

SOFTSERVE PRIVACY NOTICE

Last updated: 23 June 2025

[Previous Version](#)

INTRODUCTION

Welcome to SoftServe!

We are committed to transparency and the secure handling of your data in compliance with global regulations, including the General Data Protection Regulation (GDPR). SoftServe implements a range of organizational and technical measures aligned with internationally recognized standards, including ISO/IEC 27701:2019. Please take a moment to review and familiarize yourself with the [SoftServe Personal Data Protection Rules](#).

As SoftServe operates in [multiple countries](#), we recognize that data protection regulations may vary. This Privacy Notice is designed to align with the local requirements, best practices, contractual obligations, and security standards.

SCOPE

This Privacy Notice (referred to as "Privacy Notice" or "Notice") informs you about how SoftServe (referred to as "SoftServe", "we", "us", "our") collects, uses, and shares your personal data. It outlines your rights and choices regarding your personal data processing. The Notice applies when:

- You visit and interact with our website or any related websites where the Privacy Notice is clearly displayed.
- You engage with SoftServe as a business representative who has, or may have, a relationship with us (e.g., as a customer, partner, or supplier).
- You create or use an account provided by SoftServe.
- You sign up for or attend any of our marketing, training, learning events, or webinars.
- You communicate with us through various channels, including social media platforms, phone calls, emails, correspondence, and in-person interactions on other platforms.

The Privacy Notice may include details for specific situations found in other notices. We encourage you to review these additional notices alongside the Privacy Notice to ensure you have a comprehensive understanding of our privacy practices.

The information about how we use and protect your personal data is provided in separate privacy notices, depending on your specific situation:

- **SoftServe Job Applicant:** If you are interested in applying for a position at SoftServe, please refer to our Talent Acquisition Privacy Notice. The notice provides detailed information on how we handle your personal data during the recruitment process.

- **SoftServe University Student:** If you are a student engaged in partnership programs with universities, or who has applied to specific SoftServe course(s), please refer to our SoftServe University Privacy Notice. The notice outlines how we manage and protect your personal data in the context of educational programs and course applications.

Note: The Privacy Notice does not cover the processing of personal data when SoftServe acts as a processor on behalf of our customers. For questions or concerns about personal data processing related to products or services provided by our customers, please contact those organizations directly.

If you have any inquiries related to this Privacy Notice or would like further information about how we use your personal data, please see the [CONTACT US](#) section below.

ABOUT US

At SoftServe, we take your personal data seriously. As the controller of your personal data, we are responsible for determining the purposes and means of processing your personal data in compliance with applicable data protection laws and regulations.

PERSONAL DATA WE COLLECT AND USE

The Privacy Notice describes how we handle your personal data. We collect and process personal data in several ways.

- Data you provide directly, either physically or digitally (e.g., through web forms, email, or messaging).
- Data we generate internally during our service contract with you.
- Data collected while interacting with our websites through cookies and tracking technologies (please refer to our Cookie Notice for more details).
- Data we obtain from third parties or integrated services.
- Data was gathered from public sources such as social media, websites, or press releases.

Note: Unless otherwise specified, our processing activities do not include automated decision-making that produces legal or similar significant effects. If this applies to you, we will inform you about the logic and consequences involved.

LAWFUL BASES FOR PROCESSING

To process your personal data, we rely on the following lawful bases:

- **Performance of the Contract.** We process your data as necessary to negotiate, enter into, or fulfill a contract with you. This includes services you use, event participation, account creation, or payment processing.
- **Legitimate Interest.** We process your personal data to develop and improve our business processes while respecting your rights and expectations. For example, we may analyze customer feedback to enhance our services or log access data to maintain security.
- **Legal Obligation.** In some cases, we are required to process your data to comply with applicable laws. This may include retaining invoicing information for tax compliance or providing data to law enforcement agencies or regulatory authorities as legally required.

- **Consent.** If none of the above bases apply, we may seek your voluntary permission to process your data for specific purposes. For instance, we may ask for your consent to send you personalized marketing communications or to use optional cookies on our website. You have the right to withdraw your consent at any time.

If we process your data based on a **legal obligation**, you must provide the necessary information to comply with the law. If you do not, we may not be able to fulfill our legal responsibilities, such as those related to tax regulations or regulatory compliance.

We use your personal data for the purposes described below based on our existing or intended relationship with you.

Data You Choose to Provide Us

Account Registration

We collect your personal data when you visit this website or any associated platforms and create an account. This includes gathering the necessary information for registration and account management.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
|---|--|
| <ul style="list-style-type: none"> • Manage your user account in line with our terms of service. • Ensure you can access our platform's services and deliver those services to you. | Full name, email address, username, created content, and activity are processed on the basis of the performance of the contract . |

Communication

We collect personal data when you connect with us through request forms, feedback submissions, surveys, or when you seek whitepapers, support, or other inquiries.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
|---|--|
| <ul style="list-style-type: none"> • Provide you with the services needed (such as whitepaper or support). | Full name, contact data (email address, phone number), are processed on the basis of the performance of the contract . |
| <ul style="list-style-type: none"> • Conduct market research. • Send you marketing notifications. | Full name, contact data (email address, phone number), professional data (job title, experience), and social media URLs are processed on the basis of consent . |

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| <ul style="list-style-type: none"> Continuously improve our events, enrich the attendee experience, and refine our offerings. Understand your preferences, address issues, and enhance our service quality better. | <p>Feedback and insights from attendees are processed on the basis of legitimate interest in enhancing the attendees' experience.</p> |
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Events and Webinars

We collect personal data when you participate in events we host. This information helps us manage events effectively.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
|---|--|
| <ul style="list-style-type: none"> Offer attendees the full benefits of the event, including networking and sessions tailored to their job role. | <p>Full name, contact data (email address, phone number), and professional data (job title, experience) are processed on the basis of the performance of the contract.</p> |
| <ul style="list-style-type: none"> Promote the event, document its success, and for future marketing initiatives. | <p>Photos and video recordings, including audio and visual captures, are processed on the basis of legitimate interest in promoting events and supporting future marketing initiatives.</p> |
| <ul style="list-style-type: none"> Personalize your event experience. | <p>Information about food preferences, allergies, and accessibility requirements is processed on the basis of consent.</p> |
| <ul style="list-style-type: none"> Enhance the SoftServe brand visibility. | <p>Your image or voice might be captured during the event, and it will be processed on the basis of consent.</p> |

Additionally, data collected during the event may be used for relevant job opportunities as outlined in our Talent Acquisition Privacy Notice, or to foster business relationships based on event objectives.

Social Media

When you interact with us on our social media platforms, such as Facebook and LinkedIn, we analyze your interactions and may collect personal data. We will also record your participation in market surveys.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
|---|---|
| <ul style="list-style-type: none"> Enhance our social media effectiveness. | <p>Full name, contact data (email address), professional data (company, job title), and digital engagement data (comments, survey responses, shared content) are processed on the basis of legitimate interest in improving social media engagement.</p> |

Marketing Activities

When you subscribe to our newsletters or engage in our marketing initiatives, we collect your personal data. We may also contact you as an existing or potential customer or partner to share information about our products and services, enabling us to offer more relevant options.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
|--|---|
| <ul style="list-style-type: none"> Tailor our offerings to your interests. | Full name, contact data (email, phone number), and professional data (company, job title) are processed on the basis of legitimate interest in marketing relevant products and services. |
| <ul style="list-style-type: none"> Initiate new business relationships and nurture existing ones by presenting products and services that may interest you. | Full name, contact data (email, phone number), and professional data (company, job title) on the basis of legitimate interest in marketing relevant products and services. |
| <ul style="list-style-type: none"> Provide you with marketing communications or promotional offers. | Full name, contact data (email, phone number), and professional data (company, job title) are processed on the basis of consent . |
| <ul style="list-style-type: none"> Deliver a present. | Shipping details are processed on the basis of consent . |

Security

When you visit our office and connect to our network, we have to record some of your data.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
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| <ul style="list-style-type: none"> Manage access to our location, maintain safety on our premises, and help prevent, identify, and investigate any potential criminal activity, misconduct, or accidents. | Full name, entry and exit times, duration of stay, CCTV footage, and the name of the person who invited you are processed on the basis of legitimate interest in ensuring the security of our online resources and maintain secure environment for employees, visitors and other individuals. |
| <ul style="list-style-type: none"> Protect the security and integrity of our systems and networks. | IP address, operating system, device type, and user behavior are processed on the basis of legitimate interest stated above. |
| <ul style="list-style-type: none"> Monitor and prevent cybersecurity incidents. | Network traffic data, authentication records, threat intelligence, and security alerts are processed on the basis of legitimate interest stated above. |
| <ul style="list-style-type: none"> Respond to and manage security threats effectively. | User accounts, system configurations, files, security controls, and data are processed on the basis of defined legitimate interest stated above. |

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| <ul style="list-style-type: none"> • Improve our ability to detect and respond to security threats. | Correlated security events and alerts from monitoring tools are processed on the basis of defined legitimate interest stated above. |
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Call Center and Voice Mail

When you call our call center, we may record the conversation and collect your data.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
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| <ul style="list-style-type: none"> • Assure quality, improve service, and enhance customer support and communication. | Full name, contact data (email, phone number), and voicemail messages are processed on the basis of consent . |

Relationship Management

When we engage with you as vendors, partners, and customers, we may collect your data as their representative.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
|---|---|
| <ul style="list-style-type: none"> • Establish and maintain effective relationships and ensure smooth communication and collaboration. | <ul style="list-style-type: none"> • Recording of the meetings (image and voice) is processed on the basis of consent. • Full name, contact data (email, phone number), professional data (company, job title, qualification), communication history is processed on the basis of legitimate interest in establishing and maintaining effective business relationships, ensuring smooth collaboration and communication with our vendors, partners, and customer. |
| <ul style="list-style-type: none"> • Efficiently resolve technical issues and enhance the overall customer experience. | Contact data (email, phone number) and data for effective relationship management and problem-solving are processed on the basis of legitimate interest stated above. |

Community and Educational Programs

We collect personal data when you register for our online or offline community knowledge-sharing sessions or educational programs conducted by SoftServe.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
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| <ul style="list-style-type: none"> • Manage and deliver educational programs effectively. | Full name, contact data (email, phone number), and professional data (company, job title, qualification, experience) are processed on the basis of performance of the contract . |

Data Collected by Automated Means

At SoftServe, we use automatic data collection tools on our websites and web applications. For detailed information about the types of data collection technologies we implement, the categories of personal data we process, the purposes for which we process this data, the legal basis for processing, the recipients of your data, and how you can manage your preferences, please refer to our [Cookie Notice](#).

Data We Receive from Third Parties

Marketplace Engagements

We may collect data related to your purchases if you use or acquire SoftServe services through third-party platforms or marketplaces.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
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| <ul style="list-style-type: none">Complete the transaction or deliver the service. | Full name, contact data (work email, country, phone number), professional information (job title, organization), transaction specifics, and service usage data for operational considerations are processed on the basis of performance of the contract . |

Third-Party Logins

We may receive your personal data if you access SoftServe's website or platform using third-party services like LinkedIn, Facebook, or Google.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
|---|---|
| <ul style="list-style-type: none">Facilitate account creation or sign-in processes, part of our contractual agreement provides specific services. | Basic profile data (full name, profile image, age range, gender), email, any expressly granted permissions or additional data, and any other data the third-party shares with us are processed on the basis of performance of the contract . |

Operational Security

We may receive personal data from our security vendors when you log into our network.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
|---|---|
| <ul style="list-style-type: none">Ensure the security and integrity of our systems and networks | IP address, device type, and some basic network details are processed on the basis of legitimate interest in safeguarding the organization's cybersecurity and investigating security incidents. |

Profile Enrichment

We may gather additional information about you in a professional context to provide tailored services or products.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
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| <ul style="list-style-type: none"> • Customize our services and products, enhance customer experience, and maintain data accuracy better. | Education, LinkedIn URL, career history, location, and business contact data are processed on the basis of legitimate interest in tailoring our services to meet your professional needs. |
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This process does not lead to any adverse effects on the individual or infringe upon their privacy rights.

Public & Third-Party Sources

We also collect personal data from publicly available sources, including commercial registers, media, and the internet. Government authorities or third-party entities, such as data brokers, may provide us with relevant data.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
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| <ul style="list-style-type: none"> • Identify, verify, and contact potential business leads for development and sales outreach. | Full name, contact data (work email, business phone number), and professional information (position, company) are processed on the basis of legitimate interest in pursuing business growth through targeted B2B prospecting and outreach. |

Sponsored Events

When attending events sponsored by SoftServe, we collect personal data about participants that is provided by the event organizer.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
|---|---|
| <ul style="list-style-type: none"> • Improve marketing strategies, identify business opportunities, and evaluate potential candidates. | Full name, contact data (email), and professional information (job title, company) are processed on the basis of legitimate interest in enhancing marketing strategies, identifying business opportunities, and evaluating potential candidates. |

If delegates explicitly consent to share their data with sponsors (like SoftServe) or if sharing this information is part of a contractual arrangement, we may assess participants for potential candidates or foster business relationships as per the goals of the sponsored event.

Content Engagement

When we feature a whitepaper on external websites and you request access, we collect your personal data. By requesting access to the whitepaper or materials, you effectively enter into a contract with the publisher. In this exchange, you provide your contact data in return for access to the content.

| Purpose of Processing | Category of Personal Data and Lawful Basis |
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| <ul style="list-style-type: none"> • Enhance marketing strategies, identify business opportunities, or evaluate potential candidates. | Full name, contact data (email), and professional information (job title, company) are processed on the basis of legitimate interest in |

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| | enhancing marketing strategies, identifying business opportunities, and evaluating potential candidates. |
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SHARING & DISCLOSURE

SoftServe may share or provide access to your personal data with third parties in the following ways:

Subsidiaries and Affiliates. We may share your personal data with our subsidiaries and affiliates that operate on our behalf for the purposes mentioned in the Privacy Notice. This includes current and future affiliates, subsidiaries, and other companies under our common control and ownership.

Service Providers. We may share your data with third-party service providers based on the nature of our relationship with you. These may include:

- Customer relationship and support providers
- Analytics and marketing partners
- Event organization service providers
- Shipping and logistics companies
- Website functionality and hosting providers
- Data center and cloud infrastructure providers
- Payment processing companies
- IT security service providers

These third-party providers are only permitted to process your data to perform services for SoftServe and may use your personal data solely as directed by us. They are not allowed to use your data for their purposes.

Event Sponsors. When you participate in webinars, events, or activities where SoftServe collaborates with other parties, we may share your contact data and interests in these offerings or services with approved third parties to keep you informed.

State authorities, courts, auditors, law enforcement agencies, etc. We may be required to share some of your data with state authorities, courts, auditors, law enforcement agencies, and other entities to:

- Comply with legal obligations, respond to lawful requests, and address fraud or security concerns
- Ensure regulatory compliance and manage legal risks
- Enforce our website Terms and Conditions

Additional disclosures. We may also disclose your personal data if we have a good-faith belief that such action is necessary to:

- Protect and defend our legal rights or property
- Safeguard the interests of our customers, users, or others

Data sharing relies on lawful bases, including your consent, legal obligation, and performance of the contract. SoftServe may also seek your consent to share your data with unaffiliated third parties not mentioned in the Privacy Notice.

International Transfers

SoftServe operates as a global business and complies with applicable legal requirements when we need to transfer the personal data we collect about you to SoftServe subsidiaries, affiliates, or trusted third parties in different countries or regions outside your jurisdiction. Please familiarize yourself with the information about [SoftServe company offices](#). We will comply with applicable data protection regulations, ensuring appropriate safeguards are in place for these transfers. Specifically, we will use standard contractual clauses or other protective measures required by relevant data protection frameworks.

PRIVACY RIGHTS

You have the right to interact with your data directly or through a request to us. Our [General privacy rights section](#) outlines these rights based on GDPR and best practices, along with the methods available for exercising them. This section applies to individuals across various jurisdictions, although certain exceptions may apply based on local laws depending on your residency and specific legal circumstances. We will consider these factors when fulfilling your rights while ensuring we meet or exceed the legal requirements.

General Privacy Rights

| Right | Description |
|--|--|
| Right to access | You can request information on whether personal data is being processed. If it is, you can access your personal data and additional information required by law. |
| Right to rectification | You can request changes in your personal data if it is inaccurate or incomplete. |
| Right to erasure | You can request that we delete your personal data from our systems. We will comply with your request unless we are required by law to retain it. |
| Right to restrict the processing | You can request to wholly or partially limit our processing of your personal data in specific legal circumstances. While we will still store the data, any further actions, such as rectification or deletion, will require your permission. |
| Right to data portability | You can request a copy of your personal data in a structured, commonly used format for the transferring to another data controller. |
| Right not to be subject to automated decision-making and profiling | You have the right not to be subject to decisions made solely by automated processing if they have legal or significant effects on you. We do not currently use such processing, but we will inform you if this changes. |
| Right to object | You may object to processing your personal data in certain circumstances, including for direct marketing purposes. |
| Right to withdraw consent. | You can withdraw your previously given consent at any time. |

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| Right to file a complaint | You can file a complaint with the relevant data protection authority if you believe we have not addressed your request satisfactorily. The appropriate authority may vary depending on your location or applicable laws. |
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To exercise your privacy rights or have any questions about how we handle your personal data, please [CONTACT US](#). We guarantee a response within 30 days, though this timeframe might vary depending on your jurisdiction. In complex cases, this period may be extended, and we will inform you if necessary, providing reasons for the delay.

If you are unsatisfied with how we handle your personal data, you may contact your national data protection authority. However, we encourage you to [CONTACT US](#) first so we can try to resolve any issues.

Privacy Rights for US Residents

This section supplements the Privacy Notice and applies to all U.S. residents where required by applicable state laws. Unless stated otherwise, the general provisions in the Privacy Notice also apply.

Under the California Consumer Privacy Act (CCPA), California Privacy Rights Act (CPRA), and equivalent state privacy laws, you have the following rights regarding your personal data. We will confirm receipt of your request within 10 business days and respond within 45 days (up to 90 days in some cases).

| Right | Description |
|---|--|
| Right to access | You can request an explanation of how your personal data is processed. |
| Right to correct | You can request changes in your personal data if it is inaccurate or incomplete. |
| Right to delete | You can request that we delete your personal data from our systems. |
| Right to portability | You can request a copy of your personal data in a structured, commonly used format for transferring to another data controller. |
| Right to opt out of sales | You have the right to opt out of the sale of your personal data to third parties. However, we do not sell your personal data to anyone. |
| Right to opt out of certain purposes | You have the right to opt out of processing for profiling or targeted advertising purposes. |
| Right to opt out of the sensitive data processing | You have the right to opt out of the processing of sensitive data, such as medical information. |
| Right against automated decision-making | You have the right not to be subject to decisions made solely through automated processing if they have significant effects on you without human input. As mentioned earlier, we do not currently use such processing, but we will inform you if this changes. |

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| Private right of action | You have the right to seek civil damages for violations of applicable legal provisions. |
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Note: Exercising these rights will not result in any denial of goods or services or provision of a different quality of them.

No Sale of Personal Data

We do not sell your personal data, as defined by any state privacy law, including exchanges for non-monetary benefits.

No Cross-Context Behavioral Advertising Sharing

We do not share personal data with third parties for behavioral advertising purposes, irrespective of any compensation. We may share personal data with our service providers in accordance with our SHARING & DISCLOSURE practices, which do not constitute a sale or sharing for commercial purposes under California law and equivalent state laws. Additionally, since we do not sell or share personal data, Global Privacy Control signals are not processed as opt-out requests.

Do Not Track

We respect Do Not Track browser settings. You can also customize your tracking preferences through our Cookie Preferences. For more details on managing tracking, please refer to our [Cookie Notice](#).

INFORMATION SECURITY

We have implemented security measures to prevent accidental loss, unauthorized use, or access to personal data. Access to your personal data is limited to individuals who have a legitimate business need to know. Those who process your data do so in an authorized manner and are bound by confidentiality obligations. If we suspect a data security breach, we have procedures in place to address it. We will notify you and any relevant authorities if a breach occurs, where legally required. More information about our data protection practices can be found in the [Information Security section](#) of this website.

DATA RETENTION

We retain your personal data only as long as necessary to fulfill the purposes for which it was collected, based on the following criteria:

- The time needed to fulfill business or commercial purposes
- The duration required to comply with legal and regulatory retention obligations
- The time necessary to maintain contractual and customer relationships
- The time needed to resolve disputes, establish legal defenses, and conduct audits

After this period, we will either delete or anonymize your data, unless we are required to retain it for legal obligations or other justified reasons. Personal data may also be kept in backups and historical archives, managed securely in line with our policies and standards. If any activities require your consent, you have the right to withdraw that consent at any time by contacting us directly. This withdrawal will not affect the legality of processing that occurred before your request.

CHILDREN'S PRIVACY PROTECTION

We do not knowingly collect, retain, or share data about individuals below the legal age of adulthood as defined by applicable laws. If we discover that we have unintentionally collected personal data from a minor, we will take steps to remove this data from our systems.

EXTERNAL LINKS

Our website may contain links to external websites.

Note: The Privacy Notice applies only to our website or any related websites where the Privacy Notice is clearly displayed.

We advise you to review the privacy statements of any other websites you visit through our links. SoftServe is not responsible for the privacy practices or content of external websites.

CHANGES TO THE PRIVACY NOTICE

We may occasionally update the Privacy Notice. The date at the top indicates the last revision. Any changes will take effect once we post the revised notice on this page.

CONTACT US

Questions or concerns?

If you have any questions, concerns, or feedback regarding data protection policies, please reach out to us using the [Contact Us form](#) or email us at privacy@softserveinc.com. You can also share your comments by using one of the mailing addresses below:

Name: SoftServe Digital LLC (ТОВ «Софтсерв Діджитал»)

Legal address: 81220, Lviv region, Bibrka, 17 Franka I. Street, apartment 4

Postal address: 79053, Lviv, 52 V. Velykoho Street.

SoftServe EU representative: SoftServe Poland Sp. z.o.o., 11-13 Jaworska Street, 53-612 Wroclaw, Poland