

Your Personal Data with VibrantWords Translations

Who I am

My name is Carolina Casado Parras and I am registered as a sole trader in the United Kingdom. I offer translation, proofreading and tutoring services under the trading name VibrantWords Translations. I am GDPR compliant and registered with the ICO. I am a **data controller** when I work with direct clients and when it comes to my website's users. I am a **data processor** when I work through translation agencies or I am subcontracted by a colleague responsible for the content.

What data I need

a) Identifiable personal information: I need your name, postal address, email and telephone number to issue quotes, estimates and invoices for translation/ revision services. If you want to comment on my blog, I need your name and email. If you use the share buttons on my blog, your IP address might be shared with third parties. If you agree to write a testimonial for my website, I need your name and job title. I do not collect sensitive information regarding your health, religious or political views, etc., unless they are included in a document you provide me with for translation. These data are collected via the contact form on my website, comments to my posts or if you contact me via email, text, social networks or telephone.

b) Non-identifiable personal information: I use third-party cookies on my website for traffic analytics, but they cannot identify you because IP addresses are anonymised. I make sure this doesn't lead to remarketing by controlling my security settings with the service provider.

What I do with the data

The legal basis for processing your data is to perform the services you have requested (translation, revision, tutoring...) or to complete the steps to perform them. There shall be written agreement before I perform the services; namely, an agreed quote or estimate and a signed contract, which means you have given your consent to my processing your personal data.

I may have to use these data to comply with legal requirements such as tax declaration in the event that HMRC requires records of my income.

I do not use your data for marketing purposes.

Who else has access to your personal data

All the personal data I collect are processed directly by me alone. Third parties that could have access to your content are my cloud storage, server and website providers, but they are all secure and GDPR compliant. As for the content you send me for translation, a third party that could have access to it is another translator or proofreader if I subcontract them. However, I delete all identifiable personal data before sharing a document and, in compliance with GDPR, we always sign a data-processing agreement.

How I keep your personal data secure

I am the only person who has access to the electronic devices I use to process your personal data. They are all protected by means of passwords and/or fingerprint recognition.

I keep backups in two external hard drives, one of them off-site and under lock. Additionally, I backup my files regularly using a password-protected cloud system that uses encryption.

My website: I have all security measures in place to protect the data and to back it up. If you comment on my blog or use my contact form, your data will be stored on the website. If you write a testimonial, your name and job title will be publicly displayed on my website, and stored on it.

In the event of a data breach, I will inform you and the ICO within 72 hours of becoming aware, as well as any third party: server, website or cloud storage providers.

How long I keep your personal data

Under UK tax law, I must keep records of my invoices - which include your basic personal data - for a minimum of 5 years after I submit my tax declaration. After this period, all quotes, estimates and invoices will be destroyed.

I delete emails and data from the contact form on my website after 5 years. I don't delete comments on my blog. However, you can request that I erase yours at any point.

I keep translations and translation memories for future linguistic reference and for the purpose of consistency, but all identifiable personal information is deleted from the documents before I store them.

Your personal data access rights

You can contact me at any point if you would like to access, correct or erase your personal data, or if you wish to raise a complaint on how I have handled your information. I will take action within one month of receipt of your request. If you wish to use my subject access request form, I can send it to you.

Contact me at info@vibrantwordstranslations.com or use the [contact form](#) on my website.

This privacy notice was drawn up in May 2018 and I will update it when necessary.