Privacy Statement

Kelly Services, Inc. and its subsidiaries ("Kelly Services" or "Kelly") respect your privacy and we acknowledge that you have certain rights related to any personal information we collect from you, and will not collect or maintain your data without your consent. Kelly Services supports the various international and local privacy laws, and has procedures in place to meet the requirements of those laws.

The following information discloses our privacy principles in addition to our practices for gathering, storing, and using your personal information. We encourage you to review this information so that you may understand and consent to how we may collect, use, and share your personal information. Unless you provide sufficient personal information, we may be unable to properly assist you with your workforce solutions or employment requirements.

What Personal Information We Collect

Kelly Services will usually collect personal information directly from you. This collection could occur through conversations in person, over the phone, or through e-mail. Kelly Services may also collect information in other ways, such as through your interaction with Kelly Services websites, social sites, applications, or your use of third party websites and applications that interact with Kelly Services.

The amount of personal information that you are required to supply will be limited to only that which is necessary to supply our services to you. Throughout the process of providing our services to you, you will be asked to supply personal information such as your name, contact information, work experience, education, and/or personal skills. Kelly may also ask for types of personal information that is viewed by some countries as “sensitive,” such as information related to the providing of health care services, national or tax identification number, credit card or bank account numbers, biometric data, or the results of drug and background screenings. The collection of such sensitive data is carried out either in compliance with employment law, required as part of our contractual relationship, or is necessary for the interests of the supplier of that information. Where appropriate, we will seek your explicit consent prior to the collection of this type of information. Additionally, in order to comply with statutes, rules, and regulations pertaining to equal employment opportunities or to assist Kelly Services in compiling data for its affirmative action practices, we may also ask you to provide gender or racial information. The provision of this type of information will be voluntary, unless it is required by law, and failure to provide this information will not hinder your employment or project opportunities.

Some Kelly sites require you to provide personal information, such as when you create a profile and log in credentials. Instead of having to type in your personal information, some of these functionalities may allow you to use third-party authentication tools such as Facebook, Twitter, and Google to populate certain fields. By authenticating through one of the social media options, you allow us to receive your personal and other information that is accessible through these tools. This information may be incorporated into your profile. For the tool you chose to use, we encourage you to also review the tool provider’s privacy policy and any terms and conditions.

We may use personal information to permit you to participate in live social media feeds. If you choose to participate, your public username may be displayed on the sites along with your post, including, but not limited to, comments, images, and video.

We may provide you with access to third-party functionality that allows you to post content to your social media account(s). Any information that you provide through use of this functionality is governed by the applicable third party's privacy policy, and not by this Privacy Statement.
How Your Personal Information May Be Used

In general, Kelly Services will primarily use your personal information for the process of providing to you the services which you have requested of Kelly, and/or throughout the lifecycle of your employment. These uses may include, but are not limited to, using your personal information for insurance or workplace claims, payroll, or providing your information to customers who are seeking to fill an employment position that matches your profile.

We may use your contact information to send you e-mail messages about our company or job postings that fit your profile. Only Kelly Services (or agents working on behalf of Kelly Services) will send you these direct mailings. You may opt out of receiving future mailings via e-mail; see the Choice: Opt Out/Opt In section below.

Kelly Services may also collect anonymous demographic data (e.g. what percentage of our employees are college graduates) in order to improve our own internal processes, or in order provide reports to customers, marketing companies, or as required by law. If we do collect and report this demographic information, we remove any unique personally identifiable information (name, address, etc.) that would attach you to this demographic data, and combine it with other anonymous data in order to view it at an aggregated level.

Kelly Services will only retain your personal information for as long as is necessary to provide you with our services, or as otherwise required by law. When it is no longer necessary to hold your personal information, it will be removed from our systems.

Cookies and Web Beacons

Many Kelly websites use "cookies" to help personalize the online experience. A cookie is a piece of data stored on the user’s computer tied to information about that user. They also allow us to identify those computers when they return to a site. You can set your browser to notify you before you receive a cookie, giving you the option of whether to accept it. You can also set your browser to turn off cookies. If you do so, areas of some sites may not function properly. Kelly Services uses both session ID and persistent cookies. A session ID cookie simply expires once the user closes the browser. A persistent cookie is a small text file stored on the user's hard drive for an extended period of time. These can be removed by following Internet browser help file directions.

To help us provide better service, we sometimes collect anonymous information from visits to our sites through the use of "web beacons." These do not access your personal information, but rather allow Kelly Services to log users who have visited our websites. This anonymous information is sometimes known as "clickstream data." Kelly Services or its vendors may use this data to analyze trends and statistics to help us provide better customer service. If you do not want your transaction details used in this manner, see the paragraph above on cookies.

We allow third-party companies, including AddThis, to collect certain anonymous information when you visit our website. These companies may use non-personally identifiable information during your visits to this and other websites in order to provide advertisements about goods and services likely to be of greater interest to you. These companies typically use a cookie or a third party web beacon to collect this information.

Links: For links to non-Kelly organizations, Kelly Services is not responsible for the privacy practices or the content of such websites. We recommend you review the terms and conditions of use and privacy policies in place on such websites.

With Whom We May Share Your Personal Information

Kelly Services holds its employees, agents, and suppliers accountable for maintaining the trust you place in us. Kelly Services does not sell or trade personal information to third parties. We will disclose personal information when required by law.
In order to provide our services to you, the personal information you give us may be shared with other Kelly Services entities that are governed by the same Kelly Services privacy principles and security practices. Because of the global scope of our operation, this personal information may also be transferred, stored, and processed in the United States or any other country in which Kelly Services or its affiliates, subsidiaries, or agents maintain facilities. Your personal information may be transferred to countries outside of your country of residence. In using our services, you consent to such a transfer. Countries outside of your country of residence may not necessarily have data protection laws as comprehensive. In order to comply with privacy requirements in a number of the countries in which Kelly Services operates and to ensure security of your personal information, Kelly abides by local privacy rules and the U.S.-EU and U.S.-Swiss "Safe Harbor" Frameworks developed by the U.S. Department of Commerce and the European Commission regarding the collection, use, and retention of personal information from European Union member countries and Switzerland. Kelly Services has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To learn more about the Safe Harbor program, and to view Kelly Services certification, please visit http://www.export.gov/safeharbor/.

Once a candidate signs up for our services, Kelly Services may also engage a service provider to analyze curricula vitae (CVs) and résumés through an Internet search tool. This tool allows Kelly Services to search internal databases as well as affiliated recruitment sites on which candidates have registered to parse CV details and information, and Kelly Services will store this information as a part of your record.

We will send the personal information of our candidates, workforce suppliers, and temporary employees to Kelly Services customers who are looking to recruit, and also to our service providers or agents acting on our behalf to provide you employment or project opportunities.

We will occasionally use third party service providers to assist Kelly in areas such as job advertisements, managing résumé/CV data, IT platform management or support services, infrastructure and application services, marketing, data analytics, drug and background screening, payroll processing services, and health care benefits. In providing these services on behalf of Kelly Services, it may be necessary for Kelly to provide these third parties access to personal information. When these third parties are utilized, any such access will be governed by appropriate contractual requirements which mandate that the service provider secure all personal information and prohibit the use of any personal information for any purpose outside of the service being provided to Kelly Services.

We may also send your personal information to marketing companies who will then contact you to determine your feedback and satisfaction with our services. We will only provide these agents and suppliers with the personal information they need to deliver the service we have requested.

The personal information that is collected when registering through the job search and application function, as well as the application process itself, is hosted by a third party vendor. This personal information is stored in a secure manner by this vendor and is accessible only through a secure connection by Kelly Services recruiters who are working to connect you with relevant job opportunities.

**Choice: Opt Out/Opt In**

The amount of personal information you are required to supply when requesting our services will be limited to that which is necessary to supply such services. We may periodically use your contact information to send you updates via e-mail in order to alert you to promotional opportunities or services relevant to your interactions with Kelly Services, such as jobs in our database that match your selected criteria. Each notification will provide instructions on how to opt out of receiving similar e-mails. At the point where we request personal information about you, our site also gives you the opportunity to decide which communications you wish to receive. The database is automatically updated with your preferences when you opt out. Note: where your interactions with Kelly Services
have resulted in your registering for multiple services or resources, opting out from messages from one service may not automatically remove you from another. It may be necessary to opt out from each service separately.

**Accuracy and Access**

Kelly strives to keep your personally identifiable information accurate. We will give you the ability to review and update the personal information you have provided. Because Kelly offers a wide variety of different services through a global network, the personal information collected by each Kelly operation may not all reside in a single location, such as when you submit your résumé/curriculum vitae (CV) to Kelly operations in different countries.

Due to the diversity of applications used to support the various functions and services provided by Kelly Services, choices and modifications to your personal information in one platform may not be reflected across all platforms. You may therefore need to update your information in each platform separately. (See the How to Contact Us section below.)

Where applicable under statute, there may be a small fee associated with this access request in order to cover the costs of providing you with this information.

**Security**

Kelly Services takes care to secure your personal information. We regularly monitor industry standards for securing information, and review our physical, technical, and organizational security practices in order to determine how best to prevent the loss, misuse, alteration, unauthorized access, destruction or disclosure of your personal information.

**Updates to this Privacy Statement**

Kelly may update this Privacy Statement from time to time, so please review it frequently. If we change our Privacy Statement, we will post the revised version here, with an updated revision date. If we make significant changes to our Privacy Statement, we may also notify you by other means prior to the changes taking effect, such as, but not limited to, sending an e-mail or posting a notice on our website.

**How to Contact Us**

Kelly provides a way to respond to your privacy questions or handle your queries or complaints. We assign ownership of our data privacy practices at both the international and U.S. world headquarters level to provide open communication and dispute resolution to our customers, candidates, and employees. Kelly abides by all relevant government and industry regulatory requirements, including but not limited to the “Safe Harbor” framework developed by the U.S. Department of Commerce and the European Commission and more details are available on http://www.export.gov/safeharbor. We will fully cooperate with the Federal Trade Commission and/or local data protection authorities when requested to do so.

At Kelly Services, we are working hard to protect your privacy while delivering innovative career development and workforce solutions. Our privacy principles represent our commitment to ensuring that your personal information is safe and secure. If you believe that Kelly has not adhered to these principles and practices, contact us at privacy@kellyservices.com and we will work diligently to promptly determine and remedy the problem.