

# PRIVACY POLICY

EFFECTIVE DATE: 2024-12-01

## INTRODUCTION

Quill Creek Translations are committed to protecting your privacy and ensuring that your personal data is handled securely and transparently. This privacy policy explains how I collect, use, and protect any personal information I receive in the course of providing translation services.

## DATA COLLECTED

I may collect the following types of personal data:

- *Client Information:* Name, email address, phone number, billing address, and payment details.
- *Content for Translation:* Documents or materials provided for translation, which may contain personal or sensitive information.
- *Communication Records:* Emails, messages, or notes related to our correspondence.

## PURPOSE OF PROCESSING

I use your personal data for the following purposes:

- To provide translation services as requested.
- To communicate with you regarding projects, queries, and updates.
- To issue invoices and process payments.
- To comply with legal and tax obligations.

## LEGAL BASIS FOR PROCESSING

I process your personal data on the following legal grounds:

- *Contractual Necessity:* To fulfill our agreement to provide translation services.
- *Legal Obligations:* For compliance with applicable tax and accounting laws.
- *Legitimate Interests:* To manage and grow my business effectively. This may involve keeping records of client interactions, preferences, and past projects to ensure consistent and personalized service, as well as keeping relevant records to resolve any disputes or inquiries about services rendered. If I have reason to believe that your organization may continue to enlist my services, I may also send email updates of any price list changes and my availability during summer and winter holidays.

### DATA SHARING

I do not sell your personal data. However, I may share your data with trusted third parties in the following circumstances:

- With service providers, such as payment processors or accounting software, necessary to deliver my services. I use the Swedish billing and accounting system Visma Online for all client management and invoicing, as well as any client portals you require me to use to deliver my invoices.
- When required by law or regulatory obligations.

### DATA RETENTION

I retain your personal data only for as long as necessary to fulfill the purposes outlined in this policy and to comply with legal obligations. Typically, this means:

- *Client Information:* Retained for seven years after the end of our contractual relationship (the last time I invoiced you and have no reason to believe you will require my services again) to meet tax record-keeping requirements. This type of information includes names, contact details, corporate and/or personal identity numbers, tax/VAT and banking information used when billing the project(s).
- *Project Data:* Retained for one (1) year after project completion unless otherwise requested. This does not apply to my copies of authorized translations, which I store for five (5) years for the purpose of documenting my activities as an authorized translator and to be able to provide you with a copy should you require one.

### YOUR RIGHTS

Under GDPR, you have the following rights:

- *Access:* To request a copy of the data I hold about you.
- *Rectification:* To correct inaccurate or incomplete data.
- *Erasure:* To request the deletion of your data under certain conditions.
- *Restriction:* To limit processing of your data.
- *Portability:* To receive your data in a structured format.
- *Objection:* To object to data processing based on legitimate interests.

To exercise any of these rights, please contact me at [quillcreektranslations@gmail.com](mailto:quillcreektranslations@gmail.com).

### DATA SECURITY

I take reasonable steps to protect your data from unauthorized access, alteration, or disclosure. This includes using secure systems, strong passwords, and encrypted devices where appropriate.

### UPDATES TO THIS POLICY

I may update this privacy policy from time to time. The most current version will always be available at the link in my email footer or on my website [www.quillcreektranslations.com](http://www.quillcreektranslations.com)

### **COMPLAINTS**

If you believe your data has been misused, please contact me directly. You also have the right to lodge a complaint with the relevant supervisory authority in your country.

### **DATA CONTROLLER**

As a sole trader, I act as the Data Controller for the personal data I process. For any inquiries about this privacy policy or your data, you can contact:

Quill Creek Translations c/o Jeanette Larsson  
quillcreektranslations@gmail.com