

## **Privacy Policy**

Craftwork Translations Ltd takes privacy and data protection very seriously. We will never share data with any third party without the consent of the data subject, unless required by law.

### **Data subjects**

There are two types of data subject whose data we process: (a) work colleagues, suppliers and clients, and (b) data subjects whose information is contained in the documents to be translated.

#### **(a) Work colleagues, suppliers and clients**

The data we hold relating to work colleagues, suppliers and clients consists of the names of these data subjects, the name of their employer, and their work contact details (work email, work phone and work address).

#### **How we use this data**

This data is used to respond to translation requests, inform colleagues and clients about our availability (annual leave, bank holidays, maternity or sick leave, etc.), and keep colleagues and clients up to date when our situation or the services we offer changes (new languages or subject areas offered, new contact details, etc.).

#### **Legal basis**

The legal basis for processing this data is the obligation to provide the contracted translation services. We use this data to communicate with colleagues and clients when providing translation services, and to keep them abreast of any changes that may affect these services.

#### **Retention period**

Data relating to work colleagues and clients will be retained for as long as we continue working together or, should we cease working together, for the record-keeping period required by HMRC (5 years after the 31 January submission deadline of the relevant tax year).

If we are made aware that a data subject is no longer working for one of our translation clients, we will delete their name and email address from our address book. Their name may still appear in any emails that they sent and on any purchase orders that they issued when working for their previous employer; these emails and purchase orders will be retained for the record-keeping period required by HMRC (5 years after the 31 January submission deadline of the relevant tax year).

#### **(b) Data subjects whose information is contained in the documents to be translated**

The data we hold relating to data subjects whose information is contained in the documents to be translated can be very varied.

Such documents typically include, but are not limited to, birth, marriage and death certificates; academic certificates; criminal records and other legal certificates; insurance and bank documents; passports and ID documents; and contracts, among others.

The data they contain may consist of, but is not limited to, the data subject's name, date of birth, place of birth, postal address, email address, telephone number, marital status, academic qualifications (including the date, academic institution, specialist subject[s] and grades), date of death, ID number, employer, family (names, addresses, places of birth, etc.), insurance details, financial details (including their bank, account balances, etc.), and any other details contained in the documents to be translated.

### **How we use this data**

This data is used solely for the purpose of translating the documents. The data is read by the translator and either transcribed in the translation with no changes or translated into English. On occasion the data may be used to conduct translation research, such as by checking the correct spelling online, in order to ensure the accuracy of the translation.

### **Legal basis**

The legal basis for processing this data is the obligation to provide the contracted translation services. We use the data to accurately translate the document.

### **Retention period**

Data that is contained in the document to be translated will be retained until the invoice for said translation has been paid. After this point, the source document will be either (1) deleted or (2) anonymised. If the source document is deleted, it will be sent to the computer's recycle bin which is emptied automatically every 30 days. If the source document is anonymised, all personal data will be removed and the rest of the document will be retained for future reference and to settle any possible disputes or queries.

The target document will be either (1) deleted or (2) anonymised. If the target document is deleted, it will be sent to the computer's recycle bin which is emptied automatically every 30 days. If the target document is anonymised, all personal data will be removed and the rest of the document will be retained for future reference and to settle any possible disputes or queries.

### **Where data comes from**

The personal data we process is sent to us by email only, by companies, translation agencies and private individuals.

### **Where data is stored and how it is protected**

Data is held in three locations: a password-protected G Suite cloud account (data type a and b), a password-protected computer and back-up drive in a locked, alarmed building (data type a and b), and on paper in files in a locked, alarmed building (data type a only).

Data type b will never be printed out.

Data is accessed only by the director of Craftwork Translations Ltd.

If you wish to exercise any of [your rights under GDPR](#), please email [info@craftworktranslations.co.uk](mailto:info@craftworktranslations.co.uk).