

## PRIVACY POLICY

This Privacy Policy applies between you, the User of this Website, and Rexhepi Distribution Services Ltd. (trading as RDS Translations), the owner and provider of this Website. Rexhepi Distribution Services Ltd. takes the privacy of your information very seriously. This Privacy Policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website.

Please read this Privacy Policy carefully.

### Definitions and Interpretation

1. In this Privacy Policy, the following definitions are used:

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| Data   | collectively all information that you submit to Rexhepi Distribution Services Ltd. (trading as RDS Translations) via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;  |
| Data Protection Laws                         | any applicable law relating to the processing of personal Data, including but not limited to the GDPR, and any national implementing and supplementary laws, regulations and secondary legislation;  |
| GDPR   | the UK General Data Protection Regulation;   |
| Rexhepi Distribution Services Ltd., we or us | Rexhepi Distribution Services Ltd., a company incorporated in England and Wales with registered number 03734071 whose registered office is at 15 Lambfields, Theale, Reading, Berkshire, RG7 5DB; RDS Translations is the trading name of Rexhepi Distribution Services Ltd.   |
| User or you                                  | any third party that accesses the Website and is not either (i) employed by Rexhepi Distribution Services Ltd. and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Rexhepi Distribution Services Ltd. and accessing the Website in connection with the provision of such services; and |
| Interpreter                                  | A professional individual who provides interpreting services, either freelance or employed, and whose data may be collected, processed, or stored by Rexhepi Distribution Services Ltd. for the purposes of managing assignments, verifying credentials, and facilitating communication with clients.  |
| Client                                       | A solicitor firm, hospital, or any other professional organization or individual engaging the services of Rexhepi Distribution Services Ltd. for translation or interpreting services. This includes employees or representatives of such organizations (e.g., solicitors, doctors, administrative staff).   |
| Website                                      | the website that you are currently using, <a href="https://myonlineportal.co.uk/">https://myonlineportal.co.uk/</a> , and any sub-domains of this site unless expressly excluded by their own terms and conditions.  |

2. In this Privacy Policy, unless the context requires a different interpretation:
  - a. the singular includes the plural and vice versa;
  - b. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this Privacy Policy;
  - c. a reference to a person includes firms, companies, government entities, trusts and partnerships;
  - d. "including" is understood to mean "including without limitation";
  - e. reference to any statutory provision includes any modification or amendment of it;
  - f. the headings and sub-headings do not form part of this Privacy Policy.

## Scope of this Privacy Policy

3. This Privacy Policy applies only to the actions of Rexhepi Distribution Services Ltd. And Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.
4. For purposes of the applicable Data Protection Laws, Rexhepi Distribution Services Ltd. is the "data controller". This means that Rexhepi Distribution Services Ltd. determines the purposes for which, and the manner in which, your Data is processed.

## Data Collected

5. We may collect the following Data, which includes personal Data, from you:
  - a. For Interpreters:
    - i. name;
    - ii. date of birth;
    - iii. gender;
    - iv. contact Information such as email addresses and telephone numbers;
    - v. Professional credentials,
    - vi. identification documents,
    - vii. financial details (e.g., bank account numbers, tax information).
  - b. For Clients:
    - i. Company details (e.g., solicitor firm name or hospital name, address);
    - ii. Contact information of employees, such as solicitors, doctors, or other professionals, including:
      1. Name;
      2. Job title and professional role;
      3. Contact details (e.g., work email addresses, direct telephone numbers, mobile numbers);
      4. Office location or department within the organization.
    - iii. billing information.

- c. For Other Individuals:
  - i. We may collect data from individuals who are neither interpreters nor clients but who interact with us or our services. This may include:
    - 1. Contact information, such as name, email address, and telephone number;
    - 2. Job title or professional role (if applicable);
    - 3. Any other data voluntarily provided by you through communication (e.g., via phone, email, or our Website);

## How We Collect Data

- 6. We collect Data in the following ways:
  - a. data is given to us by you;
  - b. data is received from other sources; and
  - c. data is collected automatically.

## Data That is Given to Us by You

- 7. Rexhepi Distribution Services Ltd. will collect your Data in a number of ways, for example:
  - a. when you contact us through the Website, by telephone, post, e-mail or through any other means;
  - b. when you register with us and set up an account to receive our products/services; in each case, in accordance with this Privacy Policy.

## Data That is Received From Publicly Available Third Parties Sources

- 8. We will receive Data about you from the following publicly available third party sources:
  - a. For Interpreters:
    - i. NRPSI (National Register of Public Service Interpreters);
    - ii. CIOL (Chartered Institute of Linguists);
    - iii. Proz.com;
    - iv. ITI (Institute of Translation & Interpreting);
    - v. APCI (The Association of Police and Court Interpreters);
    - vi. NRCPD (National Registers of Communication Professionals working with Deaf and Deafblind People);
    - vii. LinkedIn.
  - b. For Clients:
    - i. Publicly available sources, such as Google, to identify and verify professional information for the purpose of providing our services
  - c. For Other Individuals:
    - i. We may also receive data from publicly available third-party sources about individuals who do not fall under the categories of interpreters or clients, such as:

1. Professional directories or registries relevant to your industry;
2. Social media platforms, such as LinkedIn, where professional information is made publicly available;
3. Other online sources where information is publicly shared and legally accessible. In each case, in accordance with this privacy policy.

## Data That is Collected Automatically

9. To the extent that you access the Website, we will collect your Data automatically, for example:
  - a. we automatically collect some information about your visit to the Website. This information helps us to make improvements to Website content and navigation, and includes your IP address, the date, times and frequency with which you access the Website and the way you use and interact with its content.

## Our Use of Data

10. Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:
  - a. For Interpreters:
    - i. Managing interpreter assignments and schedules;
    - ii. Verifying qualifications and credentials;
    - iii. Facilitating communication between interpreters and clients;
    - iv. Processing payments and invoices
  - b. For Clients:
    - i. Providing translation and interpreting services.
    - ii. Managing bookings and service requests.
    - iii. Communicating about services and appointments.
    - iv. Billing and accounting purposes.
  - c. For Other Individuals:
    - i. Responding to general inquiries sent via email, phone, or through the Website;
    - ii. Facilitating collaboration with third-party vendors, business partners, or professional contacts;
    - iii. Conducting administrative tasks, including maintaining records of interactions or agreements;
    - iv. Verifying information necessary for operational, legal, or compliance purposes. in each case, in accordance with this Privacy Policy.

11. We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).

12. When you register with us and set up an account to receive our services, the legal basis

for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.

## Who We Share Data With

13. We may share your Data with the following groups of people for the following reasons:
- a. our employees, agents and/or professional advisors - We share your information with our employees, agents, and professional advisers to help us provide our services effectively. This includes tasks like coordinating assignments, managing bookings, and ensuring proper communication. ;
  - b. Interpreters and Clients : We may share your information with interpreters and clients to meet the requirements of assignments and ensure effective communication. For example:
    - i. Clients (e.g., solicitors or hospitals): Your contact details may be shared with interpreters to coordinate directly for meetings or appointments.
    - ii. Interpreters: Your contact details may be shared with clients to facilitate communication during an assignment.
    - iii. Facilitation of meetings: We may share information necessary to conduct meetings, including video links, telephone numbers, or other communication details required for video conferencing or telephone interpreting services.
  - c. Other Individuals Strictly Related to the Work: In some cases, we may share your Data with other individuals or third parties directly involved in the work being carried out, such as:
    - i. IT service providers or technical support staff to facilitate virtual or remote assignments;
    - ii. Third-party vendors or subcontractors assisting with specific aspects of the service;
    - iii. Legal representatives or administrative staff necessary for the coordination or execution of assignments. in each case, in accordance with this Privacy Policy.

## Keeping Data Secure

14. We will use technical and organisational measures to safeguard your Data, for example:
- a. access to your account is controlled by a password and a user name that is unique to you.
  - b. we store your Data on secure servers.
  - c. we encrypt your Data at rest on our website to protect it from unauthorized access or breaches.

- d. Access to personal data is restricted to authorized personnel only, based on the principle of least privilege.
- 15. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this e- mail address: info@rdstranslations.com.
- 16. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

## Data Retention

- 17. We retain your Data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy or to comply with legal, tax, or regulatory requirements. The specific retention periods are as follows:
  - a. For Interpreters:
    - i. Personal data related to assignments and payments (e.g., contact details, financial information): retained for the duration of the contractual relationship and up to seven years after the relationship ends, to comply with tax and legal obligations.
    - ii. Identification documents (e.g., passports, driving licenses): retained for up to seven years after the end of the contractual relationship.
  - b. For Clients:
    - i. Personal and professional data of employees (e.g., contact details, job roles): retained for the duration of the service agreement and up to seven years after services have been completed, to comply with tax, legal, or regulatory requirements.
  - c. For Other Individuals:
    - i. General contact information and communication data (e.g., email addresses, phone numbers, inquiries): Retained for up to two years after the last interaction, unless required for legal or regulatory purposes.
    - ii. Data related to third-party vendors or collaborators: Retained for the duration of the business relationship and up to seven years after its conclusion, to comply with tax and legal obligations or for auditing purposes.
    - iii. Metadata and logs from interactions with our Website or systems: Retained for up to two years, unless required for ongoing investigations, legal claims, or regulatory purposes.
- 18. If you request the deletion of your Data, we will ensure it is securely deleted or anonymized unless it is required to be retained for legal, tax, or regulatory purposes. Even if we delete your Data, it may persist on backup or archival media, but it will not be used for any other purpose.

## Your Rights

19. You have the following rights in relation to your Data:
  - a. Right to access - the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
  - b. Right to correct - the right to have your Data rectified if it is inaccurate or incomplete.
  - c. Right to erase - the right to request that we delete or remove your Data from our systems.
  - d. Right to restrict our use of your Data - the right to "block" us from using your Data or limit the way in which we can use it.
  - e. Right to data portability - the right to request that we move, copy or transfer your Data.
  - f. Right to object - the right to object to our use of your Data including where we use it for our legitimate interests.
20. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: [info@rdstranslations.com](mailto:info@rdstranslations.com).
21. If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.
22. It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

## Links to Other Websites

23. This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This Privacy Policy does not extend to your use of such websites. You are advised to read the Privacy Policy or statement of other websites prior to using them.

## Changes of Business Ownership and Control

24. Rexhepi Distribution Services Ltd. may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of Rexhepi Distribution Services Ltd.. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use the Data for the purposes for which it was originally supplied to us.
25. We may also disclose Data to a prospective purchaser of our business or any part of it.
26. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

## General

27. You may not transfer any of your rights under this Privacy Policy to any other person. We may transfer our rights under this Privacy Policy where we reasonably believe your rights will not be affected.
28. If any court or competent authority finds that any provision of this Privacy Policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this Privacy Policy will not be affected.
29. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
30. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

## Changes to This Privacy Policy

31. Rexhepi Distribution Services Ltd. reserves the right to change this Privacy Policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the Privacy Policy on your first use of the Website following the alterations. You may contact Rexhepi Distribution Services Ltd. by email at [info@rdstranslations.com](mailto:info@rdstranslations.com).

## Attribution

32. This Privacy Policy was developed and customized by Rexhepi Distribution Services Ltd. (trading as RDS Translations) to reflect our specific business practices. Portions of this document were initially derived from a Rocket Lawyer template.

This Privacy Policy was last updated on 27 November 2024.