

Important notes for interpreters

General Data Protection Regulation (GDPR) - To comply with the General Data Protection Regulation, as defined by EU law in May 2018, you will need to have read carefully, and consented to, our General Data Protection Regulation Confidentiality and Compliance policy which appears on page 2 of this document.

How we book you – If we call you with an enquiry, and you say that you are available for an assignment, we may ask you to pencil in your diary the assignment – we will endeavour to let you know if the assignment is proceeding. Do not assume that it is a definite booking unless we tell you and send written confirmation. If an enquiry does turn into a live booking, we will send you our written instructions in the form of a Purchase Order (PO) by email. Please confirm your acceptance of the assignment by acknowledging receipt of the PO. If you should have any query with our written instructions, relating to rates of pay for example, then please talk to us before the assignment, we will not negotiate after the event.

If you are unable to attend an assignment - If for some reason you find that you cannot meet a booking **you must tell us immediately**, in order for us to have time to find another interpreter to attend the assignment.

If you are delayed getting to the assignment - Please telephone us as soon as possible so that we can contact the client to let them know. It is essential that we have your mobile telephone number.

Keeping us informed of what's going on - If for some reason the assignment fails to proceed as planned, e.g. the witness/solicitor's client fails to turn up; or the next day is cancelled etc., you must let us know as soon as possible.

Please do not give out your business details - Please remember you are working as a representative of ABC Translations – if a customer wishes to re-book you for another assignment you must tell us as soon as possible, and we will liaise with the customer.

If we book you to attend Court - Please remember you are working for us and not the Court; you should not complete an hours & expenses form at the Court as ABC is responsible for paying you.

Additional rules during each assignment:

- 1) Do not take mobile phone calls while working and keep your phone on mute or vibrate.
- 2) Dress appropriately and be respectful (do not eat whilst working, unless diabetic and after having asked permission).
- 3) Attend on time.
- 4) Remain for the duration of the appointment or until dismissed by the client.
- 5) Contact us should the client wish you to remain longer than booked, or for the following day.
- 6) Submit the appropriate feedback form to the client representative before leaving the assignment.

We appreciate that you are a professional interpreter and will no doubt consider these rules to be obvious. However, interpreters have in the past failed to observe these points, so we are obliged to detail them here.

How we pay you - Payments for interpreting assignments are made by BACS on the 10th day of the month following that in which the assignment has taken place. For example, an assignment carried out during January would be paid on 10th February. Please note the cut-off point is the last working day of the month. Do not delay in advising us of your hours and expenses – you must tell us by the following working day; please complete the timesheet we send you with our written instructions and scan/email a copy to us. If we are not advised in good time of your hours and expenses, we may not be able to process your claim in time for the next pay day; payment therefore may be delayed by a further month. Please let us have your invoice with your timesheet, or if you do more than one assignment a month, please let us have a summary invoice by the end of each month. **VERY IMPORTANT** – if you change your bank details **YOU MUST TELL US**, otherwise your payment will be at risk of going to the wrong account.

Keep in touch - Keep us aware of your availability – if you are tied up on a lengthy assignment then please tell us – if you are going away on holiday then please tell us. If your contact details change – please tell us as soon as you are able. You might miss out on an assignment if we can't get hold of you!

Cancellation fees - Should the customer cancel the booking, we charge them the following cancellation fees, and would therefore pay you on the same basis. Less than 10 whole working days' notice - 7½% / Less than 5 whole working days' notice - 15% / Less than 3 whole working days' notice - 25% / Less than 2 whole working days' notice - 50% / Less than 1 whole working days' notice - 90%. This percentage would be applied to the agreed minimum payment.

For cases that are funded by the Legal Aid Agency [LAA] then the cancellation fees are governed by them - we will pay you as follows: Less than 3 whole working days' notice - 50% / Less than 1 whole working days' notice - 100%. This percentage would be applied to the agreed minimum payment.

GDPR Compliance and Confidentiality

In order to comply with the Data Protection Act 2018 (as amended) (UK GDPR) and the EU GDPR relating to personal data¹, we need your agreement that you will comply with said legislation (see the [UK GDPR guidance and resources from the ICO](#)), and in particular with the following:

Data Security

You will keep sensitive data secure against loss, misuse or unauthorised disclosure.

Storing data

- All data controlled by you must be kept in a secure manner.
- In cases where data is stored on printed paper, it should be kept in a secure place where unauthorised personnel cannot access it. Hard copy documents must not be left unattended where this might constitute a risk, and must not be accessible to unauthorised users (such as family, friends, etc.).
- Printed data should be disposed of when it is no longer needed using either an in-house shredder of the appropriate DIN 66399 classification or an approved third party.
- Any computer or server containing sensitive data must be protected by security software and strong firewalls as well as appropriate anti-virus and anti-malware software, and access to data must be password protected.
- Data stored on CDs or memory sticks must be stored in an appropriately secure and safe environment, with the data thereon encrypted and/or password protected.
- Laptops and other mobile devices used to store and process personal data must not be left unattended where this might constitute a risk, and must not be accessible to unauthorised users (such as family, friends, etc.).

Reporting breaches

You have an obligation to report actual or potential data protection breaches² to ABC Translations.

Confidentiality

You agree to treat as strictly confidential and not at any time for any reason to disclose or permit to be disclosed to any third party the contents of the original text or other associated material we might have shared as reference.

¹ Personal data is any information relating to an identification of a natural person or data subject. Personal data can include but is not limited to name, address, locational data (including IP address information), cultural and religious data, economic, financial, medical data which relates to the specific data subject.

² A personal data breach is a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access to personal data transmitted, stored or otherwise processed.