

Candidate Privacy Notice

Tidio Poland Sp. z o.o. · Last updated: 8 September 2026 · Replaces the Recruitment Privacy Policy of 28 May 2021

1. What this notice covers

This notice explains how Tidio Poland Sp. z o.o. ("Tidio", "we") uses your personal data when you apply for a job with us – through our careers website (<https://careers.tidio.com/>), by email, or in any other way – and when you use our careers website. Please read it before you apply.

A short summary of this notice (the Recruitment Information Clause) is shown to you when you submit an application.

2. Who is responsible for your data

The controller of your personal data is **Tidio Poland Sp. z o.o.**, al. Wojska Polskiego 81, 70-481 Szczecin, Poland (KRS 0000725583, NIP 5842770474).

- Data Protection Officer: **Hubert Jackowski**, privacy@tidio.net

3. What personal data we collect

We collect the following categories of data:

- **Identification and contact data** – name and surname, date of birth, e-mail address, telephone number, place of residence.
- **Education and career data** – education, professional qualifications, employment history, skills, and any documents you attach (CV, cover letter, portfolio or profile links).
- **Other information you choose to include** in your application, for example a photo or your interests.
- **Recruitment process data** – notes from interviews, results of recruitment tasks or tests you complete, our correspondence with you and, if you share them, your availability and salary expectations.
- **Technical data** when you use the careers website – IP address, device and browser information and cookies (see section 10).

We receive this data from you. If you apply through a job board or a recruitment agency, or a Tidio employee refers you, we receive your data from them.

What you must provide

Under Article 22¹ of the Polish Labour Code we may ask a candidate for: name and surname, date of birth, contact details of your choice, and – where needed for the role – education, professional qualifications and employment history. Providing this data is voluntary, but without it we cannot consider your application.

Everything else is optional. You do not need to include a photo or personal interests, and leaving them out will not affect your application.

Sensitive data and criminal records

Please do not include sensitive data (for example about your health, religion, political views, sexual orientation or trade-union membership) or information about criminal convictions. We do not ask for it and do not need it. If you nonetheless include sensitive data on your own initiative, we treat this as your explicit consent to process it for the recruitment (Article 9(2)(a) GDPR, Article 22¹b Labour Code); you can withdraw that consent at any time. We do not process criminal-record data.

4. Why we use your data and on what legal basis

Purpose	Data used	Legal basis
Running the recruitment for the role you applied for – reviewing your application, contacting you, arranging interviews and recruitment tasks, and making a hiring decision	Data listed in Article 22 ¹ § 1 Labour Code (see section 3)	Article 6(1)(c) GDPR – our legal obligation under the Labour Code (employment-contract roles). Article 6(1)(b) GDPR – steps at your request before entering into a contract (roles performed under a civil-law or B2B contract).
(same purpose)	Other data you include voluntarily, e.g. a photo, interests, additional information in your CV	Article 6(1)(a) GDPR – your consent, which you give by sending us this data (Article 22 ¹ a Labour Code).
Assessing your suitability for the role – interview notes, evaluation of recruitment tasks and tests	Recruitment process data	Article 6(1)(f) GDPR – our legitimate interest in selecting the most suitable candidate.
Considering you for future roles (talent pool) – keeping your application and contacting you about other suitable openings	Your application data	Article 6(1)(a) GDPR – your separate, optional consent.
Sending you information about job openings and careers at Tidio (job alerts / careers newsletter), if you sign up	E-mail address	Article 6(1)(a) GDPR – your consent. You can unsubscribe at any time using the link in each e-mail.
Establishing, exercising or defending legal claims connected with the recruitment	Recruitment records	Article 6(1)(f) GDPR – our legitimate interest in protecting our legal position.
Complying with legal obligations , e.g. responding to lawful requests from public authorities	Data relevant to the request	Article 6(1)(c) GDPR.
Operating, securing and improving the careers website	Technical data, cookies	Article 6(1)(f) GDPR – our legitimate interest in a working, secure website. Non-essential cookies are used only with your consent (see section 10).

Where we rely on legitimate interests, we have considered your interests and rights and concluded they are not overridden. You can object to this processing (see section 9).

5. AI and automated decision-making

Recruitment decisions at Tidio are made by people. We do not use AI or automated systems to select, rank, score or reject candidates, or to make any other recruitment decision about you. We do not carry out automated decision-making or profiling within the meaning of Article 22 GDPR.

Our recruitment team may use AI-assisted tools for administrative support – for example, to extract information from a CV into our recruitment system, or to organise, search or summarise application materials. These tools help our team find and read information; they do not determine whether you progress in the process. Every decision is taken by a person.

We do not use your personal data to train AI models.

6. Who we share your data with

- **Tidio staff involved in the recruitment** – recruiters, hiring managers and interviewers, on a need-to-know basis.
- **Service providers acting on our behalf** – providers of recruitment and IT systems, hosting and communication services, and legal and advisory services. They act only on our instructions, under a data-processing agreement.
- **Other companies in the Tidio group**, where they are involved in the recruitment.
- **Public authorities**, where the law requires us to disclose data.

We do not sell your personal data.

7. Transfers outside the European Economic Area

Some of our service providers and group companies may process your data outside the EEA. Where this happens, we make sure your data stays protected by relying on:

- a European Commission adequacy decision for the country concerned (this includes US organisations certified under the EU-US Data Privacy Framework), or
- Standard Contractual Clauses adopted by the European Commission, together with any additional safeguards needed.

You can ask us for more information about these safeguards or a copy of them using the contact details in section 2.

8. How long we keep your data

Situation	Retention period
Recruitment for the role you applied for	For the duration of the recruitment. After the process closes, we delete your data within 60 months, unless one of the situations below applies.
Talent pool (with your consent)	60 months from the date of your consent, or until you withdraw consent – whichever is earlier.
Job alerts / careers newsletter	Until you unsubscribe or withdraw consent.

Situation	Retention period
Legal claims	If a dispute arises or is reasonably likely, we keep the relevant records until it is resolved and for no longer than the applicable limitation period.
Careers website technical data	As described in our cookie settings; server logs are kept only as long as needed for security and troubleshooting.

9. Your rights

You have the right to:

- **access** your data and receive a copy;
- **rectify** data that is inaccurate or incomplete;
- **erase** your data, where there is no compelling reason for us to keep it;
- **restrict** processing in certain situations;
- **receive your data in a portable format** (where we process it based on your consent or a contract);
- **object** to processing based on our legitimate interests;
- **withdraw your consent** at any time – this does not affect processing carried out before withdrawal. Withdrawing consent for the current recruitment means we can no longer consider your application;
- **lodge a complaint** with the President of the Personal Data Protection Office (Prezes Urzędu Ochrony Danych Osobowych), ul. Stawki 2, 00-193 Warsaw, www.uodo.gov.pl, or with the supervisory authority in the EU country where you live or work.

To exercise your rights, contact us at support@tidio.net or hubert@tidio.net. We respond within one month; if your request is complex, we may extend this by up to two further months and will tell you why. Requests are free of charge unless they are manifestly unfounded or excessive.

10. Cookies on the careers website

Our careers website uses cookies and similar technologies. Strictly necessary cookies keep the site working. Analytics and marketing cookies – used through tools such as Google Analytics, Google Tag Manager, Amplitude, Meta (Facebook) Pixel and AdRoll – are set only if you agree to them in our cookie banner. You can change your choices at any time in the banner or your browser settings. Disabling cookies may affect how the site works.

11. Security

We use appropriate technical and organisational measures to protect your data against unauthorised access, loss or misuse, including access controls and contractual obligations on our service providers.

12. Changes to this notice

We may update this notice from time to time. The current version is always available on our careers website. If we make material changes while you are taking part in a recruitment, we will let you know by e-mail.

13. Contact

Questions about this notice or your data: **privacy@tidio.net**.