

## DIALOGUE PRIVACY POLICY

General Data Protection Regulations (“GDPR”) impose certain legal obligations in connection with the processing of personal data. Dialogue is a data controller within the meaning of the GDPR and we process personal data.

The Data Controller for Dialogue may be contacted at [info@dialogueuk.com](mailto:info@dialogueuk.com).

We may amend this privacy notice from time to time. If we do so, we will supply you with and/or otherwise make available to you a copy of the amended privacy notice.

This privacy policy explains how we use any personal information we collect about you when you use this website or when you enter a working relationship with us. Entering a working relationship may require that we collect data from you to enable us to perform our tasks to our best ability.

### What information will be collected?

Information that we are able to collect automatically about you from this website is limited to your IP address, browser details, operating system and cookies. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

### Other websites

Our website contains links to other websites. This privacy policy only applies to this company and this website so when you link to other websites you should read their own privacy policies.

### The legal bases for our intended processing of personal data

Contact details that you may submit to us via this site, or via forms we may ask you to fill in, will be processed by us.

- The processing is necessary for the performance of our (potential) contract with you.
- The processing is necessary for the purposes of legitimate interests which we may pursue.
- It is not a requirement of our contract with you that you provide us with the personal data that we request, but it may make our job more difficult if you do not.

### How long will we retain the data?

In order to perform the tasks required of us, Dialogue will retain the data on individuals for the duration of a contract.

- Personal contact data will be removed 24 months after the end of a contract with us.
- Performance reports will be retained for 24 months after the end of contract, as this information may be required if a student returns to continue training, unless we are instructed to destroy the data by you, the client.
- Translation memory will be retained indefinitely unless we are instructed to destroy the data by you, the client.
- Personal contact data of interested parties not pursuing a contract will be removed 24 months after contacting us.
- Personal contact data of linguists such as translators and trainers will be removed on a biennial basis, unless they opt in again, following a prompt to opt-in by Dialogue

### Sharing the information

Dialogue will not share any personal information with any third parties outside the scope of work that we do for you; only people who require the information to enhance the quality of the service for you will access this data.

If the law allows or requires us to do so, we may share your personal data with:

- the police and law enforcement agencies
- courts and tribunals
- the Information Commissioner’s Office (“ICO”).

### Access to your information

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 your personal information, please email or write to the Data Controller at the following address: [info@dialogueuk.com](mailto:info@dialogueuk.com).

We want to make sure that your personal information is accurate and up to date. You may ask us to correct information at any time.

### Right to be forgotten

# dialogue

## language services international

You may ask us to remove any data we hold on you at any time, but this may impact on our ability to execute the tasks we perform on your behalf.

### **Withdrawal of consent**

Where you have consented to our processing of your personal data, you have the right to withdraw that consent at any time. Please inform us immediately if you wish to withdraw your consent.

Please note:

- the withdrawal of consent does not affect the lawfulness of earlier processing.
- if you withdraw your consent, this may impact on our ability to execute the tasks we perform on your behalf.

### **Automated decision-making**

We do not intend to use automated decision-making in relation to your personal data.

### **Complaints**

If you have requested details of the information we hold about you and you are not happy with our response, or you think we have not complied with the GDPR in some other way, you can complain to us. Please send any complaints to the Data Controller .

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For further information on how your information is used, please contact us on 00 44 1793 513 321

**Dialogue Language Services International Limited**  
**May 2020**