

GDPR Compliance Statement

uPerform is committed to safeguarding personal information and ensuring GDPR compliance through a robust, effective data protection framework. Our approach includes developing policies, procedures, and controls to achieve and maintain full compliance with GDPR and related regulations.

Our GDPR Policies and Procedures

- Information Audits: company-wide audits to assess personal data held, origins, purposes, processing, and disclosures.
- Policies & Procedures: we have established data protection policies to meet GDPR and relevant legal standards.
- Data Protection: we have implemented accountability, privacy by design, and individual rights governance.
- Data Security: we have robust information security policies and procedures in place.
- Data Retention & Erasure: consistent data retention schedules, compliant storage, and erasure aligned with GDPR rights.
- Data Breaches: we have robust procedures to detect, assess, investigate, and report data breaches promptly.
- International Data Transfers: data transfer policies and practices for moving data outside the EEA, using GDPR model clauses and other mechanisms as needed.
- Subject Rights Requests: timely rights requests processing, with clear steps and internal templates for compliance.
- Legal Basis for Processing: we act as a data processor, maintaining records to meet GDPR Article 30 and UK regulations.
- Privacy Policy: our Privacy Policy informs individuals about data use, rights, disclosures, and safeguards.
- Obtaining Consent: consent mechanisms ensure clear opt-in, transparency on use, and easy withdrawal options.
- Processor Agreements: conduct due diligence on data recipients, verifying safeguards, and enforceable rights.

Data Subject Rights

In addition to the policies and procedures mentioned above, we can provide information of an individual's right to access any personal information that uPerform processes about them.

- What personal data we hold about them
- The purposes and legal basis of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- The right to have incomplete or inaccurate data about them corrected or completed and the process for requesting this
- The right to request erasure of personal data or to restrict processing in accordance with data protection laws
- Automated decision-making that we use and how it is implemented
- The right to object to processing of personal data.

Rights requests relating to our customer data will be referred to the customer as the Data Controller of the personal data.

GDPR and Our Employees

uPerform understands that continuous employee awareness and understanding is vital to the continued compliance of GDPR. As such, all employees receive regular training on data protection, data privacy, and the GDPR requirements.

If you have any questions regarding our GDPR policies, please contact our Data Protection Officer at privacy@upperform.com, by calling +1 (443) 561-3900, or by writing to: uPerform Data Protection Officer, 6085 Marshalee Drive, Suite 300, Elkridge, MD, 21075, USA.