

## PRIVACY POLICY

When you enquire about my services or assign me a job, I collect information that might identify you personally. This privacy policy explains how I use it and look after it.

### 1. What I do

I provide translation services to companies and individuals.

I am committed to protect the personal information that I receive in the course of my work. This privacy policy outlines how I collect, process, store and protect your personal information.

### 2. Personal information I collect

- From emails: name, company's name, job title, telephone number, email address, postal address.
- From texts, videos and tapes for translations: name, company's name, contact details, sensitive information such as medical records.
- Also: business cards and CVs from clients and colleagues.

### 3. Why and how I use the information I collect

- I store clients' personal information solely for the purpose of proving them with translation services.
- I store colleagues' personal information solely for the purpose of providing my clients with translation services.
- All email correspondence is saved and filed in my email client according to the project number I assign to each request. Clients' details are also stored in my database. Enquiries from individuals who decide not to commission a translation are deleted immediately.
- The original text for translation is stored, alongside with the translation, in my computer's hard drive and in an external drive for backup. At a later stage (usually within 5 years) these files are deleted permanently from the hard drive and archived on an external drive. Some translations are also stored in a translation memory, broken down into segments, which I refer to for producing consistent translations.
- Translation containing sensitive information, such as medical records, are anonymised after the payment in full of the invoice.

- All personal data is stored and processed for a maximum period of seven years from the project completion, as required by the law.

#### 4. Third parties

- I do not pass on your personal information to third parties for marketing purpose.
- Occasionally I might rely on a trusted colleague to help me with the translation or the editing of my work. In this case, I will remove as much personal information as possible before sending your file to them and any personal information left will be treated according to this privacy policy.
- If I client asks me to recommend a colleague, I would only do so after asking permission to the said colleague.

#### 5. Cookies

Currently there are no cookies on my website.

#### 6. Your rights

You have the right to ask me to:

- Remove your data from my records (as much as the law permits)
- Check what personal data I have about you
- Update your personal data.

#### 7. Complaints

If you are concerned that your data has been mishandled, please do not hesitate to get in touch with me at: [cinzia@CSGtranslation.co.uk](mailto:cinzia@CSGtranslation.co.uk). However, if you think that I have not handled your complaint fairly, you can get in touch with the Information Commissioner's Office at: [www.ico.org.uk](http://www.ico.org.uk).