



MXRSCIENTIFICTRANSLATION.COM

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Privacy Policy

This document was prepared in response to the amendments to the General Data Protection Regulations (GDPR) of May 2018. It is hoped that the following details will answer any questions you may have. Please contact the address provided above for further information.

1. What information is collected and stored?

The only customer information collected and stored is the name, address, email address, telephone number and possible fax number of individuals or organisations making a request or receiving a service. In the case of companies, this information is also in the public domain and the regulations may therefore not apply.

2. Whose information is collected and stored?

Information belonging to customers for whom services are carried out, or potential customers seeking quotes or making enquiries. Occasionally, contact information appears in the body of a text submitted for translation, but this information is only held for a specified period of time (please see section 7).

3. How is the information collected and stored?

The above-mentioned information is collected upon receipt of a request for services, usually by email, and occasionally by telephone. It is stored in a folder on a central computer, which is protected by a password and secured by anti-virus software. No hard copies of information are stored. Occasionally, contact information appears within a text submitted for translation, but this information is only held for a specified period of time (please see section 7).

4. Why is the information stored?

The information is stored solely for the purpose of creating and issuing invoices for the services provided. No information is used for marketing purposes.

5. How is the information used?

Contact details, i.e. names, addresses, telephone numbers of individual customers and names, names of contact person(s), addresses, telephone numbers and fax numbers of companies appear on all invoices, which are sent to the preferred email address. Invoicing is carried out on a monthly basis, usually on the last Friday of the month.

6. Who is the information shared with?

Information may be shared with collaborators of mxr scientific translation, for example proof-readers, other translators or those involved in updating the website or blog. As explained below, information is only held by collaborators for a specified period of time (please see section 7).

7. How long is the information held?

The handling, storage and deletion of information is treated as follows:-

- Information relating to regular, ongoing customers is held as detailed above for an indefinite period of time, since it is required repeatedly.
- Any unnecessary information supplied via emails is deleted immediately.
- Information used in the creation of invoices is deleted immediately upon settlement of the outstanding payment.
- Any information appearing within a document submitted for translation or proofreading, or within a document that has been translated and is awaiting confirmation of receipt of delivery or approval, will be held until such confirmation or approval has been received, or for one week following delivery, whichever is the sooner.
- Any collaborators and colleagues in receipt of information have been informed of this policy and no information is stored by them once the services requested have been completed and delivered.

8. Is the collection, storage and use of information likely to cause objections/complaints?

Since obsolete and non-essential data is quickly deleted, and since information is used for invoicing purposes only, and no information is used in marketing, this policy is unlikely to give rise to objections or complaints.

For further information, please contact melanie@mxrscientifictranslation.com

Melanie Rutter

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