

word4word Privacy Notice

This privacy notice explains how I collect and use personal information about you, in accordance with the General Data Protection Regulation (GDPR). Please note that this comes into force from 25 May 2018.

word4word is run by Jenni Radford, a professional, freelance translator trading under the name “word4word”.

I am committed to respecting your privacy and protecting any personal data you provide to me. This privacy notice explains how any personal information you may give me when you contact me electronically by email or other means or by telephone to enquire about or engage my translation, proofreading or post-editing services, is used.

For the purpose of the GDPR I am the “controller” of any personal data you provide to me. This means I decide how any information you provide to me is used and stored. I may also be the “processor” or “sub-processor” of any personal information supplied to me under the instruction of another data controller.

The GDPR seeks to protect and enhance the rights of data subjects. I recognise the importance of the correct and lawful treatment of personal information, and will only use personal information as set out in this Privacy Notice.

What information I collect

I collect, hold and use different types of personal information about you. Personal information is information about an individual from which that person can be identified.

The personal data I collect from you and process may include the following information if you contact me by telephone, by email or other electronic means, including but not limited to:

- Your name or company name
- Your email address
- Your telephone number
- Your address

How I will use your information

I will use your personal data if necessary: (a) in order to meet my contractual obligations under my agreement with you; (b) where it is necessary for my legitimate interests (or those of a third party and your interests and fundamental rights do not override those interests; or (c) to comply with a legal or regulatory obligation.

If you fail to provide certain information when requested, I may not be able to perform the contract I have entered into with you, or I may be prevented from complying with my legal obligations.

I will use the information in the following ways:

- to answer enquiries you make by telephone, email or other electronic means
- to carry out translation, proofreading or post-editing services if a project is confirmed and to communicate with you during the course of the project

- for administrative purposes in connection with my business activities and/or the services that are commissioned, for example, for invoicing and processing payments, and to comply with other legal requirements

I will only use your personal information for the purposes for which I collected it, unless I reasonably consider that I need to use it for another reason and that reason is compatible with the original purpose. If I need to use your personal information for an unrelated purpose, I will notify you and explain the legal basis which allows me to do so.

How I share this information

I may have to share your data with third parties, including third-party service providers.

I require third parties to respect the security of your data and to treat it in accordance with the law.

I will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where I have another legitimate interest in doing so.

I may also need to share your personal information with a regulator or to otherwise comply with the law.

If you decide to engage my translation, proofreading or post-editing services, I may share this information with third parties:

- for proofreading or revision purposes with another professional translator or reviser, or an expert in a particular subject area (for example, a lawyer)
- for business purposes in the course of operating my professional services, such as insurers, accountants, IT services companies, website domain hosting and email service provider companies.

How this affects you

I do not collect personal information for marketing purposes. My website does not use cookies to collect information about anyone who uses the website and does not disclose information about anyone who visits the website to third parties.

Storing your data securely

I will keep securely any personal information you provide to me on my personal computer that is password protected and is only accessed by me. This data is held and stored by me in the UK and I will not share it with any third party outside the European Economic Area. Any personal information I receive from you electronically by email and store electronically on servers hosted by my email service provider is kept securely in datacentres within the European Union.

I have put in place measures to protect the security of your information and procedures to deal with any suspected data security breach. Details of these measures are available upon request. I will notify you and any applicable regulator of a suspected breach if I am legally required to do so.

I may store a copy of the source language document and the translation in a translation memory. This is a type of database that stores translation segments. It ensures translations are consistent and it may result in cost reductions if the same sentence, or part of a sentence, is repeated. I create a

separate translation memory for each individual client and any personal information contained in a document that I translate will also be stored in the translation memory for that client.

I will never share this memory with any third party without obtaining your consent first. If you decide to use my translation services, please let me know when you confirm the project if you would prefer me not to store this information in the translation memory. You may also ask me to delete any personal information held in a translation memory at any time after completing a translation project.

How long I keep your data

I will only retain your personal information for as long as necessary to fulfil the purposes I collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

In some circumstances I may anonymise your personal information so that it can no longer be associated with you, in which case I may use such information without further notice to you.

I will only keep the information for as long as I am required to do so by law. Under UK tax law I am required to keep your basic personal information (name, address and contact details) for a minimum of six years.

I may also keep a copy of the original source document and my translation in order deal with any questions or complaints about the services I have provided.

I will delete information securely when it is no longer needed for these purposes.

Electronic Communication and the Internet

Unfortunately transmitting information by email and via the internet is not 100% secure. Therefore I am unable to accept responsibility for anything that is out of my control, for example, loss of personal data that you send to me by email, or if somebody accesses and/or changes any personal data contained in emails, or in files and attachments that you send to me by email (including photos), without your permission.

Your rights

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information I hold about you and to check that I am lawfully processing it. I may charge a reasonable fee if your request for access is clearly unfounded or excessive, or I may refuse to comply with the request in such circumstances.
- Request correction of the personal information that I hold about you. This enables you to have any incomplete or inaccurate information I hold about you corrected.
- Request erasure of your personal information. This enables you to ask me to delete or remove personal information where there is no good reason for me continuing to process it. You also have the right to ask me to delete or remove your personal information where you have exercised your right to object to processing (see below). I am not required to delete or remove personal information if your objection is not upheld.

- Object to processing of your personal information where I am relying on a legitimate interest as the reason for processing and there is something about your particular situation which makes you want to object to processing on this ground. I am not obliged to uphold your objection where the legitimate interest relied on outweighs the reason for your objection.
- Request the restriction of processing of your personal information. This enables you to ask me to suspend the processing of personal information about you, for example if you want me to establish its accuracy or the reason for processing it or while I am considering your objection to processing.
- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or ask me to transfer a copy of your personal information to another party, please contact me in writing.

I may need to request specific information from you to help me to confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact me. Once I have received notification that you have withdrawn your consent, I will no longer process your information for the purpose or purposes you originally agreed to, unless I have another legitimate basis for doing so in law.

Your responsibilities

It is important that the personal information I hold about you is accurate and current. Please keep me informed if your personal information changes.

Changes to this privacy notice

I reserve the right to update this privacy notice at any time. Any updates will be published on this website. I may also notify you in other ways from time to time about the processing of your personal information.

Contact

If you have any questions about this privacy notice or how I handle your personal information, please contact me by email at info@word4word.eu. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.