



*Let's get ready!*

# INTERVIEW PREPARATION PACKAGE

hiring company



Global leader in Customer Experience services

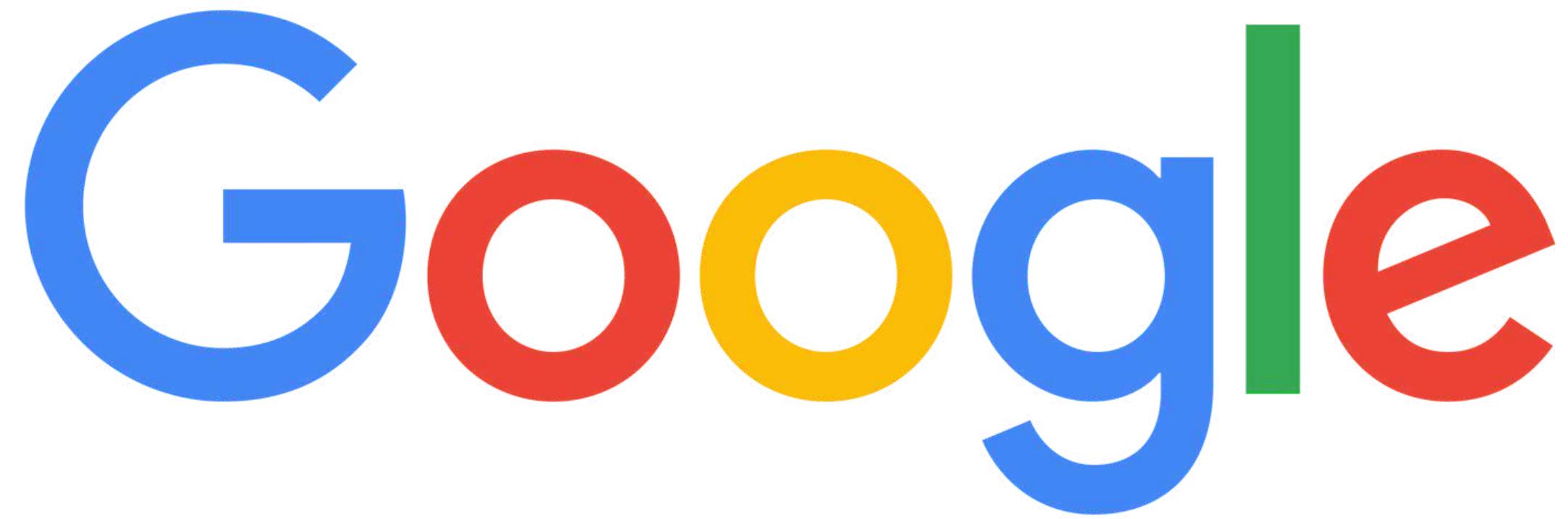
# DRIVEN TO GO FURTHER

International corporation operating all around the world with multinational teams

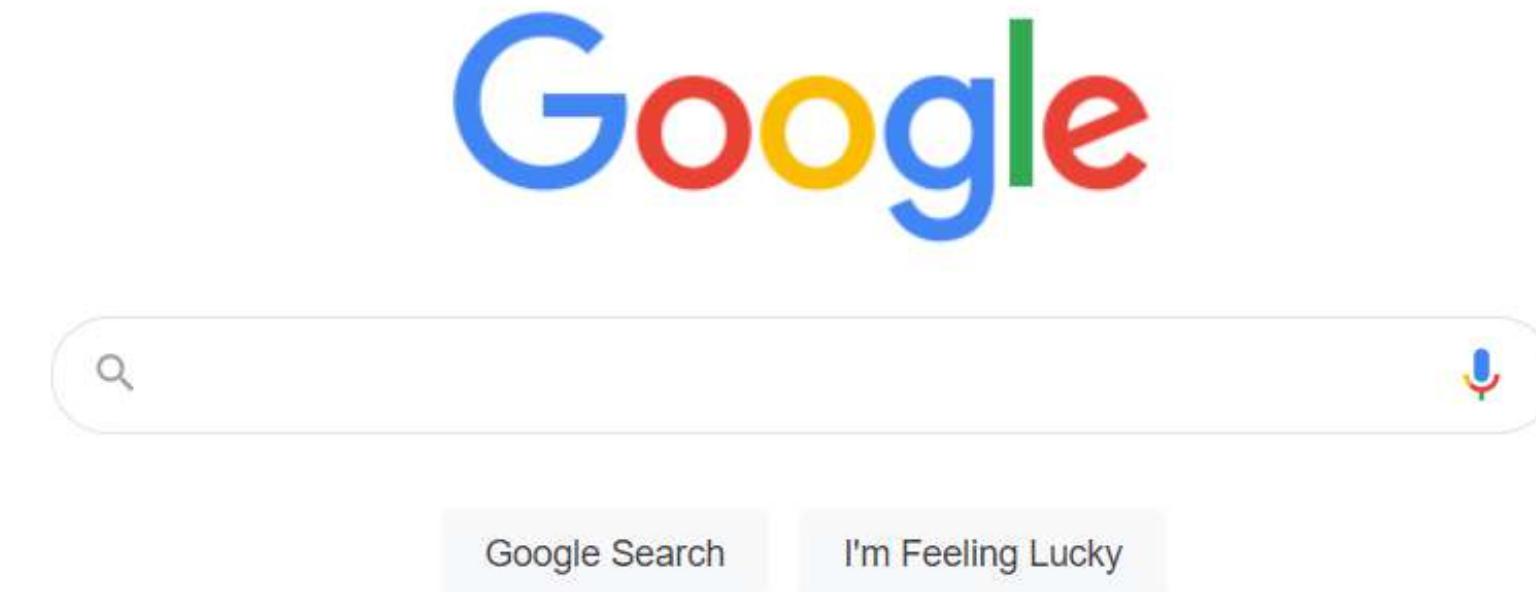
Covers operations of Customer Service, Finance, Logistics, Sales and IT for the largest brands in numerous markets

Since 2013 operates offices in Krakow, Wroclaw and Berlin dedicated to servicing Customer Experience, Content Review, Online Privacy and Security areas for single, world-known client...

supported client



# most recognized Google products



Google Maps



the role

# PRIVACY SPECIALIST

WORKING FOR GOOGLE

A portrait of a young woman with long, wavy blonde hair. She is wearing a red dress with white polka dots. She is smiling broadly and giving a thumbs-up with her right hand. The background is a solid blue color.

the tasks

**DEALING WITH INCOMING CASES RELATED TO**

**GENERAL DATA  
PROTECTION  
REGULATION**

**RIGHT TO BE  
FORGOTTEN**

# GENERAL

Allowing you to know exactly who is using your personal data, what data is used and for what reason

# DATA

Allowing you to enforce company or organization to stop using your data for certain purpose or completely remove it from their possession

# PROTECTION

Enforcing company or organization to notify you immediately and in a detailed way if your personal data has leaked out of their possession

# REGULATION

# GENERAL DATA PROTECTION REGULATION

Implemented in 2018 for all European Union

Regulates the way companies and other organizations should manage data related to individuals (clients, employees, students, patients etc.)

Personal data is any data that allows identification of an individual e.g. name, surname, location, id number, email address, phone number but also linked data about health or economic state, religion, cultural, social or online activity etc.

# GENERAL DATA PROTECTION REGULATION

According to GDPR everyone should be informed in an understandable way:

- what organization has access to the data
- what kind of data is obtained and stored by certain organization
- for what purpose data is collected

Company or organization receiving and storing the data is responsible for:

- assuring proper technical and organizational ways of securing the data
- allowing user to review and manage the data related to this user on demand

# RIGHT TO BE FORGOTTEN

Described in Article 17 of the GDPR right to have private information about a person be removed from Internet searches and other online directories.

This applies especially to cases of

- data is no longer necessary for the purpose it's been collected and processed
- consent for using the data has been withdrawn
- individual objects to use of the data
- data has been processed unlawfully

# RIGHT TO BE FORGOTTEN

The GDPR lists also limitations of right to be forgotten, as the cases when data processor may reject the request to erase the data.

-

- This applies especially to cases of
- data used to exercise the right of freedom of expression and information
  - data used to used to comply with a legal ruling or obligation
  - data represents important information that serves the public interest



topics  
to think about  
before  
interview

# *your motivation*

why you want to work this role and company?

do you like working with people?

do you enjoy diversified tasks?

do you feel good in international  
environment?

are you interested in online business?





# *your story*

have you resolved some issue in  
a calm and effective way?

have you produced some solution in  
a creative way?

what are your strong and weak points?  
where so you see yourself in 3 years?



how to  
answer questions  
like a STAR

# SITUATION

STAR is a method of supporting answers to recruiter's questions with real life examples

# TASK

4 points of STAR allow to structure the answer around key areas of recruiter's interest

# ACTION

It's important to remember that discussed example should be your personal or professional experience rather than general story or case of the company or group you worked with

# RESULT

# SITUATION

Describe certain case that you faced rather than general type of situation

Provide details that enable recruiter to understand the case and its severity but keep it possibly short

If possible use situation that you may somehow link to the role, however you may even use some case from your personal life

# TASK

Describe what was expected from you in described situation

You may add details e.g. expected result, deadline to be met or key show-stoppers

Keep focusing on your part of the situation, keep using "I", "me", "my" rather than "we", "team", "our"

# ACTION

Describe set of actions you took to deal with the case and logic behind them

Focus on actions planned and performed by you rather than company, team or group of people

Provide good explanations for recruiter to understand why you took certain action and how it was supposed to help in resolving the situation

Mention the action even if it did not work well, in such case explain why you considered it to be helpful and why it turned out to be incorrect

# RESULT

Describe finishing point of the situation,  
no matter if it has been resolved properly or not

Mention success factors if the situation ended  
positively and lessons learnt if it's not the case

Remember that the key thing is to show your  
way of active thinking and reacting to certain  
situation rather than tell ideal success story

how to  
videoconference  
well



quiet,  
private place

checked  
connectivity,  
webcam and mic

tested link  
to online meeting



lighting in front of you

business casual  
clothes



tidy background

something to stay  
well-hydrated



your CV & notes

stuff to make  
interesting notes



Thank  
you and  
good  
luck!