



## CHARTER FOR THE PROTECTION OF THE PERSONAL DATA OF THE ACCOR GROUP'S EMPLOYEES

We know that our employees legitimately expect the protection of their privacy and personal data.

In the course of their activities, the entities of the Accor Group (namely Accor SA and any subsidiary, affiliate or other entity controlled, directly or indirectly, by Accor SA, hereinafter the "Accor Group") are required to process personal data of employees, regardless of the entity that employs them, i.e. an Accor Group entity or a franchised or managed partner.

That is why we established and implemented the present protection of personal data Charter (hereinafter the "Charter") which describes the way employees' personal data may be used.

This Charter applies when the personal data of employees is actually processed in the IT systems of an Accor Group entity.

### TABLE OF CONTENTS

1) DEFINITIONS AND SCOPE OF APPLICATION.....	2
2) ACCEPTANCE OF THE CHARTER .....	2
3) OUR COMMITMENT .....	2
4) WHAT IS THE PERSONAL DATA COLLECTED?.....	3
5) WHAT ARE THE PARTICULAR TYPES OF COLLECTED DATA? .....	5
6) WHEN IS EMPLOYEES' PERSONAL DATA COLLECTED? .....	5
7) FOR WHAT PURPOSES IS THE DATA COLLECTED?.....	6
8) HOW IS PERSONAL DATA SHARED? .....	9
9) WHAT MEASURES ARE TAKEN TO ENSURE THE SECURITY OF DATA? .....	10
10) HOW LONG IS DATA STORED? .....	10
11) HOW TO EXERCISE ONE'S RIGHTS ON DATA? .....	10
12) UPDATE OF THE CHARTER .....	11



## 1) DEFINITIONS AND SCOPE OF APPLICATION

In the Charter, it is agreed that the terms “personal data”, “processing”, “recipient”, “subcontractor” have the meanings attributed to them in the General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data).

Thus, any information relating to an identified or identifiable natural person (the “data subject”); deemed to be an “identifiable natural person”, a natural person who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

The Charter applies to:

- Applicants for a post within an entity of the Accor Group;
- Employees who work for an entity of the Accor Group;
- Employees of managed and franchised hotels, provided that their personal data is actually processed in the systems of an entity of the Accor Group;
- Persons hired (directly or indirectly) to carry out a task for Accor, including temporary workers, interns or staff members of a service provider, in so far as their personal data is actually processed in the systems of an entity of the Accor Group.

For the purpose of the Charter, all these persons are equally referred to as “**Employees**”.

**Nota bene:** The entity with which an Employee is contractually bound may, in addition to what is written in the Charter, process Employees’ personal data for its own purposes and under conditions defined by this single entity, in accordance with local applicable regulations. Thus, each entity (Accor Group entity or partner) may also have implemented an employee data protection charter, which will then apply in addition to this charter.

## 2) ACCEPTANCE OF THE CHARTER

The Employees must carefully read the Charter in order to enable them to be kept informed about the nature of the personal data held about them by Accor and the way they are used.

When the employee is contractually and directly bound to an entity of Accor Group, the Employee expressly accepts the Charter by agreeing to apply within the entity or by accepting the provisions of his employment contract. In accordance with local regulations in force, the charter may be incorporated into the employment contract or, in some countries, may be incorporated into the company's internal regulations.

## 3) OUR COMMITMENT



In compliance with regulations in place, in particular the General Data Protection Regulation adopted in Europe, the Accor Group is committed to implementing the 10 following principles regarding the processing of Employees' personal data:

1. **Lawfulness:** we only use personal data if:
  - We obtained the data subject's **consent**, or
  - It is necessary for the **performance of a contract** to which the data subject is party, or
  - It is necessary for **compliance** with a legal obligation, or
  - It is necessary in order to protect **vital interests** of the data subject, or
  - We pursue a **legitimate objective** by using personal data and this use does not affect the freedoms and interests of the data subject.
2. **Loyalty:** we explain to you why the personal data we collect is useful to us.
3. **Established purposes and data minimization:** we only collect the personal data which is actually necessary for us. If we can achieve the same result by using less personal data, then we ensure to only use this data.
4. **Transparency:** we inform the data subjects about the way we use their data.
5. We make it easy for the data subjects to exercise their **rights:** access to data, rectification and removal of data and opposition to processing of data.
6. **Storage Period:** we only store data for limited time periods.
7. We ensure the security of personal data, namely their **integrity and confidentiality.**
8. If a **third party** must use personal data, we ensure that he is in a position to protect personal data.
9. If the personal data must be **transferred** outside the European Union, we ensure that this transfer is governed by appropriate legal arrangements.
10. If personal data is compromised (lost, stolen, corrupted, unavailable ...), we notify the competent data protection authorities and the data subjects of this violation, if the **violation** is likely to generate high risks for the rights and freedoms of the data subjects.

#### 4) WHAT IS THE PERSONAL DATA COLLECTED?

To the extent permitted by applicable law, we collect, process and store personal data regarding the Employees, as well as information relating to their families such as:

- **Identification data:** birth name, married name, first name, gender, date and place of birth, nationality, contact details (address, personal phone number, email address and name and phone number of the person to contact in case of emergency), passport number (for employees travelling internationally), driving license number (if this information is relevant for the position), photos;



- **Social data:** work permit number, social security number and, if appropriate, invalidity rate;
- **Family status:** civil status, last name, first name and date of birth of the spouse or partner, last name, first name and date of birth of children, insurance and retirement information;
- **Transport and business travel:** Any information about the means of transport used by the employee, for refund purposes of travel expenses or to organize his business travels. Ex: transit pass, costs incurred when using a vehicle, etc.;
- **Tract from criminal record:** if required as part of the position occupied by the Employee within the Accor Group;
- **Military status:** military status, when necessary;
- **Training and career:** diploma and training certificates, spoken foreign languages, resume (detailing the work experience and when appropriate, in-house training), situation in terms of mobility and career plan management, follow-up of the annual performance review;
- **Work life:** fixed-term employment contract, open-ended employment contract, part-time or full-time employment, date of employment, date of termination of the employment contract, division, service, chain of command, employee identification number, job title, information about the job, phone number and email address, job description, working hours, absence (in particular sick leave, special leave or absence, maternity leave, parental leave), paid leave (if appropriate) and extra days due to Working Time Reduction (RTT); mandate of staff representative (as a member of a representative body or of a union);
- **Economic and financial status:** tax deductions and withholding taxes, wage level, follow-up of wage and other compensation elements, stock-option plan, related payments, pension fund contributions, bank details;
- Any personal data which an entity of the Accor Group must collect to meet **employer obligations** under local laws; this is not an exhaustive list.
- Data collected in the context of the use of the information system tools of the Accor Group, in compliance with the Group IT Charter or with internal regulations adopted by each entity of the Accor Group;
- **Video monitoring and access control data:** The entities of the Accor Group implement video-monitoring systems in their premises and access control devices which allow to collect and process personal data about Employees, such as video recordings, access information or any other useful information;
- **Professional whistleblowing system:** as part of its legal obligations, the Accor Group has a professional whistleblowing system enabling the employees to report any behavior which is unethical, inappropriate or not complying with some regulations. If so, the nature of the personal data collected and the conditions of its processing are set out in the professional whistleblowing management policy.



- Any **other** additional **personal data** which an entity of the Accor Group requires to manage the working relationship or which the Employee has passed on when he applied for a position (ex: resume or letter of motivation, assessment report of external recruiting agencies as well as former managers).

#### 5) WHAT ARE THE PARTICULAR TYPES OF COLLECTED DATA?

The entities of the Accor Group may collect, use, store and process in any other way some special types of data (so-called “sensitive” personal data, namely data revealing the racial or ethnic origin, political views, religious or philosophical beliefs or union membership, genetic data, biometric data used to uniquely identify a natural person, data concerning the health, sexual life or the sexual orientation of a natural person) about the Employees, in accordance with applicable laws and regulations, in particular when:

- The employee gave his explicit consent;
- It is required for the performance of the obligations and the exercise of the rights of an entity of the Accor Group or of the Employee regarding labor rights, social security rights and social protection rights;
- It is required for the safeguarding of the vital interests of the Employee;
- The data involved was manifestly made public by the Employee;
- it is required for the establishment, exercise or defense of legal claims or whenever courts act as part of their judicial function;
- It is required for the purposes of preventive medicine or occupational medicine, the evaluation of the Employee’s work ability, medical diagnosis, health or social care, or the management of the health care or social protection systems or services.

#### 6) WHEN IS EMPLOYEES’ PERSONAL DATA COLLECTED?

Employees’ personal data may be collected by various means, in particular:

- **Recruitment:**
  - Accor Group online recruitment platform;
  - Any other recruiting means, including external recruitment agencies, job interviews, contacts with former employers.
- **Hiring and working relationships:** any information collected by means of a paper or electronic form, in particular:
  - Interviews,
  - Assessments,
  - Data modification,
  - Travel expenses receipts,
  - Information related to benefits,



- Medical information.
- **Use of the software tools made available to employees.**
- **Internal or international mobility within the Accor Group:**
  - Accor Group tools intended in particular to manage international mobility;
  - Networks of the Talent & Culture Teams of the Accor Group.
- **Security measures:**
  - Video monitoring, access control devices ;
  - Information about the date and time of the data collection through the access control devices;
  - Depending on the needs of each entity, other security devices.
- **Provision of information by third party service providers:**
  - Recruitment service providers;
  - Companies managing medical monitoring;
  - Companies managing health insurance contracts;
  - Companies managing supplementary pension plans;
  - Companies managing Accor Group incentive plans.

## **7) FOR WHAT PURPOSES IS THE DATA COLLECTED?**

The Employees' personal data IS collected, processed and stored for following purposes, in particular:

Purpose/Activity	Legal basis for processing
<p><b>Complying with applicable legislation:</b> for example, to handle the management of:</p> <ul style="list-style-type: none"> <li>- Maternity and paternity leave obligations;</li> <li>- Organization of professional elections within an Accor Group entity;</li> <li>- Obligations regarding diversity;</li> <li>- Working hours;</li> <li>- Sick leave;</li> <li>- Workplace/commuting accidents;</li> <li>- Payroll: wages and benefits due under the employee's employment contract, annual raise and any other wage adjustment, payment of annual premiums and retirement management; withholding income taxes and social contributions;</li> <li>- Professional whistleblowing systems.</li> </ul>	<p>Processing required to comply with a legal obligation.</p>
<p>Applying <b>disciplinary sanctions</b> in accordance with legislation applicable to an employee contractually linked to the Accor Group.</p>	<p>Processing required for the performance of the contract of which the Employee is party.</p>
<p>Answering the <b>requests from judicial authorities</b> and/or police forces, in particular in the course of a criminal investigation.</p>	<p>Processing required to comply with a legal obligation.</p>
<p>Enabling the entities of the Accor Group to <b>protect their rights and to support any claim</b>, defense or statement in a case or before judicial authorities and/or administrative authorities, an arbitration tribunal or a mediator, in the course of disciplinary actions/inquiries or of an audit or of an internal or external inquiry.</p>	<p>Processing required for the pursuit of the legitimate interest of the entities of the Accor Group, consisting of protecting the rights and the interests of the entities of the Accor Group.</p>
<p>Checking the <b>applicants' qualifications</b>. The applicants' personal data is collected either directly or indirectly to enable the relevant entity of the Accor Group to assess the applicant's ability to carry out the task entrusted to him (e.g. check his skills, qualifications and credentials).</p>	<p>Processing required for the implementation of pre-contractual measures taken at the request of the Employee and for the performance of the contract to which the Employee is party.</p>



<p>Managing the <b>Employees' mobility</b> within the Accor Group.</p>	<p>Processing required for the implementation of pre-contractual measures taken at the request of the Employee and for the performance of the contract to which the Employee is party.</p>
<p>Providing the <b>Employees with services and benefits</b>: meal vouchers, access to the company or inter-company restaurant, contribution to commuting costs, Bienvenue card, concierge service, expense account, etc.</p>	<p>Processing required for the performance of the contract to which the Employee is party. Processing required to comply with a legal obligation.</p>
<p>Ensuring <b>performance and talent management</b>: facilitating the performance management and the Employees' career developments, especially in the course of the annual performance reviews and the annual salaries review.</p>	<p>Processing required for the performance of the contract to which the Employee is party. Processing required for the pursuit of the legitimate interest of the Accor Group, which consists of evaluating the performance of employees. Processing required to comply with a legal obligation.</p>
<p>Assuring <b>security and carrying out controls</b>: in particular for:</p> <ul style="list-style-type: none"> <li>- Access to the premises (e.g. entry passes control, video monitoring recordings);</li> <li>- Access to and use of software tools, in accordance with the Group IT Charter or with the specific rules adopted by each entity of the Accor Group.</li> </ul>	<p>Processing required for the performance of the contract to which the Employee is party. Processing required for the pursuit of the legitimate interest of the entities of the Accor Group, which consists of assuring the security of the premises and infrastructures. Processing required to comply with a legal obligation.</p>





<p><b>Managing the activity of the entities of the Accor Group on a general basis:</b></p> <ul style="list-style-type: none"> <li>- Planning and budgets;</li> <li>- Workforce management;</li> <li>- Directories and social networks management;</li> <li>- Design of organizational charts;</li> <li>- Managing employees records;</li> <li>- Financial reporting;</li> <li>- Management of restructuring, reorganization, acquisitions and demergers;</li> <li>- Management of internal collaborative programs memberships.</li> </ul>	<p>Processing required for the performance of the contract to which the Employee is party.</p> <p>Processing required for the pursuit of the legitimate interest of the entities of the Accor Group, which consists of pursuing its object.</p> <p>Processing required to comply with a legal obligation.</p>
<p><b>Organizing Employee training.</b></p>	<p>Processing required for the performance of the contract to which the Employee is party.</p> <p>Processing required to comply with a legal obligation.</p>
<p><b>Creating the documents (legal, marketing...) required by the entities of the Accor Group to carry out their activities:</b></p> <ul style="list-style-type: none"> <li>- Business proposals as part of invitations to tenders for example;</li> <li>- Business contracts;</li> <li>- Activity reports which may, for example, include the personal data of some categories of employees.</li> </ul>	<p>Processing required for the pursuit of the legitimate interest of the entities of the Accor Group, which consists of pursuing its object.</p> <p>Processing required to comply with a legal obligation.</p>

## 8) HOW IS PERSONAL DATA SHARED?

The entities of the Accor Group may send Employees' personal data to any staff member from another entity of the Accor Group or partner who is empowered to receive them insofar as this sharing is necessary for the purposes contemplated in Article 7 above.

Personal data may also be shared with external recipients, such as:

- The service providers (who act then as subcontractors) involved in the various data processing operations as described above;
- The public local or foreign authorities in the context of formal requests, for national security purposes or where required by law;
- External advisors (auditors or lawyers for instance) to establish one's rights and defend oneself in legal claims;



- Investors (in case of merger or acquisition of another company);
- Co-contractors of entities of the Accor Group, for instance in the context of business proposals or activities.

The entities of the Accor Group only share personal data if it is necessary for the above-mentioned purposes. They call on the recipients to commit themselves to preserving the confidentiality of the Employees' personal data and to using them only within the task carried out.

With the introduction of the Charter and by appropriate measures (the European Commission's standard contractual clauses, certification mechanisms, corporate rules, exceptions provided by the applicable regulations), the Accor Group secures the transfer of the Employees' personal data to an entity or an external recipient located in a country with a different level of protection than the one proposed in the country wherein personal data are collected.

#### **9) WHAT MEASURES ARE TAKEN TO ENSURE THE SECURITY OF DATA?**

The Accor Group takes appropriate technical and organizational measures, in accordance with all applicable laws, to protect the Employees' personal data against accidental or unlawful destruction, accidental loss or alteration, or unauthorized disclosure or access. For this purpose, technical measures (e.g.: firewalls, antivirus, backups) and organizational measures (in particular a login/password system, physical protection measures) are implemented.

#### **10) HOW LONG IS DATA STORED?**

The entities of the Accor Group store the Employees' personal data for the period of time necessary to achieve the purposes contemplated in Article 7 above, as provided for in the applicable law. At the end of this storage period, the data can be archived, for a limited period of time, notably in the event that it would be necessary to consult the data relating to an Employee who left the Accor Group. At the end of the storage or possibly of the archiving period, the data is deleted or anonymized.

#### **11) HOW TO EXERCISE ONE'S RIGHTS ON DATA?**

The Employees have the right to obtain information and to access their personal data collected by the entities of the Accor Group, subject to the applicable legal provisions.

The Employees have equally the right to have their data corrected, erased or to limit the processing thereof. In addition, the Employees have a right to data portability and the right to define instructions for data processing after their death (the so called "post mortem" directives). You may also oppose the processing of your data. These rights can only be exercised in so far as they would not prevent the proper performance of the Contract binding the Employee to an entity of the Accor Group. The Employee may exercise his rights by contacting:



1. The T&C point of contact for the entity he belongs to, in particular for all data processing operations carried out by this entity;
2. The generic address T&C Corporate ([accor.dataprotection.employees@accor.com](mailto:accor.dataprotection.employees@accor.com)), in particular for all data processing operations which concern the entire Group.

For purposes of confidentiality and protection of your personal data, we will need to identify you in order to meet your request. To this end, if there is reasonable doubt regarding your identity, you may be required to join a copy of a valid identification paper such as an identity card or passport in order to support your application. In this case, only a copy of both sides and in black and white of one of these documents is needed. Any request will be dealt with as soon as possible and in accordance with the applicable law.

Finally, you may lodge a complaint with a supervisory authority (here is a list of supervisory authorities within the European Union: [http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index\\_en.htm](http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm)) and you may contact the “data Protection officer” of the Accor Group at: [Accorhotels.data.protection.officer@accor.com](mailto:Accorhotels.data.protection.officer@accor.com).

## **12) UPDATE OF THE CHARTER**

The Charter is subject to evolution or modification.

Therefore, we ask the Employees to regularly review this Charter such as published on the Accor Group Intranet or on the scoreboard for the staff of the entity he/she belongs to.