

PRIVACY STATEMENT

At MediLingua we attach great importance to the proper management of your privacy-sensitive data.

Personal data are always carefully processed and secured by us. We always handle your personal data carefully and adhere to the relevant laws and regulations. This privacy statement explains which personal data we process and for which purposes we might use your personal data.

Purpose of collecting and processing personal data

Your personal data and the personal data of third parties may be provided to us for the purpose of obtaining a price quotation and any translation services resulting from the quotation.

Your personal data will only be used for the purposes for which you have given us permission. These purposes can be:

- Executing translation related services
- Sending mailings (usually only related to our ISO quality process)
- Informing you about new services
- Inviting you to meetings
- Performing market research.

You can withdraw your consent at any time and for any reason. You can withdraw this permission by sending us an e-mail with the subject "*GDPR - withdrawal of permission*" to our e-mail address: QMS@medilingua.com.

Website policy

We only collect your personal data if you use our *Free Quote* form or *Become part of our team* form. We do not use cookies for tracking purposes. We do use Google Analytics.

Third-party disclosure - We do not sell, trade, or otherwise transfer to outside parties your personal data.

Third-party links - We do not include or offer third-party products or services on our website.

Security of your personal data

To ensure the security of your personal data, specific privacy requirements apply to our employees and contractors. They must all sign a confidentiality agreement prior to starting any work for MediLingua.

Additionally, the security of your personal data is further ensured by applying the 'need-to-know' principle in the execution of our services and only providing access to your personal data to those persons who are actually working on your request.

Employees and contractors are obliged to report any loss of personal data as soon as possible.

Your personal data, both hardcopy and digital, are protected in accordance with the minimum legal requirements. In addition, your personal data will not be stored for longer than necessary (usually 5-7 years), unless there is a legal obligation to keep these personal data for longer.

When your personal data are no longer needed, your personal data will be destroyed or returned to you. The choice is yours. You can indicate your preference for this on the Data Access Request form.

Your rights under the General Data Protection Regulation (AVG in Dutch)

You have the following rights under the GDPR:

- the right to access your personal data;
- right to removal;
- the right to correct or to limit the use of the collected and processed data;
- right to data portability.

You can exercise these rights by using the Data Access Request Form. This form can be requested from us by sending an e-mail to: QMS@medilingua.com or downloaded from the Contact page of our website.

We will handle your requests within the statutory period and follow the legal requirements to comply with or reject your request(s). If we reject your request, we will inform you by e-mail.

To cover these administrative costs, a nominal contribution may be requested depending on the time and effort required.

Loss of your personal data

MediLingua has taken measures to limit the loss of personal data, or a data breach, to an absolute minimum. If, despite all measures taken, a data breach occurs, where your personal data are lost and serious damage can be expected to your personal privacy, we will immediately inform you about this.

Complaints

We will do our utmost to properly implement these regulations. If you find that this privacy statement is not sufficiently adhered to in practice, you can submit a complaint to us at the e-mail address: QMS@medilingua.com.

Data Protection Authority

You can also contact the Data Protection Authority (DPA) in The Netherlands, via www.autoriteitpersoonsgegevens.nl in the event of any dissatisfaction with our handling of your personal data.

MediLingua reserves the right to adapt this privacy statement to stay up to date with the latest developments in the field of data protection. On our website you will always find a copy of the most current version of our privacy statement.

MediLingua Medical Translations B.V.