

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.

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.

Digital Services Act

The [Digital Services Act \(DSA\)](#) is a European Union (EU) law that became fully effective on February 17, 2024. Generally speaking, the DSA intends to protect consumers and their fundamental rights online, establish a transparency and accountability framework for online platforms, and foster innovation, growth and competitiveness.

Under the DSA, online platforms, for example, are required to publish “the average monthly active recipients” of their service in the EU over a preceding 6-month period. Platforms that exceed 45 million average monthly active EU recipients may be designated as a “very large online platform” (VLOP), which must comply with additional regulatory requirements. To the extent that any of Upwork’s products or services fall within the scope of the DSA, we continue to monitor our average monthly active EU recipients and have determined as of January 31, 2024 that it remains well below the 45 million threshold for VLOPs.

Upwork takes every report of suspicious or inappropriate activity seriously, and every report goes directly to our Trust and Safety team for investigation. We want Upwork to be your home for work, and providing a safe platform is our top priority. For more information on how to notify us of potentially illegal content, please visit our Help Center to learn about [reporting suspicious user activity](#).

For any additional communications related to the DSA, please contact us at legalnotices@upwork.com.

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](#)