

Data Protection Privacy Policy: *LevelSet: Early Feedback Survey Application*

Data Subject Rights and Request Handling Procedures

1. Overview

LevelSet is committed to protecting your personal data and respecting your privacy rights. This policy outlines how we handle data subject rights requests in compliance with applicable data protection regulations, including the General Data Protection Regulation (GDPR) and other relevant privacy laws.

2. Your Data Subject Rights

As a user of the LevelSet 360-degree feedback platform, you have the following rights regarding your personal data:

2.1 Right of Access (Article 15 GDPR)

- Request confirmation of whether we process your personal data
- Obtain a copy of your personal data
- Receive information about the purposes, categories, recipients, and retention periods

2.2 Right to Rectification (Article 16 GDPR)

- Request correction of inaccurate personal data
- Request completion of incomplete personal data

2.3 Right to Erasure/"Right to be Forgotten" (Article 17 GDPR)

- Request deletion of your personal data under specific circumstances
- Note: Some data may be retained for legitimate business purposes or legal compliance

2.4 Right to Restriction of Processing (Article 18 GDPR)

- Request limitation of processing under certain conditions
- Data will be stored but not actively processed

2.5 Right to Data Portability (Article 20 GDPR)

- Receive your personal data in a structured, commonly used format
- Request transfer of data to another controller where technically feasible

2.6 Right to Object (Article 21 GDPR)

- Object to processing based on legitimate interests
- Object to direct marketing communications
- Object to automated decision-making and profiling

3. Standard Request Handling Process

3.1 Request Submission

How to Submit a Request:

- Email: LevelSet@leaderonboarding.com
- Online LevelSet Survey Rater Screen. [Individual survey link received by raters requested to provided LevelSet: Early Feedback.]
- Written request to: LevelSet Data Protection Team, PO Box 334, Blacklick, OH 43004
- Through your organization's designated LevelSet administrator

Required Information:

- Full name and contact details
- Description of the request and right being exercised
- Specific data or time period (if applicable)
- Preferred format for data delivery (for portability requests)

3.2 Request Verification Process

1. **Identity Verification** (1-2 business days)
 - Confirm requester's identity
 - Verify authority to make request (for third-party requests)
2. **Request Assessment** (2-3 business days)
 - Determine validity and scope of request
 - Identify any exemptions or limitations
 - Assess impact on other individuals' rights

3.3 Processing Timeline

- **Standard Response Time:** 30 calendar days from receipt of valid request
- **Complex Requests:** Up to 30 additional days (with notification and justification)
- **Acknowledgment:** Within 72 hours of request receipt

4. Service Level Agreements (SLAs)

Request Type	Acknowledgment	Initial Response	Final Resolution
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Access	72 hours	5 business days	30 calendar days
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Rectification	72 hours	3 business days	15 calendar days
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Request Type Acknowledgment Initial Response Final Resolution

Erasure	72 hours	5 business days	30 calendar days
Restriction	72 hours	3 business days	15 calendar days
Portability	72 hours	7 business days	30 calendar days
Objection	72 hours	5 business days	30 calendar days

5. Support Procedures and Escalation

5.1 Standard Support Channels

- **Email Support:** privacy@levelset.com (Response within 24 hours)
- **Phone Support:** [Phone Number] (Business hours)

5.2 Escalation Process

1. **Level 1:** VP, Operations (0-3 Business days)
2. **Level 2:** Data Protection Officer (2-5 Business Days)
3. **Level 3:** Data Protection Officer (5+ Business Days)
4. **Level 4:** Legal Counsel (Complex/disputed cases)

5.3 Emergency Procedures

For urgent requests (data breaches, legal proceedings):

- **Emergency Hotline:** 614-762-2156
- **Response Time:** Within 24 hours
- **Escalation:** Direct to DPO and Legal team

6. Fees and Charges

- **No Fee:** First request per 12-month period
- **Reasonable Fee:** May apply for excessive, repetitive, or manifestly unfounded requests
- **Fee Structure:** Based on administrative costs, communicated before processing

7. Appeals and Complaints

7.1 Internal Appeals

If unsatisfied with our response:

- Email: LevelSet@leaderonboarding.com
- Review by independent internal team
- Response within 30 days

7.2 Regulatory Complaints

You have the right to lodge a complaint with your local data protection authority:

- **EU Users:** Contact your national supervisory authority
- **UK Users:** Information Commissioner's Office (ICO)
- **Other Jurisdictions:** Relevant local authority

8. Record Keeping and Monitoring

8.1 Request Tracking

- All requests logged in secure tracking system
- Monthly reports to senior management

8.2 Continuous Improvement

- Annual review of procedures
- Annual policy updates
- Regular training for staff handling requests

9. Contact Information

Data Protection Team

- Email: LevelSet@leaderonboarding.com
- Phone: 614-425-9105
- Address: 1631 Birdsong Ct, Blacklick, OH 43004

Data Protection Officer

- Email: LevelSet@leaderonboarding.com
- Direct Phone: 614-762-2156

Business Hours: Monday-Friday, 8:30 AM – 5:30 PM ET

Emergency Contact: 614-762-2156 for urgent matters

This policy was last updated on March 1, 2025 and is reviewed annually. For questions about this policy or to exercise your rights, please contact our Data Protection Team.

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Next Review Date: [March 1, 2026]