

The [General Data Protection Regulation \(GDPR\)](#) is a change that gives residents of the European Economic Area (“EEA”) more clarity and control over how their personal data is used. Personal data is anything that can directly or indirectly identify a person, such as a photo, name, bank details, medical information, computer IP address, and so on. This European-wide law replaces the 1995 Data Protection Directive 95/46/EC.

Learn more about how Upwork is complying with GDPR in the [Hiring Headquarters](#).

WHAT DOES THIS MEAN FOR YOU AND UPWORK?

Upwork’s Legal and Information Security and Privacy teams have carefully analyzed GDPR and undertaken the necessary steps to ensure that Upwork is in compliance with GDPR’s requirements.

We value our users’ privacy and their rights to control their personal data. Regardless of where you call home, you may [close](#) your account or request the deletion of all personal information we have about you at any time. However, we will only be following the requirements outlined by the GDPR for those living in the EEA. If you live elsewhere, we will be happy to delete your data to the extent we can reasonably do so.

Upwork DATA PROCESSING AGREEMENT (“DPA”)

For most customers, Upwork’s Privacy Shield Certification is sufficient to govern transfers of personal data that are subject to GDPR. If your company has determined that Privacy Shield is not sufficient, Upwork has posted a [Data Processing Agreement \(“DPA”\)](#), governing the relationship between the Customer (acting as a data controller or processor, as applicable) of personal data under European Data Protection Legislation; and Upwork (acting as a data processor or subprocessor, as applicable).

If applicable, this DPA, including its appendices, supplements the Agreement and will be effective and replace any previously applicable data processing and security terms between the parties as of the DPA Effective Date (as defined in the DPA) and is subject to the Agreement.

HOW DO I SUBMIT A GDPR DSAR REQUEST?

Depending on where you are located, you may have certain data subject rights with regard to your Personal Information. These rights may be limited, for example, if fulfilling a request would reveal personal information about another person, or if you ask us to delete information which we are required by law to keep or have compelling legitimate interests in keeping (such as fraud prevention purposes or record retention requirements under applicable laws). In addition, we typically will not remove information you posted publicly or shared with others through or on the Service, as neither you nor Upwork can delete all copies of information that has been previously shared with others on the Service.

If you would like to request to close your account in our system, you can do so through the Upwork Service (once you have logged in, visit settings / user settings, and then click on the close my account link). In addition, you can access, correct, or delete your Personal Information by making updates to that information through your account. You can also submit a request to us regarding your Personal Information by completing the below form or emailing privacyrequests@upwork.com. Please note that if your information is deleted, then your account may become deactivated. If your account is deactivated or you ask to close your account, you will no longer be able to use the Service.

[Click here to access the data request form.](#)

ADDITIONAL RESOURCES

If you are likely to process EEA-based individuals' personal data consider checking out these resources:

- [Upwork Privacy Policy](#)
- [Upwork Cookie Policy](#)
- [Data Protection Self-Assessment](#) (UK Information Commissioner's Office)
- [GDPR FAQs for Small Organizations](#) (UK Information Commissioner's Office)
- [What you Need to Know About the New Data Protection Rules](#) (Upwork Hiring Headquarters)