

Professionalis Privacy Policy

The privacy policy for this website; www.professionalis.co.uk is served by Natasha da Silva trading as “Professionalis” and governs the privacy of those who use it. The purpose of this policy is to explain how your personal information is controlled, processed, handled and protected, including your rights under current laws and regulations. The UK-based sole trader business of Natasha da Silva trading as “Professionalis” provides language services (including translation, editing, proofreading, localisation, content writing, copywriting, CV writing and project management), working with global customers and service providers located within and outside of the European Union and is therefore subject to the requirements of the [General Data Protection Regulation](#) (GDPR) which came into force on May 25th 2018. It is registered with the [Information Commissioner's Office](#) (ICO) in the United Kingdom under the Data Protection Register (registration number [ZA309393](#)).

How Personal Data is Processed

Personal data is collected, stored and used for the following purposes:

- to issue quotations
- to provide any of the aforementioned language services as requested by customers
- to request any of the aforementioned language services from collaborators
- for administering business activities
- to comply with legal obligations
- to understand the needs of the website users

Personal data collected may include your name, postal address, email address, IP address, telephone number and tax reference number. Personal data may also include bank details, statistical website usage data and any other personal information contained in CVs or documents sent for the express purpose of translation or editing. All data is processed on password-protected devices and is not accessible by third parties.

Your personal data is not shared for marketing purposes and is not disclosed to unauthorised third parties.

Legal Basis

The legal basis for processing your data is to provide the services that you request or to take necessary steps prior to fulfilling that request (“performance of a contract”), which may, on occasion, involve outsourcing your request to another service provider.

Sharing of Personal Data

Customers shall be informed and their consent shall be requested in advance when it is necessary to outsource any work to a third-party collaborator. If any text containing personal data is outsourced for translation or editing by a collaborator, they shall also be GDPR-compliant and shall be asked to process the document accordingly by way of an

appropriate Data Processing Agreement (DPA) and to adhere to confidentiality and professional secrecy by way of a Non-Disclosure Agreement (NDA).

For administrative purposes, your personal data may be securely transferred to and stored by third parties, such as the providers of cloud accounting software (Wave), cloud backup (Google Drive, Dropbox), website hosting (Wix) and email hosting services (Google G Suite). All these parties are also compliant with the EU's [GDPR](#), Canada's [PIPEDA](#) or in the case of US companies, are self-certified under the US [Privacy Shield](#) framework. Please visit their websites for more specific information on their respective privacy policies:

Wave: <https://my.waveapps.com/privacy/>

Google: <https://policies.google.com/privacy>

Dropbox: https://www.dropbox.com/en_GB/privacy

Wix: <https://www.wix.com/about/privacy>

Data Retention

Your personal data will be retained for the duration of our business relationship and for seven years afterwards in order to comply with the legal requirements of the United Kingdom (HMRC 6 + 1).

Your Rights

You are entitled to certain information and to exercise certain rights under the GDPR. Those rights include:

- the right to be informed
- the right of access
- the right to rectification
- the right to erasure
- the right to restrict processing
- the right to data portability
- the right to object
- the right not to be subject to automated decision-making including profiling.

You can read more about these rights in details via [this link](#).

You may request a copy of your personal data, or rectification or removal of the information held at any time. Action shall be taken without undue delay and, in any case, within one month of receipt of the request. Please note that if you request that specific documents which have been translated or edited be deleted or removed sooner, no responsibility shall be accepted for queries or claims relating to the content, as accuracy cannot be verified if copies of the original and the translated, edited or newly created content have not been retained.

Breaches

In the event of a security breach of personal data, due to theft, unlawful access or data sent to the wrong email address, for example, the ICO shall duly be notified within 72 hours of the breach if it is likely that there will be a risk to people's rights and freedoms. This notification will include all information necessary to clarify the circumstances surrounding the incident. Notification will be done electronically via the ICO website. If a breach is likely to result in a high risk to the rights and freedoms of individuals, anyone concerned shall be informed directly and without undue delay. A record will be kept of all breaches regardless of whether they are reported to a supervisory authority or not.

Complaints

If you have any concerns about how your personal data is processed, please write to info@professionalis.co.uk. You also have the right to complain to the ICO or to the relevant supervisory authority in your country.

Website Users

When accessing the website, certain information about you is retained, both automatically and through voluntary actions you may take, during your visit. This policy applies to information collected on the website and in email, text, or other electronic messages between you and the website.

Please read this privacy policy carefully before you start to use the website. By using the website or by clicking to accept or agree any terms when this option is made available to you, you accept and acknowledge the privacy policy. If you do not agree to the policy, you should not access this website.

Links to Other Websites

This privacy policy does not cover links on this site leading to external websites. Please read the relevant privacy policies on the websites you visit.

Use of Cookies

A cookie is a small text file, which often includes an anonymous unique identifier. When you visit a website, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other sites.

The following cookies are used on this website:

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI
hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site-ID}	Session	Security
incap_visid_\${Proxy-ID}_\${Site-ID}	Session	Security
nlbi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members

Cookies and server logs to are used to track how the website is used and to provide you with a better user experience. Information gathered through cookies and server logs may include the date and time of visits, the pages viewed, time spent on the website, and the websites visited just before and just after visiting it, as well as your IP address.

Privacy Policy Updates

This policy will be reviewed periodically and is subject to modification at any time, so please review it frequently. Any changes will become effective upon being published on the Website.

Effective from May 25th 2018, last updated July 16th 2018.

Contact

Please write to info@professionalis.co.uk if you have any queries regarding this policy. Alternatively, you can write to:

Natasha da Silva trading as "Professionalis"
 19 Orchard Croft,
 Sheffield, S26 5UA,
 United Kingdom.