

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. 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.