

PRIVACY POLICY

PREAMBLE

This privacy policy will explain how Peak Translations Ltd uses the personal data we collect from you when you use our website and communicate with us in any other way.

TOPICS COVERED

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How will we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- How to manage your cookies?
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

1. WHAT DATA DO WE COLLECT?

1.1 Peak Translations Ltd collects the following data:

- Personal identification information:
 - Name
 - Email address
 - Phone number
 - Postal address
 - Bank details

2. HOW DO WE COLLECT YOUR DATA?

2.1 You directly provide Peak Translations with the data we collect. We collect data and process data when you:

- Apply online to join our database
- Commission any of our services
- Voluntarily complete a customer survey or provide feedback via email
- Use or view our website via your browser's cookies

2.2 Peak Translations may also receive your data indirectly from the following sources:

- Public online databases;

3. HOW WILL WE USE YOUR DATA?

3.1 Peak Translations collects your data so that we can:

- Contact linguists regarding appropriate assignments with a view to offering them work
- Manage client projects
- Email regarding relevant information of interest and any special offers

3.2 Peak Translations does not share your data with any third parties. For assignments where clients need to know the name of the linguist working on their behalf, we will seek permission prior to sharing the relevant information.

4. HOW DO WE STORE YOUR DATA?

4.1 Peak Translations securely stores your data on our secure server at our offices situated at Ringstones Industrial Estate, Bridgemont, Whaley Bridge, SK23 7PD and on cloud servers which adhere to current EU legislation.

4.2 Peak Translations will keep your data in perpetuity, unless we are asked to remove it.

5. MARKETING

5.1 Peak Translations would like to send you information about our services that we think you might like.

5.2 If you have agreed to receive marketing, you may always opt out at a later date.

5.3 You have the right at any time to stop Peak Translations from contacting you for marketing purposes.

5.4 If you no longer wish to be contacted for marketing purposes, please let us know.

6. WHAT ARE YOUR DATA PROTECTION RIGHTS?

6.1 Peak Translations Ltd would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- **The right to access** – You have the right to ask Peak Translations for copies of your personal data. We may charge you a small fee for this service.
- **The right to rectification** – You have the right to request that Peak Translations Ltd correct any information you believe is inaccurate. You also have the right to request Peak Translations Ltd to complete information you believe is incomplete.
- **The right to erasure** – You have the right to request that Peak Translations Ltd erase your personal data, under certain conditions.
- **The right to restrict processing** – You have the right to request that Peak Translations Ltd restrict the processing of your personal data, under certain conditions.
- **The right to object to processing** – You have the right to object to Peak Translations Ltd processing your personal data, under certain conditions.
- **The right to data portability** – You have the right to request that Peak Translations Ltd transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

6.2 If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: info@peak-translations.co.uk, call us on: 01663 732074 or write to us: Peak Translations Ltd, Ringstones Industrial Estate, Bridgemont, Whaley Bridge, SK23 7PD.

7. WHAT ARE COOKIES?

7.1 Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information.

7.2 When you visit our websites, we may collect information from you automatically through cookies or similar technology.

8. HOW DO WE USE COOKIES?

8.1 Peak Translations Ltd uses cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website
- Keeping you signed in

9. HOW TO MANAGE COOKIES

9.1 You can set your browser not to accept to cookies, and you can also remove cookies from your browser.

10. PRIVACY POLICIES OF OTHER WEBSITES

10.1 The Peak Translations Ltd website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

11. CHANGES TO OUR PRIVACY POLICY

11.1 Peak Translations Ltd keeps its privacy policy under regular review and places any updates on the website. The date of the last update is shown below.

12. HOW TO CONTACT US

12.1 If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us:

- Email: info@peak-translations.co.uk,
- Call us on: 01663 732074
- Or write to us: Peak Translations Ltd, Ringstones Industrial Estate, Bridgemont, Whaley Bridge, SK23 7PD.

13. HOW TO CONTACT THE APPROPRIATE AUTHORITY

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

Helpline: 0303 123 1113

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

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