

## **Important notes for translators**

**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.

**Check the original text** - Please inspect each text as soon as you receive it. If you have any queries which are immediately apparent then please call us to discuss them. Do not make assumptions; it's much safer to ask questions up front. Do not proceed with a translation unless we have sent you a purchase order. If there are any queries relating to our order form, e.g. rate of pay, word count, or delivery time, then please raise them before starting the job, and not after delivery.

**Deadlines are imperative** - If for some reason you cannot meet the agreed deadline, you must tell us straight away in order for us to have time to find another translator, if possible, to do the job.

**Queries** - You agree to promptly assess any queries that we may raise when proofing your translations and to make the necessary corrections of errors or omissions and/or grammatical, typographical or presentational amendments.

**Confidentiality and GDPR Compliance** - 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 and other associated material we might have shared as reference.

**Liability** - You undertake to comply with the Codes of Ethics laid down from time to time of the Institute of Linguists and/or the Institute of Translation and Interpreting.

**Formatting** - Please follow as best you can the formatting of the original document; if you're having a problem then please tell us. For formatting of patent translations, please use the template that we have provided, and maintain the format, **DO NOT MAKE CHANGES** unless instructed to by us.

**Certificates of accuracy** - Where you have been asked to sign a Statement of Truth or a Verification Certificate, we will send you by post or electronically a template on our headed paper for you to sign and date. Please send it back to us unfolded in a hardback envelope by first-class post as soon as possible. Please note if there is a delay in receiving the certificate, you may miss a payment cut-off.

**Swearing of affidavit** - You may be asked to swear/affirm an affidavit before either a local Solicitor or a Notary Public – we will send you the affidavit printed on our ABC Translations letterhead. It is very important that we see your translation before you go to the Solicitor/Notary, so please send your translation to us by email in order that we can proof it. **DO NOT** proceed with the swearing until we confirm that the translation is okay. Please send the sworn translation back to us unfolded in a hardback envelope by Special Delivery.

**How we pay you** - Payments for translations are made by BACS on the 10th day of the month following that in which the job is completed: for example, a job delivered during January will be paid on 10th February. Please note the cut-off point is the last working day of the month. Please let us have your invoice with the job or, if you do more than one job a month, please let us have a summary invoice by the end of each month. If you incur expenses during the course of an assignment, such as a Solicitor or Notary's fee for the swearing/affirming of an Affidavit, Special Delivery postage, these will be refunded to you by ABC. **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 long job then please tell us. If you are going away on holiday then please tell us and always allow reasonable time for us to get in touch with you if we have queries post-delivery of a translation. If your contact details change, please tell us as soon as you can. You might miss out on a job if we are unable to get hold of you!

## **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 data<sup>1</sup>, 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 breaches<sup>2</sup> 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.

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<sup>1</sup> 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.

<sup>2</sup> 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.