

Privacy policy

This privacy policy describes the way that InterpretersPortal, here after “The Company” treats personal information that it collects. Personal information is information about an individual that is personally identifiable such as name, address, email address, or phone number. This policy covers the entire Interpreters Portal.

Under the new General Data Protection Regulation of May 2018, you are entitled at any time to request from us a copy of the data we hold on you.

Also you may at any time request that we remove any data referring to you from our system

Please note that

1. All data regarding your qualifications etc is owned by you & edited by you, we in no way alter that data.
2. Any data on your calls etc is emailed to you on a monthly basis
3. The only other data we hold, is on your actual call record or payment details.

The "Company" services may contain links to other websites. "The Company" is not responsible for the information practices or the content of such other websites. Users are encouraged to review the privacy statements of other websites to understand their information practices.

Information "The Company" collects, and how it is used

Information submitted by users: Some of “The Company” services require registration. In order to register with “The Company”, a user must provide their name, a valid email address, mailing address, telephone number, a user name, and a password. Information must also be provided about language pairs spoken, mother tongue and where you heard about the Interpreters Portal. Registered users have the option to provide various other personal information, such as areas of specialism and professional qualifications. A limited subset of this information will be displayed in a public profile page and elsewhere by “The Company”.

Information that is included in a public profile is:

- Name
- Gender
- City & Country of residence
- Mother tongue
- Language pairs
- Qualifications & Sectors
- Comments field
- CRB information
- Interpreter ID#
- Specialisms

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Any further information regarding yourself that you choose to reveal to a client of InterpretersPortal will be solely at your discretion.

All of this information is optional and can be modified by the individual at any time. “The Company” may combine individuals' profile information with information from other “The Company” services or third parties in order to provide users with a better experience and to improve the quality of “The Company” services.

Cookies: “The Company” may set and access one or more cookies (a small text file containing a string of characters) on users' computers. Cookies are used to improve the quality of “The Company's” service, including for storing user preferences, identifying user logins, and tracking user trends. “The Company” links the information stored in cookies to your Interpreters Portal profile and to personally identifiable information you submit while on this site.

“The Company” may use third-party web analytics software or services, to analyse website traffic in order to improve the site. These web analytics services may set a cookie to collect anonymous traffic data.

Log information: Like most websites, “The Company” servers automatically record information sent by visitors' browsers. These server logs may include information such as the web request, Internet Protocol (IP) address, browser type, browser language, the date and time of the request and one or more cookies that may uniquely identify the browser. This automatically collected data is linked to Interpreters Portal profiles and to personally identifiable information. IP addresses are tied to personally identifiable information in order to protect users from fraud, abuse, and other misconduct, and to improve the quality of “The Company” services.

User communications: When users send email or other communications to “The Company”, those communications may be retained in order to process inquiries, respond to requests and improve “The Company” services.

Surveys: From time-to-time “The Company” may request information from users via surveys. Participation in these surveys is completely voluntary and the user therefore has a choice whether or not to disclose this information. Survey information will be used for purposes of monitoring or improving “The Company” services.

Referrals and user testimonials: From time-to-time “The Company” may post a list of select users and testimonials on its website that contain information such as names, titles, and company logos. “The Company” obtains the consent of each user prior to posting any information on such a list or posting testimonials.

Children: Protecting the privacy of the very young is especially important. “The Company” never collects or maintains information from those actually known to be minors, and no part of the “The Company” website is structured to attract minors.

Communications from “The Company”: “The Company” may use individuals' personal information to contact them. For example, to respond to comments or requests for information, to provide requested services, or in regard to issues relating to users' accounts, via email or telephone.

In addition, an email newsletter may periodically be sent to registered users. The Company” may also send marketing or promotional materials for its own services. These messages will include clear and effective instructions for opting out of future communications of that kind.

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Processing personal information and user data: "The Company" only processes personal information and user data for the purposes described in this privacy policy. In addition to the above, such purposes include:

1. Providing services to users
2. Auditing, research and analysis in order to maintain, protect and improve "The Company" services
3. Ensuring the technical functioning of "The Company's" network; and
4. Developing new services

"The Company" processes personal information on its servers in various countries. In some cases, personal information may be processed on a server outside a user's own country.

Choices about personal information: Individuals have full control over the personal information they provide to "The Company" and the manner in which it is used.

If "The Company" proposes to use personal information for any purposes other than those described in this privacy policy, an effective way will be provided to opt out of the use of personal information for those other purposes. "The Company" will not collect or use sensitive information (confidential medical information, racial or ethnic origins, political or religious beliefs or sexuality, tied to personal information) for purposes other than those described in this privacy policy without first obtaining the individuals' prior consent.

Most browsers are initially set up to accept cookies, but can be reset to refuse all cookies or to indicate when a cookie is being sent. However, some "The Company" features and services may not function properly if cookies are disabled.

"The Company" may use third-party web analytics services to track trends in the way the site is used, in order to improve the site.

Users can decline to submit personal information to any "The Company" services, in which case "The Company" may not be able to provide those services to them.

Disclosure: "The Company" does not share, sell, rent, or trade personally identifiable information with third parties for their promotional purposes.

We may disclose information about you to any of our employees, officers, agents, suppliers, partners or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy.

In addition, we may disclose information about you:

- (a) to the extent that we are required to do so by law;
- (b) in connection with any legal proceedings or prospective legal proceedings;
- (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and
- (d) to the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling.

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If “The Company” becomes involved in a merger, acquisition, or any form of sale of some or all of its assets, notice will be provided before personal information is transferred and becomes subject to a different privacy policy.

“The Company” may share with third parties certain pieces of aggregated, non-personal information, such as the number of calls made in a particular language pair, for example, or how many service providers have accessed a user's profile page. Such information does not identify anyone individually.

Security: “The Company” takes appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of data. These include internal reviews of data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorized access to systems where personal data is stored.

Access to personal information is restricted to “The Company” employees, contractors and agents who need to know that information in order to operate, develop or improve “The Company” services. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.

Data Integrity: “The Company” processes personal information only for the purposes for which it was collected or subsequently authorized by the individual, and in accordance with this privacy policy. “The Company” reviews its data collection, storage and processing practices to ensure that it only collects, stores and processes the personal information needed to provide or improve “The Company” services. Reasonable steps are taken to ensure that the personal information “The Company” processes is accurate, complete, and current, but it depends on “The Company” users to update or correct their personal information whenever necessary.

Accessing and updating personal information: “The Company” makes good faith efforts to provide users of its services with access to their personal information and either to correct this data if it is inaccurate or to delete such data at their request if it is not otherwise required to be retained by law or for legitimate business purposes. “The Company” asks individual users to identify themselves and the information requested to be accessed, corrected or removed before processing such requests, and may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backup tapes), where the rights of persons other than the individual would be violated, or for which access is not otherwise required. In any case where “The Company” provides information access and correction, this service is performed free of charge, except if doing so would require a disproportionate effort.

If your personally identifiable information changes or if you no longer wish to use any of “The Company” services, you may update your information from your profile or request your account be deactivated by sending an email to unsubscribe@interpretersportal.com. You will receive a response to your request within 5 days.

Enforcement: “The Company” regularly reviews its compliance with this privacy policy. Please direct any questions or concerns regarding this privacy policy or “The Company's” treatment of personal information via email to support@interpretersportal.com

“The Company” will investigate and attempt to resolve complaints and disputes regarding use and disclosure of personal information in accordance with the principles contained in this privacy policy.

Changes to this privacy policy: Please note that this privacy policy may change from time to time. Individuals' rights under this privacy policy will not be reduced without their explicit consent, and most

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such changes are expected to be minor. Regardless, any privacy policy changes will be posted on this page and, if the changes are significant, a more prominent notice will be provided (for example, on the “The Company” home page, or by email notification).

David Martin

Director & Data Protection Officer

April 2018