

SAP Fieldglass Privacy Statement for Cloud Services

This Privacy Statement was updated on 13th November 2021.

Introduction

At SAP Fieldglass, we are committed to protecting your privacy. Please read the following Privacy Statement to understand how your personal data will be used as you use the SAP Fieldglass Cloud Service. Please note that your organization will be notified of updates to this Privacy Statement within the release notes for each major release to our Cloud Service and that the provisions of this Privacy Statement may be supplemented or superseded by your company's specific contractual terms (the details of which can be obtained from your organization).

Protecting the individual's privacy on the Internet is crucial to the future of Internet-based business and the move toward a true Internet economy. We have created this Privacy Statement to demonstrate our firm commitment to the individual's right to data protection and privacy. This Privacy Statement outlines how we handle information that can be used to directly or indirectly identify an individual ("Personal Data").

A. OVERVIEW OF THIS PRIVACY STATEMENT

This Privacy Statement describes SAP Fieldglass' practices for processing Personal Data submitted to the SAP Fieldglass products and services (collectively referred to as "SAP Fieldglass Cloud Services") by SAP Fieldglass customers. SAP Fieldglass customers use SAP Fieldglass Cloud Services to manage services procurement and external workforce management programs in the business-to-business market sector. SAP Fieldglass customers are referred to as "Buyer" or "Supplier" in this Privacy Statement. A "Buyer" refers to a hiring organization and a "Supplier" refers to a recruitment firm that puts forward an individual's candidacy to the Buyer.

When does this Privacy Statement apply? This Privacy Statement applies to SAP Fieldglass' practices as a data processor of Personal Data submitted to the SAP Fieldglass Cloud Services and works together with the subscription and data processing agreement between SAP Fieldglass (or other "[SAP Group](#)") and each Buyer or Supplier by offering further detail regarding such data processing activities.

When does this Privacy Statement not apply? Your existing contractual relationship with a Buyer or Supplier. When your Personal Data is entered into the SAP Fieldglass Cloud Services by a Buyer or Supplier, please note that the Buyer or Supplier will have access to your Personal Data in the SAP Fieldglass Cloud Services and is processing such Personal Data for its own purposes subject to your agreement with that Buyer or Supplier. Please contact the Buyer or Supplier for further information.

B. GENERAL INFORMATION

Who is the Data Controller?

Buyers or Suppliers that are customers of SAP Fieldglass Cloud Services are the “data controller” and therefore responsible to ensure that your privacy rights are respected and that consent, if and where required, is obtained before entering Personal Data into the SAP Fieldglass Cloud Services. This includes ensuring that appropriate disclosures, if and where required, have been provided.

SAP Fieldglass only acts as a “data processor”. To provide transparency to individual users and organizations, this Privacy Statement is referenced from within some of the SAP Fieldglass Cloud Services and from emails sent by the SAP Fieldglass Cloud Services.

What Personal Data does SAP Fieldglass collect?

This Privacy Statement applies to Personal Data that you, Suppliers or Buyers submit to SAP Fieldglass Cloud Services when using SAP Fieldglass Cloud Services to manage services procurement and external workforce management programs. The only Personal Data that the SAP Fieldglass Cloud Services require for the use of its service is your first name, last name, and email address. Your organization determines what information is processed by SAP Fieldglass Cloud Services.

Why does SAP Fieldglass need your Personal Data?

SAP Fieldglass Cloud Services help organizations manage talent across multiple channels – including contingent workers, Statement of Work based consultants, freelancers, independent contractors, “gig” workers and more. Within this framework, your Personal Data can be required to provide you with access to the SAP Fieldglass Cloud Services to seek potential candidates for a Buyer or for a Supplier to offer your services to a potential Buyer. Please contact your organization if you object to the use of your Personal Data in the SAP Fieldglass Cloud Services.

From What Types of Third Parties does SAP Fieldglass obtain Personal Data?

In some cases, SAP Fieldglass collects Personal Data from you. SAP Fieldglass might also obtain Personal Data from a third party, if the applicable national law allows SAP to do so. SAP will treat this Personal Data according to this Privacy Statement, plus any additional restrictions imposed by the third party that provided SAP with it or the applicable national law. These third-party sources include:

- SAP Fieldglass or an entity in the [SAP Group’s](#) business dealings with its customers; specifically, Buyers and Suppliers of the SAP Fieldglass Cloud Services
- Third parties you directed to share your Personal Data with SAP.

How long will SAP Fieldglass store your Personal Data?

SAP Fieldglass will only store your Personal Data for as long as it is required:

- for the performance of the agreement between your organization and SAP Fieldglass;
- to make SAP Fieldglass Cloud Services available to you;

- to allow the data controller(s) to manage your recruitment and ongoing employment has ended or until you revoke your consent granted to the data controller.

Please note the data controller(s) is responsible for setting the relevant retention period for your Personal Data within SAP Fieldglass Cloud Services in accordance with their relevant requirements. SAP Fieldglass will also retain your Personal Data for additional periods if it is required by mandatory law to retain your Personal Data longer or where your Personal Data is required for SAP Fieldglass to assert or defend against legal claims, SAP Fieldglass will retain your Personal Data until the end of the relevant retention period or until the claims in question have been settled.

Who are recipients of your Personal Data and where will it be processed?

SAP Fieldglass does not provide your Personal Data to third parties, unless:

- The data controller uses the functionality of the SAP Fieldglass Cloud Service to transfer your Personal Data to a third party;
- You use the functionality of the SAP Fieldglass Cloud Service to request or authorize the transfer your Personal Data to a third party;
- companies within the [SAP Group](#);
- vicarious agents, e.g. third-party servicers for consulting services and other additional related services
- other service providers for the provision of the SAP Fieldglass Cloud Services;

We may share with our partners and customers non-identifying statistical information regarding you, your customers, your suppliers, sales, traffic patterns, and site usage.

As part of a global group of companies operating internationally, SAP has affiliates (the “[SAP Group](#)”) and third-party service providers outside of the European Economic Area (the “EEA”) or from a region with a legal restriction on international data transfers and will transfer your Personal Data to countries outside of the EEA. If these transfers are to a country for which the EU Commission has not issued an adequacy decision, SAP uses the EU standard contractual clauses to contractually require that your Personal Data receives a level of data protection consistent with the EEA. You can obtain a copy (redacted to remove commercial or irrelevant) of such standard contractual clauses by sending a request to privacy@sap.com. You can also obtain more information from the [European Commission](#) on the international dimension of data protection here.

What are your data protection rights and how can you exercise them?

You have the right to request access at any time to information about what Personal Data is processed about you and the correction or deletion of such Personal Data. To exercise these rights either an administrator for the Supplier or an administrator for the Buyer can directly manage and complete your request. In some SAP Fieldglass Cloud Services, you as a user can self-administer your own account details. In other cases, the review and approval of an administrative contact for a Supplier or Buyer may be required to complete your request.

Can you use SAP Fieldglass Cloud Services if you are a minor?

Children. In general, SAP Fieldglass Cloud Services are not directed to users below the age of 16 years, or equivalent minimum age in the relevant jurisdiction. If you are younger than 16 or the equivalent minimum age in the relevant jurisdiction, you cannot register with and use SAP Fieldglass Cloud Services.

U.S. Children's Privacy. SAP Fieldglass does not knowingly collect the Personal Data of children under the age of 13. If you are a parent or guardian and believe SAP Fieldglass collected information about a child, please contact SAP Fieldglass as described in this Privacy Statement. SAP Fieldglass will take steps to delete the information as soon as possible.

C. SAP FIELDGLASS USE OF PERSONAL DATA**Processing to fulfill contractual obligation to your organization, SAP Fieldglass customers**

SAP Fieldglass processes the Personal Data necessary to provide services and information to its customers, for its business operations, and to comply with the law. Depending on the circumstances, SAP Fieldglass may also use your Personal Data to:

- Accurately identify you;
- Protect and administer your records and accounts;
- Help us notify you of product enhancements and changes to products;
- Save you time when you apply for additional products and services;
- Comply with certain laws and regulations;
- Collect information about the usage of our services;
- Respond to your requests for information about our services

Processing to ensure compliance

SAP and its products, technologies, and services are subject to the export laws of various countries including, without limitation, those of the European Union and its member states, and of the United States of America. You acknowledge that, pursuant to the applicable export laws, trade sanctions, and embargoes issued by these countries, SAP is required to take measures to prevent entities, organizations, and parties listed on government-issued sanctioned-party lists from accessing certain products, technologies, and services through SAP's websites or other delivery channels controlled by SAP. This could include (i) automated checks of any user registration data as set out herein and other information a user provides about his or her identity against applicable sanctioned-party lists; (ii) regular repetition of such checks whenever a sanctioned-party list is updated or when a user updates his or her information; (iii) blocking of access to SAP's services and systems in case of a potential match; and (iv) contacting a user to confirm his or her identity in case of a potential match. Any such use of your Personal Data is based on the permission to process Personal Data in order to comply with statutory obligations (Article 6 para. 1 lit. c GDPR or the equivalent articles under other national laws, when applicable) and SAP's legitimate interest (Article 6 para. 1 lit. f GDPR or the equivalent articles under other national laws, when applicable).

Processing based on consent and how to withdraw consent

In the following cases, SAP will process your Personal Data if you granted prior consent to the specific proposed processing of your Personal Data (Article 6 para. 1 lit. a GDPR or the equivalent articles under other national laws, when applicable).

Your organization is responsible for your enrollment into the cloud service and is solely responsible for obtaining your consent. If you decide to opt out of having your personal information within the cloud service after providing your consent, you must contact your organization's administrator. The action of opting out will prevent you from using the cloud service we provide. Your personal information is a requirement, and removal of your personal information will result in termination of your user account (i.e., termination of your ability to use the SAP Fieldglass cloud service).

You may withdraw your consent for SAP Fieldglass to process your Personal Data as stated in this Privacy Statement at any time. Once you assert this right, SAP will not process your Personal Data any longer unless legally required to do so. However, any withdrawal has no effect on past processing by SAP up to the point in time of your withdrawal. Please direct any such request to your organization.

Cookies and similar tools

Information gathered by cookies or similar technologies, and any use of such information, is further described in SAP Fieldglass's Application Cookie Statement. You can exercise your cookie preferences as outlined in SAP Fieldglass's Application Cookie Statement.

Complaints

Any issues, questions, or complaints that you have regarding the access, correction, and/or handling of your information must be addressed with your organization's administrator of the SAP Fieldglass cloud service.

Further Information

If you would like further information about our privacy policies or practices, please contact our SAP Fieldglass Privacy Officer:

E-mail: fieldglass_privacy@sap.com

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