

GDPR PRIVACY NOTICE

At PIL Translations we are committed to protecting and respecting the privacy of those using our services or visiting our website. This privacy notice will explain how we use the personal data we collect. Please read it carefully and contact us if you have any questions or concerns about our privacy practices.

Who we are

PIL Translations is a language service provider for the life sciences and pharmaceutical industries. You may contact me as the data controller:

Angela Frawley info@piltranslations.com

What data do we collect?

We collect personal data only for the purpose of our translation services or to comply with legal requirements. The type of data collected includes:

- Personal identification information: name, address, phone number, email, national ID number, etc.
- Personal data may also be included in the documents sent to us for translation (e.g. medical data on hospital discharge reports).

How we collect your data?

You provide PIL Translations with most of the data we collect.

We collect data when you:

- Submit a quote.
- Complete the contact form.
- Place an order and send documents for any of our services.
- Provide feedback on our services.
- Use or view our website via your browser's cookies.

How we use the personal data?

We use the data we collect so that we can:

- Carry out our translation or linguistic service.
- Comply with legal requirements.

What legal grounds do we have for processing your data?

We process personal data in order to carry out our linguistic services under Article 6(1)(b) GDPR which provides a lawful basis for the processing of personal data to the extent that "processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract".

We also process data to comply with our fiscal obligations.

The legal basis for processing special categories of personal data (such as health information contained in the document to be translated) would be considered under explicit consent when requesting the translation of the information under GDPR 6(1a).

When do we share personal data?

We treat personal data confidentially and only disclose or share it when absolutely necessary for our business operations. Some service providers may have access to the data we hold:

- Email and website domain host
(SiteGround (https://www.siteground.com/viewtos/privacy_policy)).

- Bank and accountant

All these service providers are compliant with GDPR.

How we keep your data secure

PIL Translations stores and processes all personal data in strict compliance with the provisions of the GDPR.

We use Secure Sockets Layer (SSL) software to encrypt the information you enter in order to protect its security during transmission.

Personal data are securely stored in electronic files. We do not keep hard copies.

Our data processors use up-to-date operating systems, antivirus programmes and firewall.

All collaborators sign confidentiality agreements.

How long do we keep your personal data?

In general PIL Translations will keep your personal data for 5 years to comply with tax obligations. In other cases, data are generally deleted at the end of each calendar year if not before.

What are your data protection rights?

Under the GDPR, you are entitled to the following rights:

- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to object to processing
- The right to data portability

You may contact us at any time to exercise any of these rights. Immediate action will be taken, or within a maximum of 1 month.

Use of cookies

Cookies are small data files created by a website and stored on your computer or mobile device. We use cookies to analyse user traffic and to keep you logged in while you browse our website. We inform you that we use cookies when you first visit our website.

Privacy policies of other websites

This website contains links to other websites. Our privacy notice applies only to our website so if you visit other websites you should read their privacy policy.

Changes to our privacy notice

PIL Translations keeps its privacy policy under regular review and update it as required. This privacy notice was last updated in April 2020.

How to contact the appropriate authority

Should you wish to file a complaint or if you feel that PIL Translations has not addressed your concern in a satisfactory manner you may contact the supervisory authority in Spain or in the country where you live.

How to contact us

If you have any questions about our privacy notice, the data we hold on you or if you would like to exercise one of your data protection rights, please do not hesitate to contact us:

Email: info@piltranslations.com or call: (34) 637936800.