

Privacy notice Luxembourg

- **General Information**

Your participation in the Sodexo survey, sent via our survey provider, is voluntary.

Your responses will be processed by Sodexo SA and Sodexo Luxembourg S.A. (“Sodexo”), acting as joint data controllers, in order to better understand your experience with Sodexo services, improve them, and, where applicable, respond to any comments you may have shared.

Please read this privacy notice carefully to understand the types of surveys used by Sodexo and how your personal data is processed.

To help us better understand your experience and improve our services, we may use Artificial Intelligence (AI) to analyze the feedback you share in the survey.

AI helps our team interpret the sentiment behind your comments, giving us deeper insight into your satisfaction level and how we can better meet your needs. It also organizes your feedback and/or comments into categories and dashboards, and, where applicable, may suggest follow-up questions to make the survey more relevant to you. This analysis is used strictly for internal purposes and to guide service improvements.

By continuing with the survey, you confirm that you are aware of and agree to the use of AI for these purposes.

We use different types of surveys depending on how you can access them:

- **QR Code Surveys**

When you access the survey via QR code, your responses are collected anonymously by default. This means we do not collect or use your personal information, and therefore cannot associate your responses with any information about you. Survey responses are processed solely to identify areas for improvement.

Please provide your feedback in a clear and respectful manner. If you wish your survey to remain anonymous, do not include in the free-text feedback field any personal information (such as your name, contact details, etc.) related to you or other individuals.

In some of our anonymous surveys, **you may be given the option to enter your email address** if you wish to receive a personalized response to your feedback. This option is voluntary. If you provide your email address, Sodexo Luxembourg S.A. will contact you and will then delete your email address. In such cases, your survey will no longer be anonymous. For more detailed information about how your personal data is used and how to exercise your data protection rights, please read our [Privacy Policy](#).

You may also have the option to share your comments in an open format, either by typing a response, **recording audio, or submitting a video**. This option is entirely voluntary, and you may choose the format that best suits you.

However, please note that if you provide feedback and/or comments via audio or video, your voice and/or image will be processed for the purpose of evaluating your experience and improving our services. This means your survey will no longer be anonymous. By submitting audio or video feedback, you acknowledge and agree that your voice and/or image may be processed, including for transcription, sentiment analysis, and other internal review processes, in accordance with our [Privacy Policy](#).

Do not include sensitive personal information (such as details about your health, sexual orientation, political views, racial or ethnic background) or criminal records.

- **Direct Engagement Surveys:**

These surveys are sent to you directly (most often by email, but also via our apps) and are not anonymous. Your responses will be linked to your identity and processed by Sodexo, in order to better understand your experience, improve our services, and respond to any comments you may have shared.

You may have the option to share your comments in an open format, either by typing a response, recording audio, or submitting a video. This option is entirely voluntary, and you may choose the format that best suits you.

If you choose to provide feedback and/or comments via audio or video, please note that your voice and/or image will be processed for the purpose of evaluating your experience and improving our services. This may include transcription, sentiment analysis, and other internal review processes. By submitting audio or video feedback, you acknowledge and agree to the processing of your voice and/or image for these purposes, in accordance with our [Privacy Policy](#).

Please do not provide inappropriate, subjective, or offensive comments. Provide only objective feedback.

Do not include sensitive personal information (such as details about your health, sexual orientation, political views, racial or ethnic background) or criminal records.

For more information about how your personal data is used and how to exercise your data protection rights, please read our [Privacy Policy](#).

If you no longer wish to receive requests for feedback from Sodexo, please note that the option to unsubscribe is available via a link included in the footer of the invitation and reminder emails.