



ELIZABETH MATTHEWS TRANSLATIONS

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PRIVACY NOTICE

Introduction

My name is Elizabeth Matthews and I operate in the United Kingdom, providing freelance translation services for translation agencies, companies and private individuals.

I take the privacy and security of your personal data very seriously. This privacy notice outlines what data is collected and why, how it is used, the limited circumstances in which it might be disclosed to others, how it is stored, and your rights regarding the processing of your personal data.

What data is collected?

- Clients' names and contact details: your full name, email address, full postal address and a telephone number are required to enable me to enter into a contract with you for the provision of translation services. I will ask you for these details before starting on a translation job.
- Data within documents for translation: I am sometimes asked to translate documents which contain personal data.

Where is it stored?

The data is stored on a password-protected desktop computer, used only by me, with back-up copies stored on an external drive kept in a secure location and on a secure cloud-storage facility.

How is it used?

The data is used for the fulfilment of the contract, including invoicing and record keeping. It will not be used for marketing purposes and will not be shared with anyone else without your specific consent (for example, if I am unable to take on your translation and you agree to have your details passed to someone else who may be able to help), unless there is a legal requirement to do so.

How long is it kept for?

- Any personal data from a new client who is a private individual sent with a request for a quote which does not ultimately result in a job will be deleted after two months.
- If I undertake a job for you, I will keep your contact details in a database in order to maintain an ongoing relationship should you require further translations in the future. Once a year I will go through the database deleting individuals from whom I have had no contact for five years, and companies/agencies for ten years. You may ask to be removed from the database at any time (see 'Your rights' below).
- Copies of invoices will always be kept for seven years to comply with tax obligations.
- Copies of translations are normally kept for seven years, but non-certified translations can generally be deleted sooner on request.

Elizabeth Matthews BA, MCIL, MITI, CL – Established 1983



Member of Institute of Translation and Interpreting



Member of Chartered Institute of Linguists
Chartered Linguist (Translator)

PRIVACY NOTICE (continued)

Your rights

You have the right to ask at any time what data I have about you, to request the rectification of any inaccurate data or the erasure of the data. I will respond to such requests promptly and comply with them unless there is a legitimate reason not to do so (for example, if work agreed has not been paid for or if information needs to be kept for tax or legal purposes).

Further information

Further information about data protection and the General Data Protection Regulation (GDPR) can be found on the website of the Information Commissioner's Office (ico.org.uk).

Complaints

If you have any concerns about how I process your personal data, please contact me at the above address. You also have the right to lodge a complaint with the ICO in the United Kingdom or with the supervisory authority in the country where you live.

Changes to this privacy notice

This privacy notice will be reviewed and updated from time to time. It was last updated in May 2018.

Elizabeth Matthews Privacy Notice – May 2018

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