

IMPLEMENTATION OF THE DUTY OF INFORMATION UNDER THE GDPR

Dear Sir,

Sopoltrad Sp. z o.o., an international translation agency based in Krakow, would like to assure you that we take the protection of personal data very seriously.

We are committed to transparency in our operations and accordingly, in line with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 concerning the protection of personal data (GDPR), which came into force on 25 May 2018, we set out below the principles applied by our office for the collection and protection of such data.

Controller:

The Controller of the personal data is Sopoltrad spółka z ograniczoną odpowiedzialnością with its registered office in Krakow, ul.Św. Tomasza 34 lok. 10, 31-027 Krakow, entered in the Commercial Register of the National Court Register kept by the District Court for Central Krakow in Krakow, XI Economic Division of the National Court Register under KRS no. 0000964166, NIP: 6772129837, REG: 357103143

Contact details of the Controller: email: sopoltrad@sopoltrad.com; tel.+48 12 426 52 00.

Purposes and basis of processing:

In connection with your commissioning of a translation service, your personal data will be processed for the following purposes:

- a) the performance of a translation service order, including the conduct of a one-off customer satisfaction survey on the level and quality of services provided by Sopoltrad sp. z o.o., (basis under Article 6(1)(b) of the GDPR);
- b) to document the performance of the order and its settlement, for the purposes of tax and accounting law (basis under Article 6(1)(c) of the GDPR);
- c) internal administrative purposes of Sopoltrad sp. z o.o., including statistics and internal reporting, being the exercise of our legitimate interest (basis under Article 6(1)(f) GDPR);
- d) archival (evidential) purposes in pursuit of our legitimate interest in safeguarding information in the event of a legal need to prove facts (Article 6(1)(f) GDPR);
- e) the possible establishment or investigation of, or defence against, claims, being the exercise of our legitimate interest (basis under Article 6(1)(f) of the GDPR);

Your personal data will be processed for the following purposes:

- a) for the purpose of your receiving offers from Sopoltrad Sp. z o.o. for the products and services of the office (direct marketing) (basis under Article 6(1)(a) GDPR);
- b) for analytical purposes - to better tailor our services to the needs of our clients, to optimise our products in general, to optimise our service processes, to build up knowledge about our clients, being the exercise of our legitimate interest (basis under Article 6(1)(f) GDPR);
- c) for archival (evidential) purposes in pursuit of our legitimate interest in preserving information in the event of a legal need to prove the facts (Article 6(1)(f) GDPR);

Data recipients:

In certain situations, we have the right to transfer your data if this is necessary for us to perform our services. We will transfer data to the following categories of entities: persons authorised by us, our employees and associates who need to have access to the data to perform their duties, processors to whom we outsource this task, other data recipients, including, but not limited to, companies cooperating in IT services, companies providing HR and payroll services and translators.

Storage period:

We may process data processed for the purposes of direct marketing of our products and services based on consent until you withdraw your consent given in this regard or we determine that it has become obsolete. We may process data processed on the basis under a legitimate interest of the Controller in the context of the exercise of the legitimate interests of Sopoltrad sp. z o.o. which form the basis under such processing or until you object to such processing. We may process the data processed otherwise for a maximum period of 5 years if the translation service provider is a business or 6 years if the translation service provider is a non-business individual.

Transfers of data outside the EEA:

We do not intend to transfer your data outside the European Economic Area.

Rights relating to the processing of personal data:

You have the right to: request access to and obtain a copy of your personal data from the Controller; the right to rectification, erasure or restriction of processing; the right to object to processing; and the right to data portability. To exercise your rights, please send your request to the following email address: sopoltrad@sopoltrad.com. Please note that before we can exercise your rights, we will need to ascertain that you are who you say you are, i.e. identify you appropriately.

Right to complain:

You have the right to lodge a complaint with the President of the Data Protection Authority if you consider that the processing of personal data concerning you breaches the provisions of the GDPR.

Obligation to provide personal data:

The provision of personal data is voluntary, but required to order the translation service. Failure to provide data will result in the impossibility of ordering translation services.

The duty of information has been fulfilled by:

Sopoltrad sp. z o.o.
ul. św. Tomasza 34/10, 31-027 Krakow, Poland
tel.+48 12 426 52 00
sopoltrad@sopoltrad.com, www.sopoltrad.com