

Privacy Policy

This Privacy Policy governs the relationship between HarmonyHR and the User regarding the use of Confidential Information and Personal Data, its receipt, protection, processing, transfer and deletion, and is an integral part of the HarmonyHR platform Terms and Services (Agreement).

What this Policy is about

This Privacy Policy aims to give you information on how HarmonyHR collects and processes your personal data through your use of our websites (<https://harmonyhr.org/>), and any other web-apps (together referred to as our HarmonyHR platform in this Policy).

Privacy guidelines

To safeguard your privacy, HarmonyHR adheres to the following guidelines, which align with the General Data Protection Regulation 2016/679 (referred to as "GDPR"):

We do not collect any more personal data than is necessary to provide the Services

We only use your personal data for the purposes specified in this privacy policy

We do not keep your personal data if it is no longer needed

Except as explicitly stated in this privacy policy, we do not share your personal data with third parties.

We are very pleased that you trusted us and provided us with your personal data. We would like to assure you that we will take all reasonable measures to protect your personal data. Below you will find information on the processing of your personal data by us (hereinafter collectively referred to as the "Privacy Policy") in a situation when:

1. you visit our website: <https://harmonyhr.org/>,
2. you or we create a company account on our website,
3. you sign up to the newsletter,
4. you sign up for our webinars
5. you or the entity that you represent, initiate and complete commercial transactions for the purchase of products and/or services with us,
6. you or the entity that you represent are using the platforms available on the website on the basis of an agreement concluded with us,
7. you conclude a lead magnet agreement with us,
8. you contact us, including by contact forms available at: <https://harmonyhr.org/>, personally, by traditional mail or using e-mail.

1. Data controller

1.1. The data controller of your personal data processed in accordance with this Privacy Policy is HarmonyHR LTD, incorporated and operating under the laws of Kyrgyz Republic, Register № 309328-3301-OOO, having its registered office at Imeni Baltagulova st., 27, Bishkek, Kyrgyz Republic (hereinafter: "HarmonyHR").

1.2. In matters regarding your personal data, you can contact us:

a) by mail or personally – Imeni Baltagulova st., 27, Bishkek, Kyrgyz Republic

b) by e-mail to our DPO: info@harmonyhr.org

1.3. Controller or Processor

HarmonyHR may assume the roles of both a Controller and a Processor of personal data under the GDPR. For instance, when a Customer directly contracts with us for the processing of their data, HarmonyHR acts as the Controller of that personal data.

However, in most cases, given our business model, HarmonyHR does not have a direct relationship with the data subjects. Instead, we primarily process the personal data of End Users on behalf of our Customers and in accordance with their instructions. Therefore, if you are an employee using our platform, we function solely as a data processor concerning the handling of your data. Our Customers determine the purposes for utilizing our Platform and the methods of collecting data from its various features.

For users who visit our website, HarmonyHR will act as the data processor for the data collected here, including cookies and any information relevant to enhancing the user experience and enjoying our content.

2. Purpose and legal basis of processing of personal data

2.1. We will process your personal data that we obtain in situations covered by this Privacy Policy for the following purposes:

1. to respond to inquiries sent to us via contact forms, or to messages sent to our contact details – based on our legitimate interest as a personal data controller (article 6 (1) point (f) GDPR),
2. to analyse the use of the website, as well as to improve its functioning and security – based on our legitimate interest as a personal data controller (article 6 (1) point (f) GDPR),
3. to pursue and defend against claims, before courts and administrative authorities and outside them – based on our legitimate interest as a personal data controller (article 6 (1) point (f) GDPR),
4. for direct marketing of products or services – based on our legitimate interest if we have an existing business relationship with you (article 6 (1) point (f) GDPR), and if we are just going to establish such a relationship based on your consent (from the time the consent is given for no longer than until its withdrawal – on article 6 (1) point (a) GDPR),
5. to conduct recruitment process, in case you send us your CV in response to one of the job advertisements posted on our website – - based on necessity for the performance of the agreement (article 6 (1) point (b) GDPR), based on your consent with regard to the data you decide to provide us with outside the scope necessary for conclusion of an employment contract and based on our legitimate interest as a personal data controller with regard to other data collected during the recruitment

process (article 6 (1) point (f) GDPR), based on the provisions of applicable labour law (when you provide data within the scope defined therein and apply for a role based on contract of employment) – article 6 (1) point (c) GDPR, based on your consent with regard to the data you decide to provide us with outside the scope defined in the applicable labour law (article 6 (1) point (a) GDPR) and based on our legitimate interest as a personal data controller with regard to other data collected during the recruitment process (article 6 (1) point (f) GDPR),

6. to sign up for and dispatch the newsletter - based on your consent (from the time the consent is given for no longer than until its withdrawal – on article 6 (1) point (a) GDPR),
7. to conclude lead magnet agreements, based on necessity for the performance of the agreement (article 6 (1) point (b) GDPR),
8. to create user accounts within the website - based on necessity for the performance of the agreement (article 6 (1) point (b) GDPR)
9. to conclude commercial transactions for the purchase of products and/or services - based on necessity for the performance of the agreement (article 6 (1) point (b) GDPR)
10. to make recordings of online events and publish these recordings online – if you are just an element of a larger whole, such as a gathering, landscape, or public event, based on our legitimate interest as a personal data controller (article 6 (1) point (f) GDPR), and in other cases on the basis of your consent (article 6 (1) point (a) GDPR),
11. for data archiving and backing up – in connection with the obligation imposed on us as a data controller to properly secure data and based on our legitimate interest as a personal data controller (article 6 (1) point (f) GDPR).

3. Data for Contact and Marketing

3.1. In the event that you decide to contact us using the contact form available on our website, or using our email addresses, phone numbers, or traditionally by mail, or in person, as well as in situations where we have the right to contact you (e.g. for marketing purposes when you give your consent, or we have established a business relationship with you), we will process personal data that you provide to us or are necessary to respond to your inquiry (including identification and contact details, as well as the IP address when using the contact form on our website), or which we have in connection with the relationship that connects us, or we have collected from publicly available sources. We process these data:

a) due to the fact that they are necessary for purposes resulting from legitimate interests pursued by us, that is in particular:

1. in order to reply to a message sent to us and further contact with you,
2. for direct marketing of own and third party products and services,
3. for archiving and backing up data in connection with the obligation imposed on us as a data controller to properly protect data),

b) based on your consent – if this data is used for marketing purposes and we do not have an existing business relationship, or when it is collected to provide it to third parties.

4. Website usage data

4.1. If you use the website <https://harmonyhr.org/>, we save data such as: IP address, type and version of the device and browser you use, region, website settings, choices made in the area of cookies, and how you use the website. In most cases, we will not be able to identify you as a user and this data will be anonymous to us. However, in a situation where we are able to connect them with you, which may occur when we have additional data from another source (e.g. we will save such data when you contact us using the contact form on our website <https://harmonyhr.org/>), they become your personal data for us. We process this data:

a) due to the fact that they are necessary for purposes resulting from legitimate interests pursued by us, that is in particular:

1. adjusting the way the website is displayed and personalizing it,
2. saving data from forms to preserve the session and facilitate the use of the website,
3. analysing the use of the website to improve its functioning and protect against abuse,
4. organization of online events if you decide to participate in online events organized by us,

b) based on your consent – if this data is used for marketing purposes and we do not have an existing business relationship, or when it is collected to provide it to third parties.

4.2. We are also using services of third parties. In particular we use analytics providers, marketing service providers, Communication Service Providers.

5. Recruitment Data

5.1. We process only personal data that will be provided to us by you or will be made available to us or collected by us in order to conduct the recruitment process and:

a) are necessary to conclude an employment agreement, i.e. data regarding: name, surname, e-mail address, date of birth, education, professional qualifications, and previous employment or

b) for which you have given us your consent (through your statement or explicit confirmation action, such as providing us with your CV or cover letter containing such data), i.e. data contained in the recruitment documents and references received from you, messages, conversations with you or

c) are necessary for the conclusion and subsequent performance of the contract with you, i.e. in particular the data to be entered in the contract concluded in case of successful recruitment process or

d) are necessary for the purposes of legitimate interests pursued by us, such as:

1. choosing the right candidate who guarantees proper performance of the duties entrusted, i.e. data collected by us in the course of recruitment activities, e.g. in notes made during conversations with you,
2. bringing and defending against claims, before courts and administrative authorities and other entities (in respect of all collected data),
3. archiving and backing up your data, in connection with the obligation imposed on us as a data controller to properly secure data (in respect of all collected data).

6. Webinar Participation Data

6.1. In the event that you registered for a demo, or other online event organized by us, we will process the following personal data: first name, last name, business email, phone number, company name, job title, the amount of employees in the company you work in, information what HRM system does the company you work in use now, information about what topics you hope to be covered, your account name on the platform we use for the transmission of events, the data you voluntarily provide during the event such as other data, your image and voice (e.g. if you participate in a discussion with the tutor or other participants, and you decide to provide your image/voice).

6.2. Your personal data will be processed:

1. to respond to your inquiries concerning a possibility of participation in webinars,
2. to send you an invitation for an event,
3. to create an account at a platform we use for the organization of the event,
4. to send you a link to the event, to enable you to participate in the event including giving you an opportunity to take part in a discussion which may take place during the event,
5. to make recordings of the events and to publish these recordings online on a paid or unpaid basis.

7. Supplier and Customer Data

7.1. In the event that we establish a cooperation with our Suppliers and Customers, we will process personal data of their designated representatives and members of staff who conclude contracts on behalf of our Customers and Suppliers, are involved in the execution of such contracts and whom we contact in the course of such cooperation.

7.2. Thus, if you are a representative or a member of staff of our Supplier or Customer, we will process your personal data that was provided by your employer or principal: your first name, last name, the company you work for, your position and contact details.

7.3. We process this data:

1. for the performance and settlement of the contract concluded with your employer or principal – based on our legitimate interest in ensuring the proper performance of contractual obligations,

2. for establishing and maintaining good business relations with your employer or principal – based on our legitimate interest in maintaining business relations with our Suppliers and Customers,
3. for conducting direct marketing of our products or services – based on our legitimate interest in marketing and promotion of our products and services,
4. for archiving to the extent necessary to comply with legal obligations, in particular tax regulations, accounting regulations – based on our legitimate interest in storing evidence related to conclusion or performance of the contract with our Customer or Supplier,
5. for possible establishment and investigation of claims or defence against claims – based on our legitimate interest in protection and assertion of our rights.

7.4. Before gaining access to our Platform, your employer, one of our Customers, has already set up an End-User account on your behalf and supplied us with specific information, which includes:

1. Your full name, work email, identification number, etc.
2. Date of birth, gender, nationality, phone number or email, assigned office, leave policies, bank account details, working hours, salary, contract duration, complete address, and emergency contacts, among others.

8. User Account Data

8.1. If you create a user account within the website, we will process your personal data based on the necessity to provide an electronic service such as a user account.

8.2. We will only process personal data that you voluntarily provide to us, but failure to do so will prevent you from creating a user account.

8.3. In order to create and then use your user account, we will process your personal data, such as: first name, last name, business email, phone number, company name, job title, .

9. Data Collected by Our Platform from Users

9.1. To deliver services to our Customers, HarmonyHR's Platform gathers the following information from Users,

All personal data uploaded by your employer (one of our Customers) and any users authorized by our Customers to access the HarmonyHR Platform systems, including, but not limited to:

a) contact and address data,

b) data contained in candidates' application documents, including cvs, questionnaires, tests, interview results,

c) goals, KPIs, performance, results of periodic assessment, evaluation sheets, reviews,

- d) results of workplace satisfaction and engagement surveys
- e) data provided in applications, requests, complaints, suggestions,
- f) data on attendance, absences, leaves
- g) data on the establishment and termination of the employment relationship,
- h) payroll data and other work-related benefits
- i) any other data concerning employment or related to services provided to the Data Controller, entered into the HarmonyHR Platform
- j) data resulting from the compilation of the aforementioned data.

9.2. Limitation of liability of the Data Processor. When your employer, one of our Customers, uploads Personal Data to HarmonyHR's systems while using the Processor's Services, HarmonyHR, acting as the Data Processor, has set specific liability limitations, namely:

After providing the Customer with access to the Platform, the Customer independently and at its own discretion collects and uploads Personal Data of its employees, recruiters, third parties to the systems of the Processor; Therefore, the Processor does not collect such Personal Data, but only stores them, and therefore is not responsible for their reliability, accuracy, legality, legal way of collecting them, etc;

The Customer is solely responsible to the Data Subjects whose data the Customer independently collects and uploads to the data processor's systems, including Personal Data obtained from systems that integrate with the Platform, namely for their legality, accuracy, reliability, legal way of collecting them, etc.

10. How long we process personal data

10.1. Your personal data will be processed:

1. to contact you – from the day they were collected and as long as we are holding the conversation in the matter in which you made contact,
2. for marketing purposes – for the duration of our legitimate interest, i.e. the duration of the relationship that connects us or until consent is withdrawn, if it was given to us,
3. for the purpose of the organization of an online event – for twelve months after the event has taken place,
4. for the purposes of pursuing and defending against claims – for a period not exceeding the limitation period for claims,
5. for the purposes of performing obligations imposed by law – for a period not longer than necessary to demonstrate that these obligations were carried out by HarmonyHR,

6. for the purpose of improving the functioning and security of the website <https://harmonyhr.org/> – for the time for which these data are necessary to achieve this purpose, but no longer than until you express an effective objection to their processing,
7. for the purposes of recruitment for a specific advertisement – from the date of their collection until the end of the recruitment process and for the time necessary to inform about the result of this recruitment process (and in the case of a positive effect – until the conclusion of the contract), and in case of your consent to further processing of your data for the purposes of future recruitment processes – from the date of obtaining your consent for a period of the next 36 months or until your consent is withdrawn,
8. for archiving and backup purposes – for the period determined in accordance with the backup and archiving policy at HarmonyHR,
9. for the purpose of performance and settlement of contracts concluded with Suppliers and Customers – for the period of performance of the contract,
10. for the purpose of establishing and maintaining business relations with Suppliers and Customers – for the duration of such relationship.

11. Data recipients

11.1. We will use due diligence in the selection of entities to which we will transfer your data and in the case of such selected entities we will require that they protect your data by appropriate technical and organizational measures. Your personal data may only be disclosed:

1. to third parties providing services to us that are needed to achieve the purposes in relation to which we process your data (e.g. IT services, recruitment, electronic communication, hosting, supplying a platform for the organization of online events, inbound marketing, improvement of sales and customer service),
2. to recipients to whom the disclosure is required by applicable law or order of a court or other authority,
3. to other recipients, if you give us your consent to disclose data to them or if the transfer of data to them is necessary to protect your vital interests or vital interests of other individuals or for the common good.

12. Transfer of data to third countries

12.1. Your personal data may be transferred to entities outside the European Economic Area (EEA), including the UK, where we operate. Whenever your personal data is transferred outside the European Economic Area (EEA) or to countries that do not provide the same or an adequate level of protection for personal data, we will ensure that this is done on the basis of a valid legal basis and using the safeguards required by law.

13. Links to third party-websites

13.1. The website also includes links to third-party websites. When you visit these pages different rules apply than those described here in the field of personal data processing, as well as someone else is the data controller of data processed there. We recommend that

you read the rules applicable to the processing of personal data published by the administrators of these websites.

14. Social media plug-ins

14.1. On Our website (<https://harmonyhr.org/>) we have included social media plugins (Meta Platforms: Facebook and Instagram, X, YouTube and LinkedIn). Thanks to this integration, social media providers may receive information that your browser has displayed to our website, even if you do not have a profile with this social media provider or if you are not logged in at the same time. Activating the buttons establishes a direct connection to the server of the respective social network which may gather data from your device.

14.2. Please note that we do not have influence on the scope of data gathered by the social networks through their plug-ins. More details of the purpose and scope of the data gathered and how the respective social networks process and use this data as well as details of your rights and the relevant setting options to protect your privacy can be found on the following websites:

a) Meta Platforms Ireland Limited Meta

i. Facebook: in the Privacy Policy

ii. Instagram: in the Privacy Policy

iii. We point out that together with Meta Platforms Ireland Limited Meta, with its registered office at Merrion Road, Dublin 4, D04 X2K5, Ireland (hereinafter “Meta”) HarmonyHR acts as a joint-controller in the field of data processing for the purposes of statistics. Information on the principles of joint-controllership of data by HarmonyHR and Meta can be found on this website <https://www.facebook.com>. Information on how Meta processes personal data for the purposes of statistics is available here <https://www.facebook.com>.

b) X (ex: Twitter) Twitter International Unlimited Company, One Cumberland Place, Fenian Street Dublin 2, D02 AX07 IRELAND: <https://twitter.com>.

c) LinkedIn Ireland Unlimited Company: <https://www.linkedin.com>.

d) YouTube (Google Ireland Limited for EU residents, Google LLC for UK residents): <https://policies.google.com>

15. Data subject rights

15.1. For each of the following rights, you can contact us in particular using the contact details provided in section 1 of the Privacy Policy.

1. The right to obtain information, access to data and to receive a copy of the data. You have the right at any time to request information about your personal data that we

store or to which we have access. At your request, a copy of your personal data that is subject to processing will be presented to you free of charge. For sending each subsequent copy of data we have the right to request a fee that will cover the reasonable costs of handling such a request.

2. Right to withdraw consent. Each time your data is processed based on your consent given, you have the right to withdraw this consent at any time, whereas withdrawal of consent will not affect the lawfulness of data processing that happened before you withdraw your consent.
3. The right to rectify personal data. We take reasonable steps to ensure that your personal data is correct, complete and up to date. If it is necessary to change these data, please let us know.
4. Right to data portability. You have the right to request the transfer of your personal data in a structured, commonly used machine-readable format, as well as to request the transfer of data to another data controller, when your consent is the legal basis for the processing of your personal data.
5. The right to delete data and to limit processing. In the cases indicated in the provisions of law on the protection of personal data, you have the right to request the deletion of your personal data. However, this right is not absolute – there may be occasions when we are still entitled to process your personal data. You can also request a restriction on the further processing of your data.
6. Right to object to processing. In the cases indicated in the provisions of law, you have the right to object to the further processing of your data when the legal basis for the processing of personal data is our legitimate interest.
7. The right to lodge a complaint with a supervisory authority. You have the right to lodge a complaint with the supervisory body dealing with the protection of personal data

16. Cookies Policy

16.1. The website <https://harmonyhr.org/> uses cookies (small text files that are operated by the Website and saved on your device) and other similar technologies (including website logs and tools from Google Inc.: Google Analytics). The entity using these tools is the website administrator, i.e. HarmonyHR LTD, incorporated and operating under the laws of England and Wales, company number 12537808, with its registered office at 10 John Street, London, WC1N 2EB, United Kingdom.

16.2. Our website uses the tools indicated above for various purposes, including:

1. to adapt the way the page is displayed to the devices, software and users' preferences as well as the settings selected by them,
2. to monitor how users use the website and to improve its functioning,
3. to personalize the content offered (e.g. for marketing purposes),
4. to target better tailored content displayed to users via other websites.

16.3. We use the following types of cookies:

1. analytical cookies that investigate user behaviour on our website;

2. functional cookies enabling to remember the settings selected by the user and personalization, i.a. in terms of the selected language or the cookies options you select;
3. third-party cookies – the devices used may also store cookies from other entities, marketing cookies used to tailor the displayed ads to your preferences. Our partner – Google uses cookies for advertising and remarketing purposes, e.g. to show users specific content, including ads tailored to their preferences. Our partner – HubSpot uses cookies for inbound marketing and to help us improve sales and customer service.

16.4. Cookies and other tools we use are not used to process or store personal data and are not intended to directly identify you. They also do not change the user's browser settings or change the configuration of the user's device. Exceptional situations, when data collected using cookies may be considered as your personal data, as well as your related rights, are described in detail in the relevant part of the Privacy Policy.

16.5. Ways to disable cookies

a) When accessing our website for the first time (or after you have deleted the cookies previously saved on your device) you have the option of giving your consent to the use of cookies for marketing purposes and cookies from third parties. However, even if you have already agreed, you can still use the options described below. Any user can disable cookies in their web browser. In order to facilitate the way of managing cookies, below are links to some pages dedicated to specific browsers.

Google Chrome –

<https://support.google.com/chrome/answer/95647?Every=GENIE.Platform%3DDesktop&hl=en>

Opera – <https://help.opera.com/en/latest/web-preferences/#cookies>

Firefox –

<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

Apple Safari – <https://support.apple.com>

Windows Internet Explorer –

<https://support.microsoft.com/fil-ph/help/17442/windows-internet-explorer-delete-manage-cookies>

b) Users can also set their browsers in a way so that they have to accept cookies each time. Then, the browser will ask the user for permission to grant access each time before granting access to the cookie. This gives the user control over what is stored on his device, however, it has the disadvantage that it slows down the ability to navigate our website and other websites.

c) Any user can opt out of receiving ads targeted to him in the following ways:

i. by using the NAI tool (<http://www.networkadvertising.org/choices>), which will allow you to opt out of watching targeted advertising from us and from other approved NAI member companies,

ii. via the Digital Advertising Alliance – DDA website. We follow the Self-Regulatory Principles for Online Behavioural Advertising developed by this organization,

iii. via the website of the European Interactive Advertising Digital Alliance www.youronlinechoices.com. We follow the guidelines for online advertising developed by this organization.

d) When using the opt-out option using the tools described above, please remember that:

i. we may still collect certain data about your online activity for purposes other than marketing,

ii. opt-out options of other advertising companies may function differently than our opt-out options,

iii. each time you can opt out of tracking your activity for advertising purposes by using the “Do Not Track” option. In such cases we respond to “DNT” signals sent from the user’s browser. If the ‘DNT’ signal is received on the page of one of our advertisers during a user’s visit, we will not combine the collected data with the user’s browser ID during this visit, so new data collected about the user cannot be used by us for the purpose of targeted advertising, but previously collected user data can still be used,

iv. at any time it is possible to modify the browser settings in terms of cookies. Restricting the use of cookie files may lead to restrictions on some of the functions available on our website.

e) You have the option of disabling the transfer of your data for analytical and statistical purposes using Google Analytics. To do this, you can install the browser extension in accordance with the instructions at this address: <https://support.google.com/analytics/answer/181881?hl=en>.

17. Not intended for children

17.1. The HarmonyHR platform is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this Privacy Policy together with any other privacy information or notices we provide, so that you may understand how we use and keep your data secure.

18. Changes to this Privacy Policy

18.1. We reserve the right to change this privacy policy to accommodate product and service development, industry standards, or new regulations. If such changes are material in nature we will do our best to inform you.

Last updated on: 12th October 2024