

Privacy at Upwork

Upwork understands the importance of data privacy and takes the responsibility of handling and securing personal data seriously. We focus on incorporating data protection principles throughout our platform, program, and services that provide effective data privacy measures for Upwork, its workforce, partners, and users.

Upwork's Privacy and Information Security teams have carefully analyzed applicable privacy laws and regulations and undertaken the necessary steps for our compliance with their requirements. We provide detailed information about the personal data we collect and how we use it in our agreements, in our help articles, and in our [Privacy Policy](#).

Depending on where you are located, you may have certain rights with respect to your personal data, which you can learn about below and exercise here . 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.

Learn more about how Upwork is complying with GDPR and the CCPA in our [Privacy Policy](#) .

EUROPE

The [General Data Protection Regulation \(GDPR\)](#) is a data privacy law that gives residents of the European Union ("EU") 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.

Under the GDPR, companies are required to be transparent about what types of personal data they collect and how they use it, be responsible for secure data processing practices, and provide notification to customers or data subjects when breaches occur.

The [United Kingdom General Data Protection Regulation \(UK GDPR\)](#) is a UK law that is largely based on the GDPR, but went into effect in 2021 as a result of the UK's withdrawal from the EU. In conjunction with the [Data Protection Act 2018](#), it sets out the key principles, rights and obligations for most processing of personal data in the UK.

The [Digital Services Act \(DSA\)](#) is a European law that aims to ensure a safe and accountable online environment that went into effect November 16, 2022. For the purposes of the DSA, Upwork has **79,528** average monthly users in the EU as of January 31, 2023.

Transfer of Data

With respect to transfers that involve personal data that is within the scope of European data protection laws, Upwork relies on [standard contractual clauses](#) as a transfer mechanism to reflect relevant compliance requirements.

We have posted a [Data Processing Agreement \(“DPA”\)](#), governing the relationship between the Customer (as defined in the DPA) and Upwork with respect to personal data. Unless otherwise agreed to in writing by you and Upwork, the DPA applies to the extent Upwork processes any personal data for you as a controller in your role as a Customer.

UNITED STATES

The data protection landscape in the U.S. is a patchwork of regulations, state laws, and other requirements that are currently in flux. Upwork’s Legal team performs ongoing monitoring and analysis to determine their application to the personal data we handle and conform to their requirements.

“Sharing” and “Selling” Personal Information

Certain state laws provide rights for individuals to prevent the “sharing” and “sale” of their personal information. Upwork does not sell your personal information as the term is commonly understood. But we do allow some advertising vendors to use your personal information for internet-based marketing that may be considered “selling” or “sharing” under those definitions. The only means by which Upwork may “sell” or “share” your personal information is with our third-party marketing partners.

If you are located in a state that provides this right, you may opt out of the “sale” and “sharing” of your personal information by utilizing the “Do not sell or share my personal info” banner on our website, or clicking corresponding footer link. This opt-out is specific to the browser on the device, so you will need to opt out again if you: 1) later clear your cookies, or 2) visit this site from a different browser or device.

Sensitive Personal Information

State laws have different definitions for personal information that is inherently more sensitive or would pose a greater risk of harm to the individual if mishandled. Upwork identifies and appropriately handles the data classified as “sensitive personal information” or other elevated classification.

Some state laws allow individuals to limit the use of their sensitive personal information to purposes necessary to perform the services. Upwork imposes this limitation upon itself inherently, and only uses the limited sensitive personal information it collects to provide, maintain, improve, and secure our services.

HOW DO I SUBMIT A DATA REQUEST?

Depending on where you are located, you may have certain rights with regard to your personal data. These rights may be limited, for example, if fulfilling a request would reveal personal data about another person, or if you ask us to delete data 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 data you posted publicly or shared with others through or on the Service, as neither you nor Upwork can delete all copies of data that have been previously shared with others.

If you would like to request to close your account in our system, you can do so through our platform (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 data by making updates to that data through your account. You can also submit a request to us regarding your personal data by completing the form below or emailing privacyrequests@upwork.com. Please note that if your data 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 platform.

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

ADDITIONAL RESOURCES

[Upwork Privacy Policy](#)

[Upwork Cookie Policy](#)

SUPPLEMENTAL PRIVACY NOTICE FOR CALIFORNIA RESIDENTS

This Supplemental Privacy Notice for California Residents supplements the information in our [Privacy Policy](#), and except as provided herein, applies solely to California residents. It applies to personal information we collect on or through the Service and through other means (such as information collected offline, in person, and over the telephone). This Supplemental Privacy Notice uses industry-standard technologies and was developed in connection with the World Wide Web Consortium's Web Content Accessibility Guidelines, version 2.1. If you wish to print this policy, please do so from your web browser or by saving the page as a PDF.

Summary of Information We Collect

We or our service providers may collect the below categories of information for the following business or commercial purposes (as those terms are defined in applicable law):

- Providing the Service (e.g., account servicing and maintenance, matching freelancer talent with client needs, customer service, advertising and marketing, analytics, and communication about the Service);
- Our or our service providers' operational purposes;
- Auditing consumer interactions on our site (e.g., measuring ad impressions);
- Detecting, protecting against, and prosecuting privacy and security incidents and fraudulent or illegal activity;
- Bug detection, error reporting, and activities to maintain the quality or safety of our Service;
- Investigating compliance with, enforcing, and/or complying with the law;
- Short-term, transient use, such as customizing content that we or our service providers display on the Service;
- Improving our existing Service and developing new services (e.g., by conducting research to develop new products or features);
- Other uses that advance our commercial or economic interests, such as third-party advertising and communicating with you about relevant offers from us or third party partners;
- Other uses about which we notify you.

Examples of these types of uses are identified below. We may also use the below categories of personal information for compliance with applicable laws and regulations, and we may combine the information we collect ("aggregate") or remove pieces of information ("de-identify") to limit or prevent identification of any particular user or device.

Categories of Personal Information We Collect	Business Purpose for Collection of Personal Information
Identifiers, such as Name, Email Address, Phone Number, Date of Birth, Social Media Account Information, Profile Data, IP Address	Providing and Improving the Service, Identification, Communications, Marketing/Advertising, Security, Legal, Compliance and Regulatory Obligations.
Sensitive Personal Information, such as Social Security Number, Driver’s License, State Identification or Passport Number	Verify your identity and to detect fraud, identity theft, or other misuse of your account.
Commercial Information, such as data associated with a transaction.	Providing and Improving the Service, Identification, Communications, Marketing/Advertising, Security, Legal, Compliance and Regulatory Obligations.
Financial Data, such as Credit card or other financial account information, and billing address	Providing and Improving the Service, Identification, Communications, Marketing/Advertising, Security, Legal, Compliance and Regulatory Obligations.
Internet or Other Network or Device Activities, such as Unique device and app identifiers, browsing history or other usage data, , the browser and operating system you are using, the URL or advertisement that referred you to the Service, the search terms you entered into a search engine that led you to the Service, areas within the Service that you visited, which links you clicked on, which pages or content you viewed and for how long, other similar information and statistics about your interactions, such as content response times, download errors and length of visits to certain pages and other information commonly shared when browsers communicate with websites	Providing and Improving the Service, Identification, Communications, Marketing/Advertising, Security, Legal, Compliance and Regulatory Obligations.
Geolocation Information, such as your general location.	Providing and Improving the Service, Identification, Communications, Marketing/Advertising, Security, Legal, Compliance and Regulatory Obligations.
Sensory Information, such as Audio recordings if you call our customer service, video recording (if you provide permission).	Providing and Improving the Service, Identification, Communications, Marketing/Advertising, Security, Legal, Compliance and Regulatory Obligations.
Other information that identifies or can be reasonably associated with you, such as User-generated content, (e.g., community posts, feedback and job postings), photographs, examples of your	Providing and Improving the Service, Identification, Communications, Marketing/Advertising, Security, Legal, Compliance and Regulatory Obligations.

work, information on work previously performed via the Service and outside the Service, skills, tests taken, test scores, hourly pay rates and earnings information.

“Sale” or “Sharing” of Personal Information

We do not sell your personal information as that term is traditionally defined, however, we may use cookies on our site that are placed by a third party for the purposes of advertising or marketing to you. For these purposes, the categories of Identifiers and Internet or Other Network or Device Activities may be “shared” or “sold.”

You may opt out of the “sale” and “sharing” of your personal information by utilizing the “Do not sell or share my personal info” banner on our website, or clicking corresponding footer link. This opt out is specific to the browser on the device, so you will need to opt out again if you: 1) later clear your cookies, or 2) visit this site from a different browser or device.

Retention

For all of the categories above, we will only retain your personal information for as long as is necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, regulatory, accounting, or reporting requirements.

Unless you request that we delete certain information (see Your Choices and Rights below), we retain government-issued identification documents you submit to verify your identity for 30 days, selfies you submit to verify your identity for 180 days, a copy of the headshot image from your identity document for 3 years, and other information we collect for longer. Your information may persist in copies made for ongoing fraud prevention, backup, and business continuity purposes for additional time.

Your Choices and Rights

If you would like to exercise any of these rights, please submit a request through the Data Request Form available [here](#), or email us at privacyrequests@upwork.com. You will be required to verify your identity before we fulfill your request. You can also designate an authorized agent to make a request on your behalf. To do so, you must provide us with written authorization or a power of attorney, signed by you, for the agent to act on your behalf. You will still need to verify your identity directly with us.

Certain information may be exempt from such requests under applicable law. For example, we need certain types of information so that we can provide the Service to you. If you ask us to delete it, you may no longer be able to access or use the Service.