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## COMPLIANCE

*Here at Charity Assist protection of your personal information is of the utmost importance. Staff members receive regular training in regards to the execution of all procedures designated in our compliance program. We all work hard to ensure the safety of all personal information handled in the translation process.*

### 1. Our policies in regards to your personal information

#### Customer data

All personal data in relation to any of our customers is used for the sole purpose of completing the assigned translation directive and will not be used for any other purpose not related to the assignment.

All personal data included in transcripts assigned for translation will be translated to the designated language and will not be used for any other purpose.

All personal data used in the deployment of any assigned translation directive will be immediately returned to the assigning party upon completion of works and any copies of the data remaining on our system for the purpose of transfer to the assigning party will be held in accordance with our compliance policy for a period of time until such data is permanently deleted from our systems.

In situations where for some reason related to either party the translation directive cannot be completed, all data in relation to the directive will be returned to the assigning party and then permanently deleted from our system.

In order to achieve the level of security stated in the above policies all data access points within our network are maintained and monitored by a Microsoft Certified System Engineer and all staff with access to the network are monitored and trained in applicable procedures related to the handling of personal information.

#### Transfer process of data containing personal information

The transfer of data between staff within our network is monitored and occurs in all situations by means of encrypted data transfer process. In addition, the retrieval of completed translations by the assigning party will, and can only be, undertaken in the form of an encrypted download from one of our monitored secure servers.

All data exchange in the form of electronic mail received, forwarded or returned in relation to any directive assigned to us, is in all circumstances handled utilizing industry standard encryption processes.

In all situations data assigned to us for the purpose of completion of any assigned translation will be handled with the utmost care and at all times protected by policies stated in our compliance policy to decrease any risk of data loss or leakage to any third party not covered by our own compliance policy.

Storage of any data on any server that is not within our sole control will be handled in compliance with the policies of the said party during the storage lifecycle of the applicable data.

### **Confidentiality agreement**

All parties directly involved in the handling of data assigned to us for the purpose of completion of a translation directive will be bound by a confidentiality agreement that directly reflects the procedures for data storage and the handling of personal information included in our compliance policy.

The confidentiality agreement covers all information in relation to the translation assignment and all information within the assigned transcripts before and after the completion of the translation.

In any situation where there is confusion as to whether data is related to a translation directive, in all cases the data will be deemed to be part of the directive and will thus be deemed to be data directly covered by our confidentiality agreement.

We will at regular intervals review and if the situation arises alter both our confidentiality agreement and compliance policy to reflect any necessary changes needed to deal with the safe transfer and storage of all data assigned to us in order to complete any translation directive.

## **2. Staff Training Procedures**

Here at Charity Assist we strive to supply our customers with the highest quality translations undergone by professionals that are highly skilled in their chosen profession. Each one of our translators has first and foremost achieved excellence in either the medical or I.T. industry. Their achievements, coupled with their bilingual excellence, are the corner stone of the unsurpassed knowledge base that the Charity Assist team draws upon to complete each and every translation directive.

In addition, the depth of knowledge and experience in the I.T. industry is constantly drawn upon to train and support each and every staff member in our team on the necessary safety procedures required for the successful deployment of our stringent compliance and personal data handling policy.

Without exception, we do not accept ignorance as an excuse for data theft or loss, and as such each staff member is rigorously trained and constantly monitored to discover areas of inadequacy that could lead to flaws in our data protection systems. All staff are trained and updated regularly on procedures for data handling and data retrieval. All system policies are meticulously recorded for future reference by new staff entering our team.

All equipment utilized for accessing data within our network is monitored and all staff members receive regular training to help them quickly interpret system anomalies that could lead to data theft or loss.

The Internet poses new threats on a daily basis that could lead to possible data leaks and as such all staff are now and will be in the future constantly supplied with new skills to ensure the safety of all data entrusted to the Transleader team.

### **3. Business Continuity and Resiliency Planning**

As a business reliant predominately on Internet Technologies in order to communicate with our customers and industry partners we are constantly reminded of the need for efficient resiliency planning to facilitate a timely delivery of our product when faced with an unforeseen disaster.

In order to ensure minimal downtime in unplanned or unexpected situations we have put into place a number of continuity policies that are stringently enforced.

In order to ensure a smooth delivery of our product in a timely fashion it is necessary to consider alternative strategies which can be put to play in the situation when faced with the inability to access our electronically stored data.

These policies include but are not limited to:

- Multiple Internet node Access
- Multiple storage location server backups
- Local and cloud based data backup

In addition a monitored staff continuation policy is in place at all times to ensure the required transition of delegated authority in situations such as loss of life due to unforeseen circumstances such as natural disaster.

**Marc Price**  
**Managing Director**