

CUSTOMER DATA PROTECTION NOTICE

Background and purpose

This is the Data Protection Notice offered by The Word Hub Limited.

In compliance with UK and European data protection regulations, this Data Protection Notice explains what personal information we collect from you when you visit our website, or are a recipient of our services, as well as how we handle personal data in content for translation.

The Word Hub supports businesses to reach new markets and new customers worldwide. We are committed to processing all personal information about our customers in ways that comply with our legal and regulatory obligations, and to being clear about what we do with their personal information.

To contact us for more information on our GDPR processes, please make contact via our website www.thewordhub.com.

Briefly: We will not give your data to third parties to use for their benefit without first seeking your permission. We will never sell your data to a third party. We will not harvest or buy personal data in bulk and use them without permission from those whom the data is about. We will not collect data about your behaviour at any other site than our own. For the full details of what we *will* do with your data, please read on.

The Word Hub Limited needs some of your personal data if you purchase our services, or when you contact us, or when you access certain services or documents on our website.

If you represent an organisation that purchases or uses our services, your personal data will be used in connection to this organisation.

The Word Hub Limited is the data controller and, in some cases, the data processor for your personal data. As data controller, we determine the purposes for which and the means by which your personal data is processed. As data processor, we may process personal data on behalf of the data controller, for example in the case of personal data in content for translation.

What information might we collect about you?

We generally collect and store details such as your name, phone number, email address, company worked for, and job title when you ask us to prepare a quotation for you, or when you request information on our services. We collect this information when you contact us through our website, request a quotation or send us information by email or phone, or place an order for our services.

The data we collect to fulfil these services is taken as a data controller. This means that we are responsible for deciding how we hold and use personal information about you.

We may collect the following types of information:

- Name
- Address
- Email
- Phone/mobile
- Company Name
- Bank Details (for payment purposes)

We may also collect and store your data if we have met you at a trade show, an exhibition or a networking event. In order to improve our service to you, we also collect and store communications between you and us that are relevant to the services being provided to you.

Why do we collect this information?

The personal data collected is needed in order to:

- deliver our service to you,
- respond to enquiries,
- or promote our services under legitimate interests.

How do we collect this information?

We collect personal information:

- directly from you when you purchase a translation service,
- from publicly available sources: e.g., networking, social media, internet services, exhibitions, direct referrals, other corporate bodies,
- or via forms on our website.

How do we use the data we collect?

We use the data that we collect to deliver services to you, to respond to enquiries, and for appropriate marketing.

As a customer, we collect information about you to process your order and to contact you about other services we offer that we think may be of interest to you. This information is stored securely in our customer and accounting databases. You will be given the option to opt out of receiving marketing materials from us.

Information will be shared with other staff at The Word Hub in order to provide the best service to you. We will not share any personal information you provide to us with any third party, other than for the purpose of processing translatable content that you have assigned to us as a customer. Any subcontractor that we share translatable content or data with has contractually agreed to keep the information confidential and secure.

How long will we store your data?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Details of retention periods for other aspects of your personal information are available on request by contacting info@thewordhub.com.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data, and the applicable legal requirements.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email info@thewordhub.com, or write to us at the address in the 'How to contact us' section below. We want to make sure that your personal information is accurate and up-to-date. You may ask us to correct or remove information you think is inaccurate.

Under certain circumstances, by law you have the right to:

- request details of personal data we hold about you,
- restrict the collection or use of your personal data,
- withdraw any permission you have given us to use your data,
- or even to delete any records that we may hold.

Changes to our data protection notice

This Data Protection Notice may change from time to time so please remember to check it frequently. This Data Protection Notice was last updated on 12th January 2022.

How to contact us

Please contact us if you have any questions about our Data Protection Notice or information we hold about you:

By email: info@thewordhub.com

Or write to us at:

The Word Hub Limited
Innovation Centre
Longbridge Technology Park
1 Devon Way
Longbridge
Birmingham
B31 2TS

Transfer of Data outside the EU (for EU citizens)

In order to translate content into certain languages, it may be necessary to send the translatable content you send us (excluding your personal data, unless this is contained in the translatable data) to subcontractors in countries outside the EU, where privacy laws may not be as comprehensive as those in your country of citizenship. We will endeavour to transfer your content to a country that has received an Adequacy Decision from the EU, however this will be dependent on the target language required. By providing your consent

to us, you agree to this transfer, storing or processing. We take all reasonable steps to ensure this data is transferred safely and securely, and only transfer data where this is necessary for completion of the translation project.

Consent

By submitting your personal data to us through any of the channels listed above, you consent to this Data Protection Notice. If you do not consent to the terms of this Data Protection Notice, please do not submit your details to us. However, if you have provided personal data, please contact us about how you would like us to handle such data.

Data Protection Officer

Our management team function as a data protection officer (DPO) to oversee compliance with this protection notice. If you have any questions about this protection notice or how we handle your personal information, please contact us at:

The Word Hub Limited
Innovation Centre
Longbridge Technology Park
1 Devon Way
Longbridge
Birmingham
B31 2TS

info@thewordhub.com

Data breaches

In the event of a data breach, we will notify the data subject within 72 hours to provide information of the breach. We will also notify the Information Commissioner's Office (ICO), who is the UK supervisory authority for data protection issues, or notify the data controller.

You have the right to make a complaint at any time to the ICO.