

Tina Holmes Interpreting Services

PRIVACY POLICY

This privacy policy sets out how **thisbsl.co.uk** uses and protects any information that you give to **Tina Holmes Interpreting Services (THIS)** when you use my website.

THIS is committed to protecting the privacy of all personal information obtained from you, during your visits to the website, or when you provide me with any personal data. This privacy policy explains what personal information I may collect from you and the purposes for which it will be used. By using my website, you give your agreement to the data practices described in this policy.

Sole Trader

I am bound by law to ensure that any personal data I collect is:

- Processed lawfully, fairly and transparently.
- Collected for specified, explicit and legitimate purposes such as the performance of our contract.
- Adequate, relevant and limited to what is necessary.
- Accurate and kept up to date where necessary.
- Kept for no longer than is necessary where data subjects are identifiable.
- Processed securely and protected against accidental loss, destruction or damage.

What information I collect

I collect information from you when you visit the website. Personal data that I may hold, but not be limited to:

- Name and address of both customers (person/organisation responsible for paying for my services) and consumers (recipients of my service).
- Business name.
- Telephone number.
- Email address.
- Assignment details.
- Any feedback you may have given.
- IP addresses.

I use your information to:

- Provide services you have requested.
- Notify you of changes to the services.
- Submitting confirmations and invoices.
- History of our working relationship for bookkeeping purposes. I am required by law to make these available to HMRC for up to seven years.
- Seek your views or comments on the services I provide.
- Conduct in-house research and statistical analysis.
- To communicate occasionally regarding products/services that may be of interest to you. These may include information, direct marketing about industry trends, events and/or activities.

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Cookies

THIS website uses cookies. Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience. **THIS** uses third-party cookies to help analyse and understand how you use the website, and to make improvements. Some cookies may last for a defined period of time, such as one day or until you close your browser, others last indefinitely.

These cookies will be stored in your browser only with your consent. When you initially visit my website, I ask you if you wish to use cookies. You have the option to opt-out of these cookies, however by opting out it may affect your browsing experience

Links to other websites

THIS website contains links to websites run by other organisations. My privacy policy **only** applies to the **THIS** website. I cannot be responsible for the privacy policies and practices of other sites, even if you accessed those using links from my website. Please read the privacy statements on any other websites you visit.

Security

All information that **THIS** website holds about you will be held and processed strictly in accordance with the provisions of the General Data Protection Regulation (GDPR). To prevent unauthorised access or disclosure, I put in place suitable physical, electronic and managerial procedures to safeguard and secure the information I collect. Your personal information will be securely stored, for no longer than is necessary having regard to the reasons for which it was first collected.

Access to your information

THIS will keep your personal data for as long as necessary for the purpose that it was collected or to comply with any legal reporting. I will periodically review the data and erase it from my system when it no longer becomes necessary.

You have a right to request a copy of any information held about you. If you believe I hold information about you and would like to discuss this, then please email me at: tina@thisbsl.co.uk explaining that you wish to review your personal information. You need to provide appropriate identification that proves you are the correct person to request the information.

Changes to this policy

My privacy policy will change from time to time as I develop the range of services on the website and an updated version will appear on this page. Regularly reviewing this page ensures that you are always aware of any changes. You should continue to check the privacy policy before using this site, even if you have visited it in the past.

Complaints or queries

If you think that my collection or use of information is unfair, misleading or inappropriate, or if you have any other questions regarding **THIS** website, then please do not hesitate to contact me at: tina@thisbsl.co.uk