

Perceptyx Privacy Overview

Overview

Perceptyx is a cloud-based people analytics and employee experience platform designed to help organizations understand and improve employee engagement, satisfaction, and overall performance. The platform provides a suite of tools for gathering feedback from employees through surveys, polls, and other data collection methods. It uses advanced analytics and machine learning to derive insights from this data, allowing companies to make data-driven decisions aimed at enhancing their workplace culture, increasing retention, and improving employee productivity. Perceptyx acts as a data processor for its customers (“Customers”) and provides data protection-related product functionality to allow Customers to best meet their compliance needs.

Customer employees generally provide personal data to Perceptyx in response to a survey initiated by the Customer. This may include structured or unstructured data, depending on the nature of the survey created by the Customer and will include data categories controlled by the Customer. In most cases, the datasets will include personally identifiable information, but generally would not include sensitive categories of information, unless requested or included by the Customer. When a Customer employee responds to the survey, the Customer’s privacy notice applies to the interaction with the employee.

This information is provided for informational and educational purposes only and does not constitute legal advice. The information provided here is general in nature and may not apply to your specific situation or jurisdiction.

Description of Data Processing

Customers may choose to maintain confidentiality of survey responses in the Customer’s sole discretion; however, the information the Customer directs Perceptyx to collect is identifiable to Perceptyx in the Perceptyx system. Due to the nature of the Perceptyx product, Perceptyx retains Personally Identifiable Information (PII) common to the data categories included in the administration and response to employee experience surveys.

Perceptyx processes data for the purpose of enabling employee listening surveys and associated analysis. Personal Data will be subject to the following basic processing activities: collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Data Subject Categories

Perceptyx stores the information of a Customer’s employees. Perceptyx may store other data subject categories that a Customer elects to enter into the Perceptyx platform.

Typical categories of data generally processed by Perceptyx include:

- first name
- last name
- email address

- department
- manager
- location
- Other information that may be requested by a Customer or submitted by an employee as part of a survey

Perceptyx recommends a Customer only request the minimum amount of information required for its purpose as required under GDPR Article 5, section 1(c) (data minimization).

Perceptyx does not recommend that Customers collect special categories of personal data. These categories of information are generally not required during an employee listening event but may be included if a Customer elects to associate survey responses with these categories.

International Data Transfers

Where Perceptyx processes personal data governed by European data protection laws, we do so as a data processor (on behalf of our customers) and our obligations are governed by our Data Processing Addendum ("DPA"), available on request. The Perceptyx DPA incorporates the SCCs and provides a description of Perceptyx's processing of customer personal data in connection with the provision of the Services, the types of customer personal data Perceptyx processes and transfers, and the categories of data subjects (Annex 1); as well as a description of Perceptyx's security measures (Annex 2).

Perceptyx is enrolled in the Data Privacy Framework ("DPF") as a legal transfer mechanism for transfers of customer data, which may include personal data, that originate outside of the EU to the United States. Customers may view more information about Perceptyx's registration [here](#).

Where necessary to provide the services, customer data may be transferred by Perceptyx to third-party service providers. A list of authorized data sub-processors and their subprocessing activities is available [here](#).

Perceptyx is headquartered in the United States and has employees in the US, Canada, Uruguay, the United Kingdom and several EU countries which may also be used to provide the services. Perceptyx will enter into SCCs where customer personal data originates from the EEA and is transferred to Perceptyx, between Perceptyx group companies, or transferred by Perceptyx to third-party sub-processors.

Impact of US Surveillance Laws

FISA Section 702 ("FISA 702") permits the US government to conduct targeted surveillance of foreign persons located outside the US to acquire "foreign intelligence information." Under FISA 702, the US may compel US electronic communication service providers ("ECSP") to provide such information, which, absent exigent circumstances, must be subject to authorization from the Foreign Intelligence Surveillance Court ("FISC"), an independent judiciary. Perceptyx, like most US-based SaaS companies, could be subject to FISA 702. In practice, the ordinary customer information processed by Perceptyx is not likely to be of interest to US intelligence agencies.

Executive Order ("E.O.") 12333 (unlike FISA 702) does not authorize the US government to compel private entities to disclose or provide access to data. Instead, E.O. 12333 appears to rely on exploiting vulnerabilities in telecommunications infrastructure in order to collect foreign intelligence, narcotics, or terrorism-related information.

Perceptyx has not received a request for customer data from governmental authorities. Given the type of data held by Perceptyx, Perceptyx believes it is unlikely such a request would be made.

Security Compliance

Perceptyx maintains SOC 2 Type 2 and ISO 27001 certifications. Perceptyx encrypts data at rest with AES 256 and data in transit is encrypted using TLS 1.2 or higher. Perceptyx follows security guidance, as applicable, from NIST, ISO, CISA and NSA. For more information regarding Perceptyx security practices, please visit the Perceptyx Trust Center, located [here](#).