



## Workday Privacy Statement

At Workday, we believe privacy is a fundamental right, regardless of where you live. When you connect with Workday, we understand you are trusting us to handle your personal information appropriately. That is why we are committed to transparency about how we collect, use, and share that information.

### About Workday Privacy.

#### What our Privacy Statement is about.

Before we share more about our privacy program and practices, let's make sure we are on the same page about the Workday business model and why it's important to your privacy rights.

#### **About Workday.**

Workday is a leading provider of enterprise cloud applications for finance and human resources. This means Workday customers—companies, schools, and governments—use our software applications to manage their workforces and/or finances.

While Workday has a range of software applications, our flagship products are our human capital management (HCM) and financial management applications. Our HCM applications allow customers to recruit, hire, train, manage, and promote their workforce. Our financial management applications allow our customers to manage their finance processes, from record to report, procure to pay, and contract to cash.

To learn more about Workday products, visit our [Product](#) page.

#### **The Workday business model.**

We operate a Software-as-a-Service (SaaS) business model typically for enterprise customers, meaning we do not sell user data or monetize it by selling advertising. Instead, we sell subscriptions to our services. Our customers control their data and how it is used.

#### **What does this Privacy Statement cover?**

Some data protection laws in various jurisdictions distinguish between “controllers” and “processors” of personal information. While other jurisdictions may use different terminology, the concept typically remains the same. A controller decides why and how to process personal information. A processor only processes information on behalf of a controller based on the controller's instruction; the processor does not make decisions about personal information. Workday may be either a controller or a processor, depending on the scenario.

This Privacy Statement applies when Workday is the data controller of your personal information (unless a different Workday privacy statement is displayed when we collect your personal information), and explains how Workday collects, uses, and shares your personal information for its own purposes. For example, this Privacy Statement covers when you:

- Visit a Workday website that links to this Privacy Statement
- Interact with Workday as a representative of a company that has an account with Workday (e.g., you are our customer or our supplier)
- Create or use an account offered directly by Workday (as opposed to our customers)
- Register for or attend a Workday marketing, learning, or training event or webinar
- Provide us with feedback about our products or services
- Receive a sales or marketing communication from us, including emails or telephone calls

This Privacy Statement does not cover how we process personal information on behalf of our enterprise customers as a processor. If you are an employee, a student, or a job applicant of an organization that uses a Workday product or service and you have questions or concerns about the personal information your organization holds in Workday about you (when Workday is a processor), please direct your request to that organization. Workday cannot respond directly to your request.

If you are a Workday employee or job applicant or you visit a Workday facility, information about how we use and protect your information is communicated to you in a separate statement.

## Privacy Statement.

### How we collect and use your personal information.

Workday collects and uses personal information for various reasons. When we do so, we collect only the information we need, will explain to you how it will be used, and will use it in accordance with applicable laws.

Some jurisdictions, including the European Economic Area (“EEA”), the United Kingdom (“UK”), and Switzerland, require a legal basis—a reason why Workday is legally allowed to collect and use your personal information.

Below, we describe (1) in what instances we collect your information, (2) the types of information we collect in those instances, (3) our purposes for collection, and (4) the legal bases for collection.

#### Information provided by you.

Certain parts of our website may ask you to provide personal information voluntarily: for example, we may ask you to provide your contact details to create an account with us, to subscribe to marketing communications from us, and/or to submit inquiries to us. In some cases, we combine the information you provide.

- **When you request information from us.** When you fill out a contact form or otherwise contact us to express interest in obtaining information about Workday or our services, we may ask you to provide us with your contact information such as name, business email, telephone number, company name, job level, functional role, and address.

**Purpose and Legal Basis Under Data Protection Law.** We process your personal information in reliance on our legitimate interests or your consent (where you have opted in to email marketing) to:

- Fulfill your request and communicate with you
- Provide you with information about our products, in accordance with your marketing preferences (including telemarketing calls and marketing emails)



- **If you are our customer.** If you are a representative of a company that has an account with Workday, we collect your business contact information including your name, business email, telephone number, and company name. If you contact Workday for support related to your organization's use of our products, services, or events, we will also collect information about the reason for your inquiry and any other information you choose to provide to us.

**Purpose and Legal Basis Under Data Protection Law.** We process your personal information in reliance on our legitimate interests or your consent (where you have opted in to email marketing) to:

- Communicate with you and fulfill your request for Workday support
  - Manage your organization's account, including invoicing and other account-related issues
  - Provide you with information about our products, in accordance with your marketing preferences (including telemarketing calls and marketing emails)
- **If you are our supplier.** If you are a representative of a company that provides Workday with products or services, we collect your business contact information including your name, business email, telephone number, and company name.

**Purpose and Legal Basis Under Data Protection Law.** We process your personal information in reliance on our legitimate interests to:

- Manage your organization's account, including invoicing and other account-related issues
  - Communicate with you and respond to your inquiries
- **If you are an end user of a Workday-owned account.** Typically, when you use a Workday product through your employer or another Workday customer, your account is controlled and owned by that organization. In some circumstances, you may register for an account directly with Workday rather than through your organization—for example, if you register for an account to access Workday Community, or as a user of Workday Strategic Sourcing. In those cases, we collect the account registration information you give us (for example, your name and email) and your profile information (for example, your company name). In some cases, you may have the option to personalize your account with additional information such as a photo, a social media profile, or other personal information. For services that require it, we also will collect authentication information, such as mobile number, email address, or other unique verification identifiers. If you sign up for a Workday training or learning course covered by this Privacy Statement, we will collect the account registration information, as well as enrollment and attendance information (including when your registration is paid for by a Workday customer or partner). If applicable, we may also collect payment information directly from you.

**Purpose and Legal Basis Under Data Protection Law.** We process your personal information to perform or enter contracts or terms of service with you, or if we do not have a contract directly with you, in reliance on our legitimate interests to:

- Manage your user account in accordance with the applicable terms of service
- Ensure that you can log in to use our services and access information you need securely and efficiently
- Deliver requested resources or services to you



- **If you register for events and webinars.** When you register for an event or webinar, we may ask you to provide us with your contact information such as your name, business email, telephone number, and company name; your health and safety information such as your emergency contact and your dietary preferences; and your billing information such as your billing name, billing address, and credit card number. If you use a Workday event-related mobile application, we may also collect additional information from your device, such as your photos, contacts, or geolocation data, in accordance with your device's privacy settings.

**Purpose and Legal Basis Under Data Protection Law.** We process your personal information with your consent (where you have opted in to email marketing) to perform or enter contracts or terms of service with you, or if we do not have a contract directly with you, in reliance on our legitimate interests to:

- Manage, plan, and host the event, including to send related communications
  - Improve our future events and our mobile application
  - Improve or enhance your (or your organization's) experience interacting with Workday
  - Provide you with information about our products, in accordance with your marketing preferences (including telemarketing calls and marketing emails)
- **If you provide us with feedback.** When you participate in or register for a Workday-led study or survey, or provide Workday with feedback about our services, we may ask for certain biographical or demographic information, including your name, email address, location, company, job, gender, and other information relevant to the study. For certain studies, we may also take photos, videos, or audio recordings (with your permission and in accordance with applicable laws). We also sometimes collect information directly from you about your satisfaction with Workday products and services.

**Purpose and Legal Basis Under Data Protection Law.** We process your personal information with your consent or in reliance on our legitimate interests to:

- Fulfill the purpose set out in the study or survey
- Improve your (or your organization's) experience interacting with Workday

#### **Information collected automatically.**

We also collect certain information related to your use of our websites. In some countries, including those in the EEA, the UK, and Switzerland, this information may be considered personal data under applicable data protection laws. We may combine this information with personal information provided by you. In particular, we collect the following personal information from you automatically:

- **When you access our websites or content.** When you visit our websites, we collect information about your device and your usage. The information collected may include your IP address, device type, unique device identification numbers, browser type, broad geographic location (for example, country or city-level location), performance, and other usage and technical information. We also collect information about how you interact with our websites (for example, referring web page, pages visited, features used) or content (for example, when you open a marketing email or click on an embedded link). Some of this information may be collected using cookies and similar tracking technology, as further explained in our [Cookie Notice](#).

**Purpose and Legal Basis Under Data Protection Law.** We process your personal information in reliance on our legitimate interests to:

- Better understand the visitors who come to our websites, where they come from, and what content on our website is of interest to them. We use this information for our internal analytics purposes and to improve the quality and relevance of our websites to our visitors.
  - Provide, operate, and maintain our websites, including providing access to content you have requested.
  - Protect the security and prevent misuse of our websites and services by tracking use of our websites and services, verifying accounts and activity, investigating suspicious activity, and enforcing our terms and policies.
- **When you use the Workday mobile application.** When you use our mobile app, we collect certain information from your device such as your device make, model, and memory. Our application will assign a unique identifier to your device to help us improve the performance of our applications. Workday does not use this information for targeted advertising.

**Purpose and Legal Basis Under Data Protection Law.** We process your personal information in reliance on our legitimate interests to:

- Detect crashes, undertake troubleshooting, and understand and improve end-user experience with our mobile applications
  - Remotely enable or disable features within the mobile application
- **If you are an end user of a Workday product through a Workday customer.** When you use our products and services through your employer or another Workday customer (for example, when using a Workday enterprise cloud application), we log certain systems usage information automatically. This information may include system-generated identifiers such as IP address, operating system type and version, whether service tasks and notifications complete, date and time stamps, and details about which of our products you are using. We do not identify you from this systems usage information unless your organization first provides us with instructions to do so, and provides us with certain information about your end-user account. This may happen in the context of a customer support request (e.g., when you or your organization ask us to help you resolve an issue you are having with our products and services).

**Purpose and Legal Basis Under Data Protection Law.** To the extent our systems usage information is treated as “personal information” under applicable data protection laws, we process this personal information in reliance on our legitimate interests to:

- Provide and maintain the functionality of services and products you and/or your organization request
- Assess and analyze your (and your organization’s) experience interacting with Workday’s services
- Undertake research and development in light of this assessment in order to improve performance of the services
- Protect the security and prevent misuse of our services by investigating suspicious activity and enforcing our terms and policies

### Information obtained from other sources.

We also collect information about you from other sources including third parties, individuals at your organization, or publicly available sources. We may combine this information with personal information provided by you. Specifically, we collect personal information from the following other sources:

- **From third-party providers of business contact information.** Workday may collect business contact information about you from other sources including the co-sponsors of events attended by Workday, third parties from whom we have purchased business contact information, and from publicly accessible websites, such as your company's website, professional network services, or press releases. Business contact information may include: first name, last name, business email, telephone number, company name, job level, functional role, business street address, and online identifier, as well as previous employers and roles.

**Purpose and Legal Basis Under Data Protection Law.** We process your personal information in reliance on our legitimate interests or with your consent (where you have opted in to email marketing) to:

- Provide you with information about our products, in accordance with your marketing preferences (including telemarketing calls and marketing emails)
  - Understand our market and identify potential customer opportunities
- **From your organization.** We also may receive information about you from your organization for the purposes of obtaining or providing services. For example, another individual at your organization may provide us with your business contact information so that we can give you access to training materials purchased by your organization, or to grant you certain administrative privileges. If your organization is a Workday supplier, your organization may also provide us with your name and email address so that we can contact you about the services your organization supplies to us.

**Purpose and Legal Basis Under Data Protection Law.** We process your personal information in reliance on our legitimate interests to:

- Communicate with you about the goods and services provided
- Manage your (or your company's) account and provide the requested services to you or your company

### Sharing your personal information.

Workday may share your personal information with third parties, including with:

- **Affiliates and service providers.** Workday may share personal information with other Workday affiliates and third-party service providers or vendors contracted to provide services on our behalf (such as email fulfillment providers and payment service providers). These third-party service providers may use data we provide to them only as instructed by Workday.
- **Workday partners.** When you participate in webinars, events, and other activities where Workday collaborates with third parties, we may share your contact information and interests in these offerings or services with these approved third parties to communicate with you about Workday.
- **Your organization.** Where your organization is a customer or potential customer of Workday, we may share your personal information with relevant people within your organization. For example, we may share a list of individuals attending a Workday event, or share inquiries from end users that should be addressed directly by the organization rather than Workday.

- **Additional disclosures:** Workday may disclose data if we have a good-faith belief that such action is necessary to (a) conform to legal requirements or comply with legal processes; (b) protect and defend our rights or property; (c) enforce our website Terms and Conditions; and/or (d) act to protect the interests of our customers, users, or others. If Workday goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, your personal information may be among the assets transferred, provided that we inform the actual or potential buyer (or its agents and advisors) that it must use your personal information only for the purposes disclosed in this Privacy Statement.

## Protecting your personal information.

We use technical and organizational measures that provide a level of security appropriate to the nature of the personal information and the risks that are presented by processing your personal information. However, the security of information transmitted through the internet can never be guaranteed. You are responsible for maintaining the security of your password or other forms of authentication involved in accessing password-protected or secured resources.

## Transferring your personal information internationally.

Workday operates as a global business and complies with applicable legal requirements when we need to transfer, store, or process your personal information in a country outside your jurisdiction.

We take appropriate safeguards to protect your privacy, your fundamental rights and freedoms, and the ability to exercise your rights. For example, if we transfer personal information from the EEA, the UK, or Switzerland to another country such as the United States, we will implement an appropriate data transfer solution such as entering into “standard contractual clauses” approved by the European Commission or competent governmental authority (as applicable) with the data importer.

## Retaining your personal information.

We retain your personal information for as long as we have an ongoing legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax, or accounting requirements).

The criteria used to determine appropriate retention periods for personal information include:

- The length of time we have an ongoing business relationship with you
- The amount, nature, and sensitivity of the personal information we process
- Whether we have a legal obligation to retain personal information or whether retaining personal information is necessary to resolve disputes, including the establishment, exercise, or defense of legal claims

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

## Certifications.

### Privacy Shield.

Workday adheres to the principles of the EU-U.S. and Swiss-U.S. Privacy Shield Frameworks, although Workday no longer relies on the EU-U.S. or Swiss-U.S. Privacy Shield Frameworks as a legal basis for transfers of personal information in light of the judgment of the Court of Justice of the European Union in Case C-311/18. To learn more, visit our Privacy Shield Notice [here](#).

### APEC Cross-Border Privacy Rules System.

Workday's privacy practices, described in this Privacy Statement, comply with the APEC Cross-Border Privacy Rules (CBPR) System. The APEC CBPR System provides a framework for organizations to ensure protection of personal information transferred among participating APEC economies. More information about the APEC framework can be found [here](#).

## Your privacy rights.

Depending on where you are located and how you interact with Workday, you may have certain legal rights over the personal information we hold about you, subject to local privacy laws.

These may include the right to:

- Obtain **access** to your personal information that is being processed by us.
- **Correct** inaccurate personal information.
- Request the **deletion** of your personal information.
- **Opt out of the sale of personal information.** Although this is a right in certain jurisdictions, **Workday does not sell your personal information.**
- **Object to the processing** of your personal information carried out on the basis of our legitimate interests and ask us to restrict the processing of your personal information.
- Request the **portability** of your personal information in a structured, commonly used, and machine-readable format.
- **Withdraw your consent** at any time, if we have collected and processed your personal information with your consent. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.
- **Opt out** of marketing communications sent by Workday.
- **Lodge a complaint with a data protection supervisory authority.** As a rule, you can contact the supervisory authority of your usual place of residence or the registered office of the controller.

Workday will not discriminate against you for exercising your rights. Workday does not make decisions based solely on automated processing that produces legal or similarly significant effects as part of the processing activities covered by this Privacy Statement.

If your personal information has been submitted to us by or on behalf of a Workday customer and you wish to exercise any rights you may have under applicable data protection laws, **please inquire with the applicable customer directly.**



To exercise your rights with respect to information covered by this Privacy Statement, please contact us using the contact details at the bottom of this Privacy Statement or by submitting a request through our [Request Portal](#).

Please be aware that we will take steps to verify that you are authorized to make the request, including validating your name and the email you use when interacting with Workday.

## Contact us.

If you reside in the EEA, the UK, or Switzerland, Workday Limited in Ireland is the controller for your personal information, and Workday (UK) Limited is its representative in the UK.

For all other individuals, Workday, Inc. is the controller for your personal information.

If you have any questions about this Privacy Statement, or wish to exercise your rights, please submit your request through our [Request Portal](#). You may also contact us at one of the mailing addresses below:

Workday, Inc.	Workday Limited	Workday (UK) Limited
Attn.: Privacy	Attn.: Privacy	Attn.: Privacy
6110 Stoneridge Mall Road	Kings Building	7th Floor
Pleasanton, CA 94588	May Lane	1 Finsbury Avenue
USA	Dublin 7	London, EC2M 2PF
	Ireland	United Kingdom

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third-party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>.

## Changes to this Privacy Statement.

This Privacy Statement may be amended or revised from time to time at the discretion of Workday. Changes to this Privacy Statement will be posted on the website and links to the Privacy Statement will indicate that the statement has been changed or updated. If we propose to make any material changes, we will provide notice on this page prior to the change becoming effective. We encourage you to periodically review this Privacy Statement for the latest information on our privacy practices.



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