

Capgemini Data Privacy Q & A

1. How does Capgemini protect personal data?

Capgemini is committed to protecting personal data under its custody. This includes personal data entrusted directly to Capgemini by data subjects and by its clients. At Capgemini, data privacy is part of the Cybersecurity & Information Protection program (“CySIP”) that is sponsored by the Group General Secretary. Its objectives are:

1. to set up and maintain a global data protection organization (CySIP Officers in Strategic Business Units, Data Protection Officers in countries and Chief Information Security Officers in regions);
2. to raise employee awareness of privacy issues, regulations, and security practices;
3. to monitor regulatory and contractual compliance;
4. to set up an effective security incident management process; and
5. to implement and maintain a homogeneous level of security for internal IT and client service delivery.

For more information on CySIP, please refer to the “Cybersecurity and Information Protection Appendix.

2. When does Capgemini act as a data controller or a data processor?

When rendering services to a client which include the processing of personal data of the client, the client is the data controller and Capgemini is the data processor. As data processor, Capgemini processes the personal data on behalf of the data controller and under its instructions, as per the service agreement. Capgemini never acts as a data controller when processing personal data on behalf of its clients. Capgemini acts as a data controller only when processing personal data for its own purposes, such as Capgemini employee personal data.

3. How does Capgemini handle cross-border transfers of personal data?

In certain engagements, Capgemini may process personal data outside of the countries where it is collected and processed. Some countries -- and in particular in the European Union -- provide for some restrictions to cross-border transfers. Such restrictions apply if personal data is sent outside of a country or region, even if the transfer of personal data occurs within the same Group of companies (for example transfer of personal data between Capgemini France and Capgemini India). To address this issue, specific data transfer agreements based on the EU standard contractual clauses are signed.

In order to ensure that a uniform level of protection applies across Capgemini entities and to enable international transfer of personal data, Capgemini is implementing Binding Corporate Rules (“BCRs”). Such BCRs replace the above-mentioned specific data transfer agreements that will not have to be signed anymore. See question 4 for more details on BCRs.

As BCRs only cover transfers within a Group of companies, when personal data is transferred internationally to an external provider, in addition to signing a service agreement with such provider, Capgemini signs specific data transfer agreements based on the EU standard contractual clauses.

4. What are BCRs and how to benefit from them?

BCRs are a global privacy compliance program made up of policies, employee awareness programs, processes and audits that are approved by the EU data protection authorities to certify compliance with EU data protection standards and in particular as regards administrative, procedural and technical measures. Because BCRs provide a uniform level of data protection within a Group of companies, they serve as a valid and adequate means to transfer EU personal data to locations outside of the EU within that Group of companies.



In 2016 Capgemini's BCRs for controller and processors were approved by the French Data Protection Authority (the CNIL) acting on behalf of the 28 Data Protection Authorities of the European Union and are currently being implemented. The BCRs enable Capgemini to transfer personal data seamlessly within its group of companies and in particular to those located outside of the EU. This means that clients can rely on Capgemini's BCR for processor as a valid compliance mechanism for the transfer of client EU personal data to Capgemini. In order to do so, clients will have to abide by the Capgemini BCR data protection clause drafted according to EU standards.

