



Schedule 2.1a to the DPA: INSTRUCTIONS – REFAPP REFERENCE CHECKS SERVICE

This schedule constitutes the Customer’s instructions to Talentwise pursuant to Article 28 of the GDPR and applies solely to processing carried out within the scope of the Reference Checks service.

Purpose	The Data Processor provides a cloud-based service that the Customer uses to collect references in connection with recruitment of personnel.
Processing activities	Talentwise may only carry out the following processing activities in its role as data processor: <ul style="list-style-type: none">● Receive and structure data provided by the Customer, the Candidate, or the Reference;● Send reference requests;● Store and make reference responses available to the Customer;● Administer user accounts and access rights;● Maintain logs for security and operational purposes;● Provide troubleshooting and support related to the Service, including actions taken on behalf of the Customer;● Delete data in accordance with the Service Agreement.
Categories of personal data	<p>Candidates</p> <ul style="list-style-type: none">● Name● Contact details (telephone number, email address)● IP address● Information provided by Customer when initiating the reference check <p>References</p> <ul style="list-style-type: none">● Name● Contact details (telephone number, email address)● IP address● Reference responses (including free-text responses)● Metadata (time, date, status) <p>Customer’s users (e.g. recruiters)</p> <ul style="list-style-type: none">● Name● Company and title● Contact details (telephone number, email address)● Profile image● LinkedIn URL● User and authorisation data● Login and activity logs
Categories of data subjects	<ul style="list-style-type: none">● Candidates in the Customer’s recruitment processes● References designated by the candidate● Users at the Customer (administrators, recruiters, etc.)
Retention period	<ul style="list-style-type: none">● Personal data is retained for twenty-four (24) months, unless otherwise specified in the Service Agreement for Reference Checks.● Logs, technical data, and backups are retained in accordance with Talentwise’s ordinary retention routines.



Version history

Version	Date	Change	Comment
2025.02	2025-12-01	Revised to align with Refapp's new services and to relocate customer-specific terms to the Main Agreement.	