



Privacy Notice

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Applicability and Acceptance

Transatlantic Translations Limited (“TTGroup”) and its worldwide subsidiaries (“we”, “our”) respect your privacy and know that you care about how we use and share your information.

This notice describes the TTGroup privacy policy relating to Personal information that we collect, share, use, and protect. By using this website (Our Site), you are accepting and consenting to the practices described in this Privacy Notice.

Personal Data

The information we collect is the Information you give us. This is information about you that you provide to us by filling in forms on our website or by corresponding with us by phone, or email. It includes information you provide when you fill in our Quote Request page, register to use our client portal, subscribe to our service, participate on our social medial sites or other activities commonly carried out such as when you report a problem with our site.

Example types of Data we collect from you and process, not limited to:

- email address, phone number, mobile telephone number and IP address;
- Data we use to verify your identity username, passwords and answers to any security questions;
- depending on the services you use: financial information, such as bank account details, payment card details, billing and other information you provide to purchase services;
- technical Data is collected through the use of cookies
- information you provide to us through correspondence, chats, or shared by you from other social applications, services or websites.

Any time we need you to provide more Personal Data, we will explain our reasons requesting this before we ask. TTGroup works with third parties, (for example, payment services providers, credit agencies, sub-contractors in technical services and marketing companies) and may receive Personal Data from them about you.

Our site may contain links to other websites that are outside our control and are not covered by this Privacy Notice. If you access other websites using the links provided, the operators of these websites may collect information from you which will be used by them in accordance with their Privacy policy, which may differ from ours.

Use of Cookies

TTGroup uses cookies when you visit our sites. We use four main types of cookies:

1. Site functionality cookies: these cookies allow you to navigate the website.
2. Site analytics cookies: these cookies allow us to measure and analyse how our customers use the site, to improve its functionality.
3. Customer preference cookies: when you are browsing, these cookies will remember your preferences (like your language or location), so we can make your website experience as seamless as possible, and more Personal to you.
4. Targeting or advertising cookies: these cookies are used to deliver ads relevant to you. They also limit the number of times that you see an ad and help us measure the effectiveness of our marketing campaigns.

Why we collect your Personal Data

TTGroup uses the Personal Data you provide:

- To provide you with the information you request about our organization and services
- Clients under contract with TTGroup in order to provide services requested of us and to fulfil our obligations to you, bill you and process the payment
- Provide an enhanced and Personalized user experience when visiting our websites to ensure that content from our site is fully accessible and presented effectively for your computer and you
- Create and manage your client portal user account, while keeping you informed about changes or developments to our sites or our services
- Provide you with information by mail, telephone, fax, SMS or by email about other services and offerings we provide that are similar to those that you have already purchased or enquired about, include you in marketing campaigns for services or offerings we consider relevant to you.

TTGroup uses the Personal Data we automatically collect:

- To ensure that content is presented in the most effective manner for you and for your computer
- Maintain the security of our sites and services
- To prevent and detect fraud against either you or TTGroup, and to meet our legal obligations about looking after your Data
- Deliver relevant marketing to you about our services and offerings
- Administer our sites through Data analysis, testing and support

Disclosure to Third Parties

We may share your Personal Data:

- With any member of our group and subsidiaries that may be located outside of the EU
- When we identify that you are interested in or involved in an industry sector, we will provide your Personal Data to one of our group members who may contact you, to provide you with details on our organization, services and offerings.
- With sub-contractors to perform services on our behalf such as analysing Data, services we offer and processing payments. They will have access to Personal Data needed to perform their functions, but may not use it for other purposes

The Personal Data that we collect from you may be transferred to, and stored at, a destination outside the European Union ("EU") and European Economic Area ("EEA"). It may also be processed by staff operating outside the EU and EEA who work for us or for one of our suppliers. This includes information that could be transferred into the United States. By submitting your information, you agree to this transfer, storing and or processing. Unless you request TTGroup not to send Personal Data outside of the EU and EEA.

We will take all steps reasonably necessary to ensure that your information is processed securely. A copy of the applicable documentation ensuring the necessary safeguards can be obtained from TTGroup using the contact details below.

Unless required to do so by law to law enforcement or regulatory agencies or by an order of a Court, or to detect or prevent fraud or to address security or technical issues we will not otherwise share or distribute any of the information you provide to us without your consent.

TTGroup and its subcontractors will maintain appropriate security procedures and practices to safeguard your data against unauthorized access and to maintain the confidentiality of your data in accordance with the applicable law. We employ strict security measures to protect your information from access by unauthorized persons and against unlawful processing, accidental loss, destruction and damage both on-line and off-line. The data is encrypted when in transit between your device and the TTGroup client portal.

The Internet is an inherently open and insecure means of communication, any data a user transmits over the Internet may be susceptible to interception and alteration.

TTGroup makes no guarantee regarding, and assumes no liability for, the security and integrity of any data you transmit over the Internet, including any data transmitted via any server designated as "secure". As it is impossible to have the



expectation of privacy in any content, including accounts of files transmitted through the internet.

No website can be completely secure. If you have concerns that your TTGroup client portal account may have been compromised, please contact TTGroup using contact below.

We will not sell, trade or rent Personal Data to unaffiliated third parties except if we have obtained your express permission.

Your rights Under GDPR for EU and EEA Individuals

TTGroup processes your Personal Data either to perform our contractual obligations with you or for legitimate interests associated with the delivery of our business. We may also specifically ask for your consent for processing of your Personal Data in some cases. We will retain your information for a reasonable period, as long as the law or regulations requires, or as determined under client contract.

TTGroup recognizes and understands that you control your Personal Data, and you can:

- Withdraw your consent to processing your Personal Data at any time, even if previous consent has been provided
- Request confirmation your Personal Data is being processed and a copy of the Personal Data being processed. TTGroup will respond to any request to the extent required by law and may charge a reasonable fee as provided by applicable law
- Obtain confirmation any inaccurate Personal Data has been corrected
- Obtain confirmation of the deletion of Personal Data as provided by applicable law
- Request TTGroup to permanently or temporarily restrict its processing of your Personal Data
- Request that your Personal Data is not used for direct marketing services to you

If you wish for us to receive, delete, modify, limit or restrict processing of your Personal Data, please contact us at Privacy@TTGTranslates.com.

EU and EEA individuals also have the right to lodge a complaint about the handling of their personal data pursuant to the GDPR with their Data Protection Authority (DPA). Please refer to the following link to locate the appropriate office: http://ec.europa.eu/justice/article-29/structure/dataprotection-authorities/index_en.htm for the list of supervisory authorities.

The Privacy Shield Frameworks for EU and Swiss Data That is Transferred Into The United States

TTGroup ensures that our Privacy Policy complies with all applicable privacy laws and regulations.

TTGroup complies with the EU-US Privacy Shield Framework and the Swiss-US Privacy Shield Framework as set forth by the US Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and Switzerland transferred to the United States pursuant to Privacy Shield. TTGroup has certified that it adheres to the Privacy Shield Principles with respect to such data. If there is any conflict between the policies in this privacy policy and data subject rights under the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification page, please visit <https://www.privacyshield.gov/>

TTGroup is subject to the jurisdiction and enforcement authority of the United States Federal Trade Commission (FTC).

The following rights and notifications are pursuant to the Privacy Shield Frameworks:

- EU and Swiss individuals have the right to access their data that has been transferred to the United States. These individuals can inspect, correct or update and request its deletion. Individuals wishing to exercise this right may contact us at Privacy@TTGTranslates.com
- TTGroup may be liable for the misuse of EU and Swiss personal data to third parties acting as our agents unless we can prove we were not a party to the events giving rise to the damages.
- TTG does not currently share any personal data with non-agent third parties or utilize that data for uses other than that for which the data was originally provided. If this practice should change, we will provide individuals with opt-in or opt-out choice, as applicable, prior to any release of said data.
- TTG may be required to release personal data in response to lawful requests by public authorities including to meet national security and law enforcement requirements.

In compliance with the Privacy Shield Principles, TTGroup commits to resolve complaints about your privacy and our collection or use of your personal information transferred to the United States pursuant to Privacy Shield. European Union and Swiss individuals with Privacy Shield inquiries or complaints should first contact us at:

Email at: Privacy@TTGTranslates.com

Mail:



FAO: Privacy Officer (Legal Department)
Transatlantic Translations Limited
Stag House
Old London Road
Hertford
Hertfordshire
SG13 7LA

TTGroup has further committed to refer unresolved privacy complaints under the Privacy Shield Principles to an independent dispute resolution mechanism, the BBB EU PRIVACY SHIELD, operated by the Council of Better Business Bureaus. If you do not receive timely acknowledgment of your complaint, or if your complaint is not satisfactorily addressed, please visit www.bbb.org/EU-privacy-shield/for-eu-consumers for more information and to file a complaint. This service is provided free of charge to you.

If your complaint involves human resources data transferred to the United States from the EU [and/or Switzerland] in the context of the employment relationship, and TTGroup does not address it satisfactorily, we commit to cooperate with the panel established by the EU data protection authorities (DPA Panel) [and/or the Swiss Federal Data Protection and Information Commissioner, as applicable] and to comply with the advice given by the DPA panel [and/or Commissioner, as applicable] with regard to such human resources data. To pursue an unresolved human resources complaint, you should contact the state or national data protection or labor authority in the appropriate jurisdiction. Complaints related to human resources data should not be addressed to the BBB EU PRIVACY SHIELD.

Contact details for the EU data protection authorities can be found at http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm
Contact details for the Swiss Federal Data Protection and Information Commissioner (FDPIC) can be found at <https://www.edoeb.admin.ch/edoeb/en/home/the-fdpic/links/data-protection---switzerland.html>

If your Privacy Shield complaint cannot be resolved through the above channels, under certain conditions, you may invoke binding arbitration for some residual claims not resolved by other redress mechanisms. See Privacy Shield Annex 1 at <https://www.privacyshield.gov/article?id=ANNEX-I-introduction>

Changes to our Privacy Policy



Any changes we make to this Privacy Policy will be posted on this page and will become effective 28 days after posting. You should bookmark and periodically review this page to ensure that you are familiar with the most current version of this Privacy Policy.

Governing Law and Jurisdiction

The law which governs this Notice and all disputes arising under it is English law. The current law is the General Data Protection Regulation (Regulation (EU) 2016/679). All disputes of whatsoever nature including failure to perform, and performance shall be determined by the courts of England.

Contact

Email at: Privacy@TTGTranslates.com

Mail:

FAO: Privacy Officer (Legal Department)
Transatlantic Translations Limited
Stag House
Old London Road
Hertford
Hertfordshire
SG13 7LA