

Carol Bagshawe – Privacy Notice

Who am I?

My name is Carol Bagshawe and I am a freelance translator of French documents into English. I am based in the UK and, as such, am subject to the requirements of the UK DPA (Data Protection Act) 2018 which came into force on 25 May 2018.

You can contact me as follows:

- by post at The Coach House, Barredale Court, Turners Hill Road, East Grinstead, RH19 4LX, UK
- by email at carol@carolbagshawe.com
- or by telephone on +44(0)7528 115119.

Why do I process your personal data?

I collect, store and use your personal data for the following purposes:

- to issue quotes and invoices
- to provide a translation or proofreading service as requested by you,
- to request a translation or proofreading service from you,
- or to comply with legal requirements.

Personal data collected may include your name, postal address, email address, telephone number and VAT number. Personal data may also include banking details, personal information on CVs or information on documents sent for the express purpose of translation or editing. All data is processed on password-protected computers and is not accessible by third parties.

I do not use your personal data for marketing purposes, nor do I disclose it to unauthorised third parties.

Legal Grounds

The legal basis for processing your data is to perform the translation or proofreading services you request or to take necessary steps prior to fulfilling that request ("performance of a contract"), which may involve outsourcing your request to another translator/proofreader. This basis also applies if you provide me with a service.

Who else may have access to your personal data?

If I outsource a text containing personal data for translation or editing by a colleague, I will make sure that the colleague in question is also GDPR-compliant and ask them to process the document accordingly.

For administrative purposes, other parties, including the providers of my invoicing, project-management, cloud-backup and email hosting services, may have access to your personal data. All these parties are also compliant with the EU General Data Protection Regulation, or in the case of US companies, are self-certified under the US Privacy Shield framework.

How long do I keep your personal data?

I need to keep your personal information for various reasons, for example to carry out accounting, invoicing and business administration processes, to meet the requirements of my professional indemnity insurance and in case it is necessary for me to prove, in the future, that I have carried out a particular translation, particularly in the case of certified translations.

I will keep your personal data for 15 years unless you ask me to delete or remove it sooner. You have the right to access, rectify or request erasure of your personal information, subject to any legal data retention requirements with which I have to comply. Should you ask me to delete translations before the 15-year period has expired, I cannot be held responsible for queries or claims relating to the content, as I have no way of verifying the accuracy of the original content.

I may need to disclose your personal information to authorised agencies if required by law.

How do I keep your personal data secure?

Your personal data is periodically backed up on a device other than that used on a day-to-day basis. The copy is stored in a secure place, separate from the computer containing the original files, so that personal data can be recovered in the event of loss or damage.

All electronic systems used for storing or processing personal information are password protected.

My website – www.carolbagshawe.com

Like most websites, mine also uses cookies to collect data. Cookies are small data files which are placed on your computer (PCs, smart phones or tablets) as you browse. They are used to remember when your computer or device accesses this website, and they help it operate effectively and improve your user experience.

The data collected includes pages viewed and your journey around the website. These cookies are not used to collect or record personal data such as your name, address or other contact details.

You can disable the use of cookies by changing your browser settings to reject cookies. In doing so, some of the website services may no longer function properly.

Google Analytics

Based on my legitimate interest, i.e. my interest in analysing and optimising my online, I use a third-party service, Google Analytics, which is Google's web analysis service.

Google Analytics collects standard internet log data and details of visitor behaviour patterns, such as the number of visitors to the various parts of a website.

This data is only processed in a way which does not identify visitors.

I neither make nor allow Google to make any attempt to find out the identities of those visiting my website.

The user information generated by Google cookies regarding my online offer is normally transferred to a server and stored in the USA.

Google is certified by its Data Processing Agreement for Europe, and therefore complies with European data privacy regulations.

If necessary, please click the following link to obtain the Google Analytics opt-out browser add-on: <https://tools.google.com/dlpage/gaoptout>

Social media features

My website may also include social media features, such as 'share' or 'like' buttons. These features are provided by third-party social media platforms themselves (LinkedIn, Twitter and Instagram).

If and when data is collected in this way, its processing is governed by the privacy policy of the respective social media platforms.

Your right to access your data

You may contact me at any time to request a copy of your personal data, or to ask me to rectify or remove the information I hold. I will take action without undue delay and in any event within one month of receipt of the request.

Your right to lodge a complaint

If you have any concerns about how I process your personal data, please contact me. You also have the right to lodge a complaint with the supervisory authority in the UK (the [Information Commissioner's Office, or ICO](#)) or in the country where you live.

This Privacy Notice was updated in January 2021. It will be reviewed and updated when necessary.