

PRIVACY POLICY

Effective as of 1 May, 2019

The purpose of this Privacy Policy is to provide you with information about how ArtLingua uses, manages and protects any personal data that you may have submitted through our website, <https://artlingua.com>.

This Privacy Policy is based on the obligations of the website's Publication Manager, as provided for by the General Data Protection Regulation (GDPR), regarding your consent to the collection of your personal data, the protection and privacy of your personal data, and your rights to access your personal data, request their rectification, object to their processing and request their portability and erasure.

This Privacy Policy may be amended or supplemented at any time by ArtLingua, especially in order to comply with any changes in legislation (GDPR), regulations and case law.

1. Nature of data collected

It is possible to browse the website (<https://artlingua.com>) without disclosing your personal data to the website's Publication Manager. However, if you do so, access to some of the information and services offered on the website may be restricted.

To subscribe to our newsletter or receive a quote, you will be required to provide some personal data (e.g. your first name and surname, the name of your company, your role in the company, your e-mail address and your telephone number). When you provide such information, you will be asked to give your consent to the collection of such data for the purposes mentioned in the forms and in the paragraph "Purpose of personal data collection". ArtLingua also collects personal data in the form of cookies, and uses Google Analytics.

2. Processing of personal data

Data collected by ArtLingua on its website are processed by authorized members of the ArtLingua team only and exclusively for the company's internal use. ArtLingua has a very strict personal data processing policy, and we never disclose any personal information to third parties.

3. Purpose of personal data collection

Forms

We collect personal data through the various forms on the website for the purposes of:

- contacting persons who provided their contact information;
- following up requests from persons interested in our translation services (initial contact, requests for quotes, starting or developing business relationships);
- recruiting service providers, employees and/or interns;
- processing and following up orders;



The one-stop
translation and localization
solution for your multilingual content!

- managing our newsletter (every newsletter contains an unsubscribe link and you can unsubscribe at any time by clicking on the link);
- requesting customer feedback on our services.

By checking the form consent checkbox and submitting the form, the User expressly agrees that their personal data will be processed for the purpose described.

Social media

Data collected when using social media buttons are required to execute the requests of these third-party sites.

Google Analytics

Personal data are collected through the Google Analytics audience measurement tool used on the site for the purpose of analyzing user behavior, measuring audiences and improving the performance of the Website.

Cookies policy

The Website uses cookies for the purpose of processing statistics and traffic information, facilitating browsing and improving the service for the convenience users, in compliance with the legislation in force. The User is free to accept or refuse cookies from any internet site by modifying the settings of their internet browser.

Similarly, users are free to browse the web in private mode, leaving no trace of their activities on their device.

4. Obtaining Consent

For all personal data collected via its website, ArtLingua provides the following options to obtain the user's explicit consent:

- an option to consent to the collection of their personal data when submitting forms,
- an option to accept cookies in a warning banner.

5. Data retention period

The data retention period varies according to the technology used for their collection:

- The maximum retention period for all personal data collected via cookies is 12 months.
- ArtLingua will keep any other data for as long as is necessary to process them for the purposes described above. If necessary, for the purpose of administrative follow-up, due to legal or regulatory requirements, or for the purpose of archiving, such data will be retained beyond the time necessary to fulfill the purposes described above. In any case, the maximum data retention period is 10 years, after which the data will be erased.

6. Personal data security

The site is hosted on secure servers.

All pages are served using the secure HTTPS protocol. This is a security protocol that encrypts all exchanges between the user's browser and the web server our site is hosted on. This prevents the personal data submitted via the forms on our website from being easily read by third parties during transit.



The one-stop
translation and localization
solution for your multilingual content!

However, no method of transferring or storing personal data is totally secure. As a result, we cannot guarantee that the information transferred to or stored on the hosting servers will be totally secured.

7. Storage location

The website is hosted on servers located in Canada.

8. Internet users' exercise of their rights: access, rectification, restrict processing, objection, erasure and portability of personal data

In accordance with the Data Protection Act of January 6th, 1978 as amended, and the European General Data Protection Regulation 2016/679 (GDPR), you have the right to:

- access your personal data,
- object to the processing of your personal data,
- restrict processing of your personal data,
- request the erasure of your personal data, and
- request the portability of your personal data.

You can exercise these rights by using the contact form on our website (<https://artlingua.com>), or by sending a letter to ArtLingua, 82 rue de Fenouillet, 31200 Toulouse (France). You can also use one of the letter templates published by the *Commission nationale de l'informatique et des libertés* (the French Data Protection Authority) at <https://cnil.fr/modeles/courrier>.

ArtLingua will reply to all personal data-related requests within a reasonable period of time, and at latest within 1 month. ArtLingua reserves the right to refuse requests submitted with malicious intent, or of a repetitive and abusive nature.