

- **"General information"**

**Your participation in the Sodexo survey, submitted through our survey provider, is voluntary.**

Your responses will be processed by Sodexo SA and Sodexo Costa Rica, S.A. ("Sodexo"), acting as joint data controllers, in order to better understand your experience with Sodexo's services, improve them and, where appropriate, 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 their feedback, giving us deeper insight into their level of satisfaction and how we can best meet their needs. You also organize your comments and/or comments into categories and dashboards and, where appropriate, can 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 proceeding 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 a QR code, your responses are collected anonymously by default. This means that 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 clearly and respectfully. If you want your survey to remain anonymous, please do not include in the free-text comment field any personal information (such as your name, contact details, etc.) relating to yourself or others.

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

You can also have the option to share your feedback in an open format, either by writing a response, recording audio, **or sending a video**. This option is entirely voluntary, and you can choose the format that best suits your needs.

Please note, however, that if you provide feedback and/or feedback 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 that your survey will no longer be anonymous. By submitting audio or video comments, you acknowledge and agree that your voice and/or image may be processed, including for transcription, review 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 opinions, racial or ethnic background) or criminal record.

- **Direct Engagement Surveys:**

These surveys are sent to you directly (most often by email, but also through 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 feedback in an open format, either by writing a response, recording audio, or sending a video. This option is entirely voluntary, and you can choose the format that best suits your needs.

If you choose to provide feedback and/or feedback 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, review analysis, and other internal review processes. By submitting audio or video feedback, you acknowledge and consent to the processing of your voice and/or image for these purposes, in accordance with our [Privacy Policy](#).

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 opinions, racial or ethnic background) or criminal record.

For more information on 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 feedback requests from Sodexo, please note that the option to unsubscribe is available via a link included in the footer of the invitation and reminder emails.