

Privacy Notice

Wolfestone Holdings (Wolfestone Translation, Voicebox, Robertson Languages International) acts as a data controller and as such, has contractual reasons for obtaining and keeping personal data you provide to us as a representative of your company. We only collect basic personal data about you, provided by you which does not include any special types of information. This does, however, include name, email address, address, phone number, qualifications, and bank details or other payment information.

How we collect your data

Wolfestone Holdings only collects your data directly from you. We do not engage third parties to provide us with your personal data.

Why we need your data

We need to know this basic personal data in order to fulfil our business contract with you, and so that we can contact you about any legitimate interests (for example: potential translation work, updates to our services or terms and conditions that you need to know about). We will not collect any personal data from you that we do not need.

What we do with your data

All the personal data we process is processed by our staff in the UK however for the purposes of IT hosting and maintenance this information is located on servers within the European Union.

In order to make payment and fulfil our business contract with you, we need to input your financial details in our accounting software and online banking platform. No other Third Parties have access to your personal data unless the law allows them to do so.

We have an information security policy in place to oversee the effective and secure processing of your personal data. For more information please contact our Data Protection Officer: dpo@wolfestone.co.uk

What if I no longer wish to work with Wolfestone Holdings?

If you no longer wish to work with us, you can request that we deactivate your profile and we will stop contacting you.

We cannot delete your record completely with immediate effect as we are required under UK tax law to keep your basic personal data (name, address, contact details) for 6 years after which time it will be destroyed.

The limitations of our Project Management System means that your name will need to remain in our database as it is associated with projects in the system; we can, however, delete all other information on your profile.

What are your rights

If at any point you believe the information we process on you is incorrect you can request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated. Please see our Subject Access Request page on our website for more information: <https://www.wolfestone.co.uk/subject-access-request-policy/>

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office <https://ico.org.uk/>