Salesforce Candidate Privacy Statement

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At Salesforce, Trust is our #1 value. We extend this value not just to our customers, but to you and our entire Salesforce family. We are committed to protecting your personal data, and maintaining your Trust in how we collect, process, and handle that data. Protecting your privacy is very important to us, and central to the entire Salesforce family.

This privacy statement describes the handling of personal data obtained about internal and external job applicants, including referrals and applicants who have applied directly through the Salesforce online recruitment system and careers page (the "recruitment system") as well as through third party agencies and recruiters on behalf of candidates. It also describes the handling of personal data of any prospective candidates or leads, such as those individuals who expressed an interest in receiving news and details about future Salesforce opportunities or other related communications. Personal data is information, or a combination of pieces of information, that could reasonably allow you to be identified.

This privacy statement describes how Salesforce.com, Inc. and its local affiliate relevant to the job in question (“we”, “us”, or “Salesforce”) collect and process personal data about you, how we use and protect this information, and the rights that may be available to you under applicable law regarding this information. A list of Salesforce’s affiliates can be found in the List of Subsidiaries section of Salesforce’s most recent Form 10-K, available under the “Quarterly Filing” page located here. If you are applying for a role in the Japan organization, please also see the 個人情報保護基本方針.

1. PERSONAL DATA WE USE

We will collect your personal data from you directly and potentially from other sources.

1.1 **Data we collect directly from you**

The categories of data that we collect directly from you include:

1) Identifiers:
    a) personal (e.g., name) and contact details (e.g., phone number, email address, postal address)
    b) username and password for the online recruitment system
    c) information about family and dependents (e.g., for relocation purposes)
2) Professional and Employment-Related Information:
    a) information contained in your resume or CV, and other documents related to the application or recruitment process (e.g., cover letter, transcripts, certifications) b) other information you may choose to voluntarily submit to us in connection with your application (e.g., information contained in a cover letter, information disclosed in an interview or information you volunteer regarding your criminal records history, compensation history, family history or personal situation)
    c) debarment, suspension or related information as it relates to an award for a contract from a US federal agency or relevant licenses
3) Educational Information:
    a) educational details (e.g., educational history, qualifications, certifications, skills) and job history (e.g., previous employment, roles, performance history)
4) Electronic, Visual and Audio Information
    a) on-premise location monitoring for security purposes (e.g., video surveillance when attending our premises for an interview)
5) Internet Activity Information:
    a) information about you using cookies and similar technologies when you use the recruitment system and browse our website (see our Privacy Statement for further information about how this works)

1.2 **Data we collect from other sources**

We may collect the following data about you from other sources:

1) Professional and Employment-Related Information:
    a) background check data, potentially including your criminal records history, employment history, educational history and/or compensation history, from employment screening agencies, publicly available registers or databases, former employers and/or educational institutions (as allowed by local laws)
    b) information about your performance or conduct from references, other Salesforce employees, clients or service providers, or current or former employers who may provide feedback about you
    c) information about you from Salesforce employees who interview you and who may provide feedback about you

2) Internet Activity Information:

a) publicly available information from websites or social media, including information that you choose to voluntarily submit to us in connection with your application (e.g., when applying through LinkedIn)

1.3 **Sensitive personal data**

We may collect sensitive or special category data about you, as permitted or required by local laws. Sensitive data is personal data that may have special protection under certain data protection laws. We consider the following categories of data as sensitive data that we collect for the following reasons, to the extent legally allowed or for the purposes of complying with local laws:

- data related to diversity (e.g., race, ethnicity, gender, religion, veteran status and/or disabilities)
- citizenship or immigration information (e.g., for visa purposes, right to work information) ● information about any health issues or disabilities (e.g., your disability status, any requests for accommodation in the application or interview process)
- information about your health status, where appropriate (e.g., confirmation of your wellness before attending an in-person interview)
- your trade union, works council membership or employee representative status, if you disclose this in your resume or during the interview process

We may also collect any sensitive data that you voluntarily disclose, including the information described above and other information like your political opinions or religious or philosophical beliefs.

If we request your explicit consent to collect sensitive data about you, you have the right to withdraw that consent at any time by contacting us at privacy@salesforce.com (not all the categories mentioned above require your consent).

2. **HOW WE USE YOUR PERSONAL DATA AND THE BASIS ON WHICH WE USE IT**

We limit our use of your personal data. We aim to only collect and use your personal data for specific, necessary reasons and aim to explain our use of your personal data. For example, we use your personal data to:

(a) create and manage the recruitment system, job applications and a database of interested individuals and leads

(b) assess and evaluate your skills, qualifications and interests against the position applied for and/or other positions within Salesforce

(c) communicate with you about your expressed interest in Salesforce, job opportunities/leads, application or the recruitment process

(d) verify your information, including through reference checks and, where applicable, background checks

(e) send you information about the new hire and employee experience at Salesforce before your first day

(f) with your consent, send you information about positions within Salesforce which may be of interest to you

(g) operate, evaluate and improve the recruitment system, our application tracking and recruitment activities (this includes analyzing our job applicant base, our hiring practices or trends, identifying qualification or skill shortages, and using information to match candidates and potential opportunities)

(h) detect, prevent and respond to fraud or potentially illegal activities (such as intellectual property infringement), and misuse of the recruitment system or other applicable policies

(i) perform audits, assessments, maintenance and testing or troubleshooting activities related to the recruitment system and our recruitment processes

(j) comply with legal obligations to which we are subject and cooperate with regulators and law enforcement bodies

(k) respond to your enquiries and requests

We must have a legal basis to process your personal data. In most cases the legal basis will be one or more of the following:

(a) to comply with our contractual obligations to you or to take steps to enter into a contract with you

(b) to comply with our legal obligations

(c) your consent

(d) to meet our legitimate interests, for example to conduct our recruitment processes efficiently and fairly or to manage applications effectively. When we process personal data to meet our legitimate interests, we put in place safeguards to ensure that our legitimate interests do not override your privacy and other fundamental rights and freedoms.

When we are required by local law to collect certain personal data about you, your failure to provide this data may prevent or delay the fulfillment of our legal obligations and may impact our ability to employ you. If we ask for your consent to process your personal data, you may withdraw your consent at any time by contacting us using the details at the end of this privacy statement.

3. **YOUR RIGHTS OVER YOUR PERSONAL DATA**

You have certain rights regarding your personal data, subject to applicable local laws. These include the following rights to:

- access your personal data
- fix any errors in your personal data
- erase or delete your personal data
- restrict our use of your personal data
- object to our use of your personal data
- receive your personal data in a usable electronic format and transmit it to a third party (right to data portability)
- know what categories of personal data are shared for delivering advertisements on non-Salesforce websites, applications, and services and the categories of recipients of such personal data
- opt out of the sharing of your personal data for delivering advertisements on non-Salesforce websites, applications, and services
- lodge a complaint with your local data protection authority or regulatory body
- not be discriminated against for exercising your rights described above

If you would like to exercise any such right, please contact us at privacy@salesforce.com or call us at +1-800-931-7365.

We may need to verify your identity and place of residence before completing your request. We will reach out to you directly should we require additional information to verify your identity.

If you are an authorized agent wishing to exercise rights on behalf of a California resident, please contact the Privacy Team at privacy@salesforce.com and provide a copy of the consumer's written authorization designating you as their agent.
If you would like to opt-out of shares using your cookie identifiers, turn on a Global Privacy Control in your web browser or browser extension. Please see the California Privacy Protection Agency's website at https://oag.ca.gov/privacy/ccpa for more information on valid Global Privacy Controls. If you would like to opt-out of shares using other identifiers (like email address or phone number), please contact the Privacy team at privacy@salesforce.com.

We encourage you to contact us to update or correct your information if it changes or if the personal data we hold about you is inaccurate.

4. **DECISIONS ABOUT YOUR APPLICATION**

The way we analyze your personal data for the purposes of reviewing your application may involve the use of a tool that compares the candidate profile contained in your application against the profile of the job you applied for. Please note that use of such a tool is only one component of our hiring process and if a decision is made to hire a candidate, a recruiter will always be involved in reviewing the application.

Separately, please also note your application may be automatically rejected, without human review, if an open role is filled while you are still in the recruitment process or if you do not meet the minimum job requirements.

Subject to local legal requirements and limitations, you can object to our use of, and exclude yourself from, these tools through this form. and you may also contact us at privacy@salesforce.com to request further information, or where applicable, request a review by a human.

5. **DATA SHARING**

While we do not sell or market your personal data, we may share your personal data with third parties in limited situations, including with:

- **Salesforce group companies.** We may share your personal data with other companies that fall within the Salesforce group, for example for recruitment purposes, human resource management and internal reporting.

- **Service providers and business partners.** We may share your personal data with our service providers and business partners that perform business operations for us. For example, we may partner with other companies to host the recruitment system and analyze data to improve performance or engage third parties to audit our systems, products or practices.

- **Law enforcement agencies, courts, regulators, tax authorities, government authorities or other third parties.** We may share your personal data with these parties if necessary to comply with a legal or regulatory obligation, or otherwise to protect our rights, your rights or the rights of any third party.

We may also share your personal data (in the form of identifiers and internet activity information) with third party advertisers for purposes of targeting advertisements on non-Salesforce websites, applications, and services. In addition, we may allow third parties to collect personal data from our sites or services if those third parties are authorized service providers who have agreed to our contractual limitations as to their retention, use, and disclosure of such personal data, or if you use Salesforce sites or services to interact with third parties or direct us to disclose your personal data to third parties.

6. **DATA SECURITY**

Security is an integral part of our business model and we put significant resources into making sure your data is protected. This involves technical measures (such as implementing security software) and organizational measures (such as only allowing staff to access your data if there is a business need to do so). These measures are aimed at ensuring the on-going integrity and confidentiality of personal data. We evaluate these measures regularly.

We will keep your personal data until the position you are applying for has been filled, after which we will retain your personal data for a period of time that enables us to:

- Maintain business records for analysis, understanding market trends and/or audit purposes.
- Comply with record retention as required by local law or other relevant legal or regulatory requirements.
- Defend, establish, exercise or bring any existing or potential legal claims.
- Ensure fraud detection and prevention.
- Respond to any queries or complaints you may have.
- With your consent, suggest roles and career information that may be of interest to you.

We will delete your personal data when it is no longer required for these purposes. If there is any personal data that we are unable, for technical reasons, to delete entirely from our systems, we will ensure that appropriate measures are taken to prevent any further processing or use of the personal

data.

7. **INTERNATIONAL DATA TRANSFER**

Because we operate as part of a global business, we may transfer, store, or process your personal data in a country different from where you reside. Your personal data may be processed in countries that are not subject to an adequacy decision by the European Commission or your local legislature or regulator, and that may not provide for the same level of data protection as your jurisdiction. In these instances, we put in place appropriate safeguards (such as the Standard Contractual Clauses) to ensure that your personal data is adequately protected.

Further, Salesforce, including our covered U.S. subsidiaries as listed in Salesforce Data Privacy Framework Covered U.S. Entities, commits to comply with the EU-U.S. Data Privacy Framework, the Swiss-U.S. Data Privacy Framework, and the UK Extension to the EU-U.S. Data Privacy Framework (collectively, the "DPF") and certifies its adherence to the DPF Principles as set forth by the U.S. Department of Commerce regarding the processing of your personal data transferred to the U.S. in reliance on the DPF in the context of the employment relationship. Salesforce's commitments under the DPF are subject to the investigatory and enforcement powers of the U.S. Federal Trade Commission. In accordance with the DPF's Onward Transfer Principle, Salesforce remains responsible for your personal data when it is shared with and processed on our behalf by third parties, as described in Section 5 of this privacy notice. If you have any questions or concerns regarding our handling of your personal data, please contact us using the contact information provided below. Salesforce commits to cooperate and comply with the advice of the panel established by the EU data protection authorities, the UK Information Commissioner's Office (ICO) and the Gibraltar Regulatory Authority (GRA), and the Swiss Federal Data Protection and Information Commissioner (FDPIC) with regard to unresolved complaints concerning our handling of your human resources data received in reliance on the DPF in the context of the employment relationship. If neither Salesforce nor the panel established by the above mentioned EU data protection authorities resolve your complaint, you may have the possibility to engage in binding arbitration through the Data Privacy Framework Panel. For more information on this option, please see Annex I of the EU-U.S. Data Privacy Framework Principles. To learn more about the Data Privacy Framework program, and to view our certification, please visit https://www.dataprivacyframework.gov/.

Salesforce also adheres to the APEC Cross Border Privacy Rules (CBPR) system. Our full notice can be referenced on our website here. If you have an unresolved privacy or data use concern that we have not addressed to your satisfaction, please contact our third party dispute resolution provider (free of charge) at https://trustarc.com/dispute-resolution/.

If you reside in the People's Republic of China, we may transfer your data outside of China, in accordance with applicable law.

8. **CONTACT US AND CHANGES TO THE PRIVACY STATEMENT**

If you have questions or concerns regarding the way in which your personal data has been used or about this privacy notice, please contact the Privacy Team at privacy@salesforce.com.

We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy you may have. If, however, you believe that we have not been able to assist with your complaint or concern, you have the right to make a complaint to the local data protection authority or regulatory body in the country where you reside. If you reside in a country that is a member of the European Union or that is in the European Economic Area, you may find the contact details for your appropriate data protection authority on the following website.

We may modify or update this privacy statement from time to time. If we make a material change to this privacy statement, we will notify you of the change.

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