Statement

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

If we change TaskUs Platform Statement, we will post those changes on this page. If we make any changes to this Privacy Statement that materially change how we treat your Personal Data, we will endeavor to provide you with reasonable notice of such changes, such as via prominent notice in the TaskUs Platform 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. By continuing to use the TaskUs Platform 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 TaskUs Platform Privacy Statement to stay informed about how we are helping to protect the Personal Data we collect. You acknowledge and agree that it is your responsibility to review this Privacy Statement periodically and become aware of modifications. This Privacy Statement has been updated on 6 October 2021.