

KEY TRANSLATION

PRIVACY POLICY

INTRODUCTION

This privacy policy sets out how **KEY TRANSLATION** uses and protects any information that you supply when you use our website or contact us in any way.

KEY TRANSLATION is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

KEY TRANSLATION may change this policy from time to time by updating this page. You should check this page occasionally to ensure that you are happy with any changes. This policy is effective from 25 May 2018.

SUMMARY

We only keep your contact details once you have been in touch to enquire about and as a user of, our services. This information includes:

- your contact details including email address, place of work and phone number
- other information you supply relevant to any enquiry you make
- details of services provided by Key Translation, previous enquiries and project information, historical translations and glossaries
- our website does not utilise cookies and we automatically expire redundant information

WHAT WE DO WITH THE INFORMATION

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping to provide advice and maintain reference sources relating to commissioned services
- To send you occasional information regarding updates and relevant details
- Accounts information for legal and audit purposes

SECURITY

We are committed to ensuring that your information is secure.

In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. Current operating and virus checking systems are maintained with the latest updates.

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COOKIES

We use Zen.co.uk via cPanel to anonymously compile web visitor statistics. Only 1000 page hits are recorded and the record is deleted on a rolling basis. cPanel is the hosting dashboard and webserver for Zen.

LINKS TO OTHER WEBSITES

Our website may contain links to other websites of interest. Once you have used these links to leave our site, you should note that we do not have any control over that other website.

We cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

3RD PARTY SITES AND HOSTED SERVICES

Email: Key Translation uses Zen via cPanel to provide its email service. Email is retained on the hosting servers for 30 days and then automatically deleted. Email is securely stored and archived on Key Translations's central PC using Microsoft Outlook.

See www.zen.co.uk

CONTROLLING YOUR PERSONAL INFORMATION

We will not sell, distribute or lease your personal information. We will only use it to respond to any requests for information made by you. We will not forward your personal details to third party unless we ask for your express permission to do so. Circumstances where this may occur will be to resolve technical and specific translation and terminology issues. In such cases we will anonymise data before seeking third party assistance.

We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk

You may request details of personal information which we hold about you. If you would like a copy of the information held on you please click here to contact us.

If you believe that any information we are holding is incorrect or incomplete, please contact us. We will promptly correct any information.

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COMPLAINTS ABOUT HOW YOUR DATA IS USED

You have the right to take any complaints about how we process your personal data to the Information Commissioner:

Email: <https://ico.org.uk/concerns>
Telephone: 0303 123 1113
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

HOW CONTACT US

At any time you may contact us to ask what information we hold about you, correct any details or request deletion of your details.

Contact form: [click here](#)

Address: Key Translation
20 School Lane
Guilden Sutton
Chester
CH3 7ET

Phone: 01244 301184

Email: info@key-translation.com