



## Global Privacy Statement

At InsightGenie, we respect and value privacy and are committed to handling personal data entrusted to us by our clients, stakeholders, and other third parties that we do business with. We process personal data in a lawful and ethical manner consistent with our code of ethics and this Global Privacy Statement. Personal Information means any information or combination of information, in any form or medium that can identify an individual. The global privacy principles that are set out in this statement will apply wherever we are collecting, storing or otherwise handling Personal Information during the course of our business, regardless of the origin of the Personal Information or the countries in which we collect or process such information

In respect of Client Personal Information, we will follow the client's instructions, our contractual obligations and reasonably assist the client in complying with their obligations under applicable data protection laws.

### Data Protection Principles

#### Lawfulness

- We handle Personal Information in a lawful and ethical manner.
- We cooperate with any reasonable assist our clients to comply with their obligations under applicable data protection laws.

#### Fairness and Transparency

- We handle Personal Information in a fair and transparent manner.
- We reasonable assist our clients to enable individuals to exercise their data protection rights under applicable protection laws.

#### Purpose Limitation

- We only use Personal Information for specified, explicit and legitimate purposes and we do not handle Personal Information in a manner that is incompatible with those purposes.
- We only handle Client personal Information in accordance with instructions of the Client.

#### Data Minimisation

- We only handle Personal Information that is necessary for the required purposes.
- We provide our services in a way that supports our customers to abide by the principle of data minimisation.

#### Accuracy

- We ensure that we erase or rectify inaccurate Personal Information without undue delay.
- Where applicable, we assist our clients to erase or rectify inaccurate Client Personal Information.



### **Storage Limitation**

- We keep Personal Information only for as long as is necessary for the purposes for which it was collected or as required by applicable laws or regulations.
- Where applicable, we assist our Clients in the secure deletion or return of Client Personal Information.

### **Security, Integrity and Confidentiality**

We take appropriate security measures to protect Personal Information

In relation to Client Personal Information, we cooperate with and reasonably assist our Clients to take appropriate security measures and we comply with security incident reporting requirements

In line with applicable data protection laws and our contractual obligations, we only appoint sub-processors to handle Client Personal Information with authorisation from our Client.

### **Accountability**

We can demonstrate compliance with our global privacy principles. We conduct internal audits, perform data protection and ethics impact assessments and implement the principles of Privacy by Design.

We assist Clients to comply with accountability requirements in relation to Client Personal Information.

### **Training and Awareness**

InsightGenie staff receive comprehensive training on data protection principles. All new hires at InsightGenie must complete a privacy learning module, which covers the global privacy principles. For existing staff, InsightGenie conducts annual mandatory refresher training which covers data protection and privacy. Additionally, the InsightGenie Data Protection Team monitor staff compliance with this statement and with respective clients' privacy and confidentiality standards. Staff failure to comply with this statement can result in discipline, up to and including termination.

### **Contact and more information**

For more information about this statement, please direct your questions to our Data Protection Team ( [hello@insightgenie.ai](mailto:hello@insightgenie.ai) ). Our InsightGenie Privacy Notice provides more information to individuals about how InsightGenie handles their Personal Information.