



# Privacy Notice

(Version 1.9.1)

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## *Applicability and Acceptance*

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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.

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## *Personal Data*

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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.

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### *Use of Cookies*

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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

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### *Why we collect your Personal Data*

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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

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### *Disclosure to Third Parties*

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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. 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.

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

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### *Your rights*

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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 will retain your information for as long as the law or regulations requires, or as



determined under client contract. Should you request to delete your personal data, we will record and track your request and send you proof of deletion when completed, without undue delay and within one month of receipt of the request.

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](mailto:Privacy@TTGTranslates.com).

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#### *How we protect your information*

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

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.

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### *Changes to our Privacy Policy*

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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.

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### *Governing Law and Jurisdiction*

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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.

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### *Contact*

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Email: [Privacy@TTGTranslates.com](mailto:Privacy@TTGTranslates.com)

Address: FAO: Privacy Officer (Legal Department)  
Transatlantic Translations Limited  
90 New Town Row  
Birmingham  
B6 4HZ

Should you wish to report a complaint or if you feel that TTG has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Website: <https://ico.org.uk/global/contact-us/>

Address: Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113

Fax: 01625 524510

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