

Privacy Policy

Associated Translators & Linguists Pty Ltd (ATL) is an interpreter and translator service provider, and is bound by the provisions of the *Privacy Act 1988* (Cth), including the *Australian Privacy Principles* (APP)

This is the Privacy Policy for Associated Translators & Linguists Pty Ltd. To make it easier for you to go through this policy, here are some definitions of technical terms used in this privacy policy.

Personal information (as defined in the *Privacy Act 1988*) refers to information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in material form or not.

Personal information also includes **Sensitive information** which is defined as information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, or criminal record.

Bookings refer to bookings made with ATL for an interpreter, a document translation or any other language service offered by ATL (e.g. Proof-reading, Affidavits). These bookings include those made through our website, by email, by phone or by facsimile.

Practitioners are any interpreters or translators whether certified by NAATI or not. All the practitioners at ATL, whether on our panel or as independent practitioners, are bound by our confidentiality agreement and AUSIT's Code of Ethics.

What do we collect and hold?

Any information gathered by ATL is supplied directly by you, as a customer. Any personal or sensitive information is always associated with a booking number. Based on the information you provide us during the booking process, we may have access to different volumes of personal and sensitive information. This information includes: personal information about you as a client, personal information about the client for whom you request the service and/or personal information about a third-party nominated by you (e.g. expert, doctor, company designated for invoicing, etc...)

We keep track of every booking, and your personal information is associated with an individual booking in these records. When requesting a translation, you will supply us with documents that can include additional personal information. We hold both the original and translated versions of your documents on a secured in-house server. Your credit card details are collected when making the initial payment, but we do not hold any of our clients' credit card details.

Why do we collect, hold and disclose personal information?

We only collect, hold and disclose information that is necessary to the provision of a quality service and that allows us to process the invoicing.

How do we collect your information?

The personal information that we collect is provided to us directly and voluntarily by you when you make a booking. All this information is recorded in our dedicated system under a "booking reference". None of your private and sensitive information is held in a database that can be used for commercial purposes.

Information disclosure

All information collected from you is held in our dedicated inhouse operating software which is hosted on a dedicated VPS with a third-party provider.

This system allows us to protect your personal information from misuse, interference and loss, as well as from unauthorised access, modification or disclosure. We do not combine or link other personal information held about an individual. All the data we collect is backed up and encrypted through our service provider.

Do we share the personal information that you have provided?

We do not share any of your personal or sensitive information. We only share the required minimum personal information with our practitioners. On your request, we may share personal information with a third-party nominated by you (e.g for invoicing purposes). We do not sell any personal information collected from you to any other companies or third parties.

How can you access your personal information?

If you are currently registered user, you can access or seek correction of your personal information by logging into your client portal and editing the information associated with your profile.

Alternatively, if your booking was made on our website through "**Book an Interpreter**", "**Request a Translation**", by email or by facsimile; you can select the "Edit Booking" link from the booking confirmation email that was sent to you.

Security

We attempt to ensure that the personal information that we collect is accurate, complete and up-to-date. Furthermore, we take reasonable steps to protect the personal information that we hold from misuse, interference, loss, unauthorised access, modification or disclosure. These steps include data encryption using an HTTPS protocol, an MD5 algorithm that encrypts passwords and up-to-date anti-virus software. Paper files are also secured by physical access restrictions.

We train our employees about the importance of confidentiality and maintaining the privacy and security of your information. Access to your personal information is restricted to our employees in the process of providing a service to you.

Complaints

If you have a complaint, we make sure that it is addressed adequately. Any complaint made about a practitioner is recorded, processed and added to the practitioner's profile. Complaints will be addressed within 30 days, following an investigation into the complaint. Practitioners receive warnings for serious complaints, and are their contract is terminated if their behaviour or work ethic does not improve.

Contact details

For any queries, you can reach us:

By Phone: (02) 9231 3288

By Email: onlinebookings@atl.com.au

By Mail: GPO Box 4136, Sydney, NSW, 2000

By Facsimile: (02) 9221 4763

Associated Translators & Linguists Ltd Pty retains the right to change this Privacy Policy. This policy was last updated on June 19th, 2017.