



Huawei Enterprise Romania GSC focuses its goals on satisfying customer needs, reducing costs and ensuring smooth business operation.

Our Enterprise GSC offers 24/7 multi-channel access, multi-language support in 6 different languages (English, French, Spanish, Italian, Polish and German) and IT platforms used by our engineers to solve our customers' problems. Huawei Enterprise Romania GSC is made of several teams: Marketing & Channel Support Center, Customer Care Representatives, Spare Parts Center, Network Operation Center, Technical Assistance Center and Remote Delivery Center.

In Romania we have 2 offices, located in Bucharest and Timisoara, with over 150 HCNP (Huawei Certified Network Professional) and HCIE (Huawei Certified Internetwork Expert) employees.

We are looking for a motivated candidate to join us as a:

Customer Care Representative

Location: Bucharest

Summary:

CCR agents receive various technical requests from the customers through different channels (phone, mail or website – eCare and iCare platform). The main process for a CCR implies: creating the problem ticket, dispatching the problem ticket to corresponding engineer (team) based on product line and network element type.

The CCR must also ensure that cases are raised within SLA time, and that entitlement check is performed. In case of emergency cases, he/she will contact TAC/local support engineers and notify them about the incident.

**Responsibilities:**

- Receiving customer requests and dispatching to the technical department;
- Acting as a technical point of contact between the engineering team, customers and partners.

Requirements:

- Fluency in English;
- Any of the following languages: German, French, Italian, Spanish, Polish, Turkish;
- Customer focused and good communication skills;
- Availability to work on shifts;
- Strong and motivated.

Offer:

- Motivational salary package and annual performance bonus;
- Gym discounts;
- Private Medical Insurance discounts;
- Paid 4 hours leave per month;
- Flexible work schedule;
- Weekly fruit day;
- Opportunity to get certifications (HCNA, HCNP, HCIE) on Huawei products;
- Life time learning environment and tools.

Privacy Notice

What is this the purpose of this Candidate Privacy Notice?

This Privacy Notice gives you information about the personal data we collect about you in relation to your recruitment and how and why we use it to meet our obligations under the **GDPR**. It also contains a summary of your rights in relation to your personal data. Some of the terminology in this Notice may be unfamiliar to you – there is a glossary at the end of the Notice which you may find useful. Terms which are included in the glossary are in capital letters.

The identity and contact details of the Controllers

Respective **worldwide corporate affiliate** of **Huawei Technologies Co., Ltd.** ("Huawei", "we", "our" and "us") for the country where you apply for job offering is the **CONTROLLER** in relation to all Personal Data set out below.

Additionally in certain scenarios Huawei Technologies Co., Ltd., BANXUEGANG INDUSTRIAL PARK, BUJI LONGGANG, SHENZHEN 518129, CHINA, may act as the joint-controller together with the local Huawei affiliate.

Registered address: Huawei Technologies SRL 201, Barbu Vacarescu St., 16th floor, Bucharest, Romania.

Telephone number: 004-0372-074-000.

Contact:

- Data Privacy Officer: Joerg Thomas
- E-mail: joerg.thomas@huawei.com
- Phone: 0049- 211 882 541 100

RECRUITMENT DATA	
1. Candidate Profile Data	
What PERSONAL DATA does Huawei PROCESS ?	Name, contact details, education history, qualifications and skills, work history, hobbies and personal interests.
What is the source of the Personal Data?	Directly from candidate Recruitment supplier (headhunter or agency) Publically available sources (such as recruitment portals etc.)
Is any of the Personal Data defined by the GDPR as SPECIAL CATEGORY PERSONAL DATA ?	n/a
Why does Huawei Process the Personal Data?	This Personal Data is Processed in order to assess the competency and suitability of candidates applying for employment with Huawei; to make decisions on whether or not to offer employment to any particular candidate; to decide the terms and conditions of any such offer; to record all decision making for internal management and reporting purposes and as evidence in case a legal claim is pursued by any candidate.
Which LEGAL BASIS does Huawei rely on to process the Personal Data? If Huawei relies on legitimate interests as a lawful basis for processing the Personal Data, what is the legitimate interest pursued by Huawei or a third party?	Legitimate Interests – Huawei’s legitimate interest to identify candidates and ensure that the best suited candidate with the required skills, qualifications and experience is offered employment.
Who receives the Personal Data?	Huawei affiliates and recruitment suppliers.

<p>Will the Personal Data be transferred to a country outside of the European Economic Area?</p>	<p>Yes. All Personal Data which is held on Huawei's email system and other applications and platforms are accessible by Huawei HQ as these systems are hosted by Huawei HQ in China.</p> <p>Huawei has a DATA TRANSFER AGREEMENT with Huawei HQ. For a copy of the Data Transfer Agreement, please contact us.</p>
<p>How long will the Personal Data be retained before it is deleted?</p>	<p>This is kept for 36 months from the date the decision to offer employment to the successful candidate is made at which point all of this Personal Data is deleted. Unsuccessful candidates will be given the choice as to whether they wish for their Candidate Profile Data to be retained by Huawei for a further 36 months (so a total of 36 months) in case the particular role becomes vacant again in that time or an alternative role becomes available.</p>
<p>Your rights as a data subject</p>	
<p>As a data subject, you have the following legal rights in relation to your Personal Data.</p>	
<p>Right of Access</p>	<p>You have the right to obtain from Huawei confirmation as to whether or not personal data concerning you is being processed and, where that is the case, access to a copy of the personal data and specific information about how Huawei processes the personal data.</p>
<p>Right of Rectification (Correction)</p>	<p>You have the right to obtain from Huawei the correction of inaccurate personal data concerning you and also the right to have incomplete personal data completed.</p>
<p>Right of Erasure (Deletion)</p>	<p>You have the right to obtain from Huawei the erasure (deletion) of your personal data in particular circumstances.</p>
<p>Right of Restriction</p>	<p>You have the right to obtain from Huawei restriction of processing in particular circumstances.</p>
<p>Right of Objection</p>	<p>You have the right to object to the processing of your personal data in particular circumstances.</p>
<p>Right of Portability</p>	<p>Not applicable</p>
<p>Right to Withdraw Consent</p>	<p>Where the legal basis of processing personal data is based on consent, you have the right to withdraw your consent at any time.</p>
<p>Right to Complain</p>	<p>You have the right to lodge a complaint to the Supervisory Authority.</p> <p>: http://www.dataprotection.ro/?page=contact&lang=ro</p>

Glossary	
Controller	A Controller is an organisation who (alone or jointly with others) determines the purposes and means of the processing of personal data.
Data Transfer Agreement	An agreement containing standard data protection clauses adopted by the European Union Commission as referred to in Article 46(2)(c) of the GDPR.
Data Subject	The identified or identifiable natural person to whom the Personal Data relates.
GDPR	The European Union General Data Protection Regulation (2016/679).
Legal Basis	<p>Processing of Personal Data is only lawful if and to the extent that at least one legal basis specified in the GDPR applies. The available legal bases which are applicable in the employment context are summarised as:</p> <ul style="list-style-type: none"> • consent of the data subject • processing necessary to enter into or perform a contract • necessary for compliance with a legal obligation • processing necessary in order to protect the vital interests of the Data Subject or another natural person • processing necessary for the purposes of the legitimate interests pursued by the Controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the Data Subject which require protection of Personal Data (Legitimate Interests).
Personal Data	Any information relating to an identified or identifiable natural person (Data Subject); and identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
Process/Processing	Any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
Special Category Personal Data	Personal Data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.