



GENERAL DATA PROTECTION REGULATION (GDPR)

INTRODUCTION

Since the enactment of the General Data Protection Regulation (GDPR) on 25 May 2018, the data subject is required to give consent for the collection and processing of his or her personal data. Below you will find information about your rights as well as the manner in which we collect, use, share, and store data pertaining to you at Telelingua, in accordance with the GDPR.

DATA PROTECTION OFFICER (DPO)

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DPO responsible for all the subsidiaries of Telelingua Holding SA, namely
Telelingua International nv/sa, Brussels
Telelingua France SAS, Montreuil, France
Telelingua Deutschland GmbH, Munich, Germany
Telelingua Project Solutions GmbH, Stuttgart, Germany
Telelingua Schweiz, Zurich, Switzerland
Telelingua USA, LLC, Larchmont, NY, USA
Telelingua UK, LTD, Shrewsbury, Shropshire, UK

WHAT DATA DO WE COLLECT AND HOW DO WE COLLECT IT?

We collect personal data in the following cases:

- When you seek or use our services, and also through the resulting business interactions;
- From data about you that is freely available to the public online, including professional social networks;
- When you provide us with a business card during a professional event (appointment, show, etc.);
- When you subscribe to our newsletter on our website and/or our blog (Opt-In);

- Via cookies on our sites (a cookie is a small data file that a website transfers to your computer's hard drive. If you accept the cookies used on our sites, you can give us access to information about your areas of interest. We can use this data to personalize your experience).

In accordance with the obligations of the GDPR, Telelingua can therefore have the following data in its corporate databases and email systems:

Your first name(s), name and/or company name, business mailing addresses, business e-mail addresses and business phone numbers.

In addition, if necessary, data such as registration numbers, VAT numbers, bank details, website/ftp addresses, usernames for Internet communications other than email that we have agreed upon (chats, audio/video calls using tools such as Skype, WhatsApp, SharePoint, T-Portal, or others) source and target languages, prices, etc.

Only Telelingua will have access to this processing data and it will not be made available to third parties.

HOW DO WE USE THE DATA WE COLLECT ABOUT YOU?

In the future, we will continue to store and use the above-mentioned data only for the purposes mentioned below, and always in accordance with the applicable laws and regulations:

- When the storage/use of the data is necessary for commercial collaboration with you as a customer or prospective customer, or in order to comply with a legal obligation;
- To defend our legitimate interests, such as exercising or defending legal claims and/or improving our services;
- When we have obtained your consent for marketing purposes (sending newsletters, trade show participation announcements, etc., by e-mail, phone or mail). In this case we store your first name, last name and email address for statistical purposes, as well as data relating to visits you have made to our web pages or blogs, or relating to the consultation of articles in our newsletters. An unsubscribe link appears at the bottom of all our newsletters. By unsubscribing, your email address and all your personal history are permanently removed from our mailing list.

HOW DO WE MAINTAIN AND PROTECT YOUR DATA?

Telelingua is committed to protecting your privacy and your personal data.

We only store your personal data for the duration of our services, unless we are obliged to keep them for a longer period due to a law, regulation or litigation. When your personal information is no longer required for commercial or legal/regulatory reasons, we take reasonable steps to destroy that data securely or to make it permanently unrecognizable.

We apply organizational, administrative, technical and physical security measures to protect your personal data, particularly to prevent the loss, misuse, or alteration of the data we collect. These measures include computer backups, as well as secure files and installations. Only employees who need access to your data to carry out your project have access to your personal data, which they treat with the utmost care. We require our subcontractors (freelance translators) to protect your personal data and use it only for the purposes we indicate (cf. Non-Disclosure Agreement).

WHAT ARE YOUR RIGHTS AND CHOICES?

You have the right to access, update, delete, modify or correct your personal data or request a copy. More specifically, you have the right to:

- Withdraw your consent to our use of your personal data at any time, provided our processing is based on your consent (eg. for direct marketing purposes); request an opt-out;
- Restrict and//or oppose the use of your personal data;
- Ask to remove your personal data for legitimate reasons;
- Allow access to your personal data to the third party of your choice (eg in case of death);
- File a complaint with the Data Protection Authority of your country.

PROCEDURE TO FOLLOW TO EXERCISE YOUR RIGHTS

If you wish to exercise any of your rights, or if you have any questions as to how we handle your personal data, please submit a written request to our DPO. We reserve the right to ask you for proof of your identity (so that we do not unwittingly disclose your personal data to third parties).

You can also contact the Data Protection Authority of your country at any time.

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