



Privacy Statement

Kelly Services, Inc. and its subsidiaries ("Kelly Services" or "Kelly") respects your privacy and we acknowledge that you have certain rights related to any personal information we collect from you and we have certain obligations in respect of the same. 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 request for employment, placement, or job-matching or workforce solutions to be performed by Kelly Services.

Information We Collect

In order for Kelly to provide its services of recruiting and placing individuals for potential work assignments (and related services) with its customers and/or directly at Kelly Services, act as employer or hirer of record for individuals employed or engaged by Kelly Services, or provide its human resources related services to its customers, Kelly must collect certain personal information from and about individuals who are candidates, employees, contractors, and former employees.

The types of personal information collected, processed, and stored by Kelly will be limited to that which is used to match candidates with potential positions, employ individuals, offer candidates placement at its customers, refer for employment to a customer, provide general work seeking services, perform employment data analysis, or is necessary for the performance of other requirements when acting as an employer, hirer, or employment agency. Such information may include:

- Name;
- Contact information (address, phone number, e-mail address);
- UserID and password or PIN if you register through Kelly's sites;
- Employee identification number;
- Date of birth;
- Driver's license number and contents;
- Contents of any other identification provided to Kelly for application or employment purposes;
- Education and employment history;
- Work-related skills and experience;
- Professional credentials or licenses;
- Membership in professional organizations;
- Any other information contained on an individual's Curriculum Vitae (CV);
- Citizenship and work authorization status;
- Disability and health-related information;
- Next of kin or emergency contact information;
- Information from and related to publicly published profiles you've created on job-related social media platforms and job boards (such as LinkedIn, Monster, or Indeed);
- Information provided by references; and
- Information regarding your career interests, preferences, and qualifications.



In addition, under certain circumstances and consistent with prevailing laws, Kelly may request types of personal information that are viewed by some countries as “sensitive:”

- National or Tax Identification Number/Social Security Number;
- Financial or bank account information;
- Tax-related information;
- Results of drug, criminal, and/or background screenings;
- Benefits selections, potentially including health insurance and retirement planning information;
- Biometric data;
- Ideological views or activities or membership in trade unions;
- Information contained within your personnel file with Kelly, such as performance reviews, disciplinary action, and other payroll related information; and
- Health information, including that related to a work-related claim (e.g. Workers’ Compensation Claim)

In some jurisdictions, in order to comply with statutes, rules, and regulations pertaining to equal employment opportunities or to assist Kelly Services in compiling data for its equal opportunities practices and reporting, we may also ask you to provide gender, race/ethnicity, disability, or veteran 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.

Finally, interactions with Kelly-related websites and mobile applications may result in the collection, processing, and storage of information:

- Geolocation data;
- Other information you may provide to us, such as through surveys, interactions with our Social Media, or other mediums used to contact Kelly.

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 any such tool you choose 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 We Use the Information

Kelly will use the information it collects in order to recruit, assess, and match candidates with potential positions or assignments, offer candidates placement at its customers, refer for employment to a customer, respond to inquiries, or perform other tasks that are necessary when acting as an employer or potential employer. For example, these activities may include providing human resource services, processing and administering payments and payroll, administering benefits, providing counseling, training, or discipline, complying with health, safety, and internal policies, corporate management, career



and performance monitoring, and employment contract administration. In addition, information may be used for other legal purposes, such as audit, security, fraud prevention, or preserving and defending Kelly Services' legal rights.

For the data subject, uses may also include contacting you via regular mail, e-mail, phone, or text message about our company or job openings that match your stated preferences, qualifications, and/or profile. These communications will only come directly from Kelly Services (or agents working on behalf of Kelly). At all times, you may opt out of receiving these communications; for details see the Your Rights and Choices section below.

Kelly may also use the information it collects about you to perform data analysis, research, and studies to assess the candidate, employee, and contractor population to:

- Recruit, match, and present potential placement opportunities;
- Analyze trends in hiring and placement opportunities;
- Evaluate workforce trends related to requested and available skills and experience;
- Research, implement, and market business opportunities;
- Analyze employee distribution, succession planning, and corporate organization.

Data that has been anonymized does not personally identify you and is not covered by this Privacy Statement.

When information is collected through other interactions, it will only be used in connection with that interaction unless specifically stated otherwise.

Kelly Services will retain your personal information for as long as is necessary to provide you with the services requested, except where retention of personal information is necessary for compliance with a law, regulation, or other legal authority, or is otherwise permitted to be maintained for other legal purposes, such as audit, security, fraud prevention, or preserving and defending Kelly Services' legal rights.

Where Your Information May Be Shared

Kelly Services holds its employees, agents, and suppliers accountable for maintaining the trust that you place in us with your personal information. Your information will not be used or shared except as described within this Privacy Statement.

In order to efficiently manage your recruitment, placement, and employment, your information may be shared with other Kelly Services entities, or with third party service providers that may be engaged to assist in managing the processes required to provide these services. Any engagement of a third party service provider will be governed by appropriate contractual requirements prohibiting the use of your information for any purposes beyond those specifically directed by Kelly, and requiring that they ensure sufficient administrative and technical security mechanisms are in place to prevent your information from being improperly used, disclosed, or accessed.

As is necessary for the performance of employment and outsourcing services for you, as part of the recruitment, placement, and employment process, Kelly may share your personal information with customers for potential placement or employment opportunities with those customers who are seeking employees that match your qualifications and profile, or to the company to which you have been assigned to work, in order to integrate with their application and employment processes, and only for recruitment, placement, and employment purposes.



As a result of the global scope of Kelly's operations, the sharing of your information with other Kelly Services entities, service providers, and customers may result in your data being sent to countries outside of your country of residence, which may have data protection laws that differ from those in your country of residence. Regardless of the source or destination location of your information, Kelly will at all times protect your information as described in this Privacy Statement, and abide by all applicable data protection laws. Kelly remains responsible for information that we share with third parties for processing on our behalf.

For individuals located in the European Economic Area ("EEA") or Switzerland, when transfers to third parties outside of the EEA or Switzerland occur, Kelly will put sufficient protections in place to ensure compliance with the applicable legal requirements, such as use of European Union ("EU") Model Contracts, or, for U.S.-based entities, language requiring adherence to the EU-U.S. Privacy Shield or such other protocols as may be in place from time to time.

Finally, your information may be shared with relevant government entities if Kelly is required to do so by law or legal process, or is lawfully requested to do so by law enforcement authorities or other government officials.

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 or mobile device tied to information about that user. They also allow us to identify those devices when they return to a site, in order to provide you with a more seamless experience, facilitating your use of Kelly's websites, and/or to aid Kelly in improving the user experience. 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 websites. 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.

Your Rights and Choices

The amount of personal information you are required to supply when requesting our services will be limited to that which is relevant 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 from the registered service or resource. 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. When your interactions with Kelly Services have resulted in your registration for multiple services or resources it may be necessary to opt out from each service separately.

Additionally, you have the right to request access to, withdraw your consent to the use and processing of, and request the correction of inaccuracies or erasure of your information that Kelly Services maintains about you, subject to Kelly's obligations to maintain your information under applicable laws. Kelly may limit or deny requests for access or charge reasonable fees for access, except as prohibited by applicable law.

Because such information is necessary to the performance of recruitment, placement, and employment services that Kelly provides to you, any request to withdraw consent for processing, or request erasure of your information may result in Kelly being unable to continue providing its services such as recruitment, placement, or employment.

Protecting Your Information

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.

Privacy Shield

In order to ensure transfers of personal information from the EEA or Switzerland to the U.S. are done so in a secure and compliant manner, Kelly is a participant in the EU-U.S. Privacy Shield program and the Swiss-U.S. Privacy Shield Framework and its principles (Collectively "Privacy Shield"). If there is any conflict between the terms in this policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern.

As a participant in these programs, Kelly certifies annually its continued commitment to uphold the Privacy Shield Principles for all data received from the EEA or Switzerland in reliance on the Privacy Shield, and to be subject to the investigatory and enforcement powers of the United States Federal Trade Commission (FTC). To learn more about the Privacy Shield program, and to view our certification, please visit <https://www.privacyshield.gov/>.

Kelly provides individuals with the ability to resolve complaints or make inquiries directly with the company by contacting privacy@kellyservices.com or through other methods outlined in the section titled How to Contact Kelly.

For any disputes which cannot be directly resolved with the company, Kelly Services agrees to provide access to an independent dispute resolution body designed to address the privacy-related complaints of EEA or Swiss data subjects free of charge.

- For inquiries or complaints related to Human Resources Data, Kelly Services will cooperate with EU Data Protection Authorities and the Swiss Federal Data Protection and Information Commissioner (collectively, "Data Protection Authority") in the investigation and resolution of



complaints brought under the Privacy Shield, including complying with advice given by Data Protection Authorities (as described in the Privacy Shield Principles). Individuals may contact their Data Protection Authority directly to resolve disputes.

- For inquiries or complaints not related to Human Resources Data, Kelly has established an independent recourse mechanism, the International Centre for Dispute Resolution, the international division of the American Arbitration Association ("ICDR/AAA"). The ICDR/AAA can be contacted for resolution of the issue by visiting <http://go.adr.org/privacyshield.html>.

As further explained in the Privacy Shield Principles, a binding arbitration option will also be made available to you in order to address residual complaints not resolved by any other means.

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 Kelly

If you have any questions or comments about this Privacy Statement, would like to exercise any of your rights under applicable data protection law, or believe that Kelly has not adhered to this Privacy Statement, please e-mail our data protection officer at privacy@kellyservices.com. Additionally individuals can contact Kelly Services in the U.S. at:

Kelly Services, Inc.
ATTN: Privacy Officer
999 W. Big Beaver Road
Troy, MI 48084

Or in the EEA or Switzerland at:

Kelly Services Management Sàrl
ATTN: Privacy Officer
Av. Edouard-Dubois 20
PO Box 48
2006 Neuchâtel
Switzerland