

Interpreters-on-Call.com (hereafter referred to as the “Company”)

Privacy policy

This privacy policy describes the way that the “Company” treats personal & business information that it collects. Personal/business information is information about an individual/company that is identifiable such as name, address, email address, or phone number. This policy covers the entire “Company” site.

If you have questions or concerns regarding this privacy policy, you should first contact dmartin@interpreters-on-call.com

The “Company” services may contain links to other websites. The “Company” is not responsible for the information practices or the content of such other websites. Users are encouraged to review the privacy statements of other websites to understand their information practices.

If you have any questions about this privacy policy, please contact the “Company” via email dmartin@interpreters-on-call.com

Information the “Company” collects, and how it is used

Information submitted by users

Some of the “Company” services require registration. In order to register with the “Company”, a user must provide relevant company and client information. The “Company” may combine company information with information from other “Company” services or third parties in order to provide users with a better experience and to improve the quality of the “Company” services.

Cookies

The “Company” may set and access one or more cookies (a small text file containing a string of characters) on users' computers. Cookies are used to improve the quality of the “Company”'s service, including for storing user preferences, identifying user logins, and tracking user trends. The “Company” links the information stored in cookies to your profile and to personally identifiable information you submit while on this site.

The “Company” may use third-party web analytics software or services, to analyze website traffic in order to improve the site. These web analytics services may set a cookie to collect anonymous traffic data.

Log information

Like most websites, the “Company” servers automatically record information sent by visitors' browsers. These server logs may include information such as the web request, Internet Protocol (IP) address, browser type, browser language, the date and time of the request and one or more cookies that may uniquely identify the browser. This automatically collected data is linked to the “Company” profiles and to personally identifiable information. IP addresses are tied to personally identifiable information in order to protect users from fraud, abuse, and other misconduct, and to improve the quality of the “Company” services.

User communications

When users send email or other communications to the “Company”, those communications may be retained in order to process inquiries, respond to requests and improve the “Company” services.

Referrals and user testimonials

From time-to-time the “Company” may post a list of select users and testimonials on its website that contain information such as names, titles, and company logos. The “Company” obtains the consent of each user prior to posting any information on such a list or posting testimonials.

Communications from “The Company”

The “Company” may use individuals' personal information to contact them. For example, to respond to comments or requests for information, to provide requested services, or in regard to issues relating to users' accounts, via email or telephone.

In addition, an email newsletter is periodically sent to registered users. The “Company” may also send marketing or promotional materials for its own services . These messages will include clear and effective instructions for opting out of future communications of that kind.

Processing personal information and user data

The “Company” only processes personal information and user data for the purposes described in this privacy policy. In addition to the above, such purposes include:

- Providing services to users;
- Auditing, research and analysis in order to maintain, protect and improve the “Company” services;
- Ensuring the technical functioning of the “Company's” network; and
- Developing new services.

The “Company” processes personal information on its servers in various countries. In some cases, personal information may be processed on a server outside a user's own country.

Choices about personal information

Individuals have full control over the personal information they provide to the “Company” and the manner in which it is used.

If the “Company” proposes to use personal information for any purposes other than those described in this privacy policy, an effective way will be provided to opt out of the use of personal information for those other purposes. The “Company” will not collect or use sensitive information (confidential medical information, racial or ethnic origins, political or religious beliefs or sexuality, tied to personal information) for purposes other than those described in this privacy policy without first obtaining the individuals' prior consent.

Most browsers are initially set up to accept cookies, but can be reset to refuse all cookies or to indicate when a cookie is being sent. However, some the “Company” features and services may not function properly if cookies are disabled.

The “Company” may use third-party web analytics services to track trends in the way the site is used, in order to improve the site.

Users can decline to submit personal information to any the “Company” services, in which case the “Company” may not be able to provide those services to them.

Information sharing

The “Company” does not share, sell, rent, or trade personally identifiable information with third parties for their promotional purposes.

If the “Company” becomes involved in a merger, acquisition, or any form of sale of some or all of its assets, notice will be provided before personal information is transferred and becomes subject to a different privacy policy.

The “Company” may share with third parties certain pieces of aggregated, non-personal information, such as the number of calls made in a particular language pair, for example, or how many service providers have accessed a user's profile page. Such information does not identify anyone individually.

Security

The “Company” takes appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of data. These include internal reviews of data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorized access to systems where personal data is stored.

Access to personal information is restricted to the “Company” employees, contractors and agents who need to know that information in order to operate, develop or improve the “Company” services. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.

Data integrity

The “Company” processes personal information only for the purposes for which it was collected or subsequently authorized by the individual, and in accordance with this privacy policy. The “Company” reviews its data collection, storage and processing practices to ensure that it only collects, stores and processes the personal information needed to provide or improve the “Company” services. Reasonable steps are taken to ensure that the personal information the “Company” processes is accurate, complete, and current, but it depends on the “Company” users to update or correct their personal information whenever necessary.

Accessing and updating personal information

The “Company” makes good faith efforts to provide users of its services with access to their personal information and either to correct this data if it is inaccurate or to delete such data at their request if it is not otherwise required to be retained by law or for legitimate business purposes. The “Company” asks individual users to identify themselves and the information requested to be accessed, corrected or removed before processing such requests, and may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backup tapes), where the rights of persons other than the individual would be violated, or for which access is not otherwise required. In any case where the “Company” provides information access and correction, this service is performed free of charge, except if doing so would require a disproportionate effort.

If your personally identifiable information changes or if you no longer wish to use any the “Company” services, you may update your information from your profile or request you’re your account be deactivated by sending an email to unsubscribe@interpreters-on-call.com. You will receive a response to your request to access within 5 days.

Enforcement

The “Company” regularly reviews its compliance with this privacy policy. Please direct any questions or concerns regarding this privacy policy or the “Company's” treatment of personal information via email to <mailto:dmartin@interpreters-on-call.com>

The “Company” will investigate and attempt to resolve complaints and disputes regarding use and disclosure of personal information in accordance with the principles contained in this privacy policy.

Changes to this privacy policy

Please note that this privacy policy may change from time to time. Individuals' rights under this privacy policy will not be reduced without their explicit consent, and most such changes are expected to be minor. Regardless, any privacy policy changes will be clearly marked & posted on this page on the web site and, if the changes are significant, a more prominent notice will be provided (for example, on the “Company” home page, or by email notification).

Version 1.3 April 2010