

Privacy Policy

This Privacy Policy has been established in the context of South Africa's Protection of Private Information Act, also referred to as "POPIA" (Act 4 of 2013), by the information Officer, Edwin de Klerk (see contact details in par. 10). The context in which the POPI Act is applied is the following:

- (1) You have requested a service from NH Language Solutions cc., which could be the following:
 - a. You want to purchase a Trados software license, as NH Language Solutions cc. (based in South Africa) is the Authorized Trados Reseller (<https://www.trados.com/about/partners/nh-language-solutions.html>) for a company called RWS (based in the UK) who develops and maintains the software "*Translation Document System (Trados)*" as well as Trados-related products (www.rws.com). As Authorized Reseller for RWS, NH Language Solutions cc. is authorized to sell this software in Western and Southern African countries, for example: South Africa, Zambia, Swaziland, Namibia, Malawi, Lesotho, Botswana, Senegal, Ghana, Togo, Sierra Leone, Nigeria, Niger, Mali, Liberia, Guinea-Bissau, Guinea, Gambia, Côte d'Ivoire, Cape Verde, Cameroon, Burkina Faso, Benin.
 - i. NH Language Solutions cc. sells the software to its Trados customers through a local company registered as *Trados Solutions (Pty Ltd)*.
 - b. Written or spoken language services (i.e. translation and interpreting services), which are provided by professional service providers (translators and interpreters) appointed by the following entities:
 - i. *NH Language Solutions cc.* provides the written language solutions (i.e. translations, editing, proof reading) to its customers.
 - ii. *Sugarberry Trading cc.* provides the spoken language solutions (i.e. simultaneous, consecutive, online interpreting) to its customers.
 - c. You want to become a service provider, where:
 - i. you offer your translation skills to be used whenever NH Language Solutions cc. has a matching translation project requiring your language skills
 - ii. you offer your interpreting skills to be used whenever Sugarberry Trading cc. has a matching interpreting project requiring your language skills
- (2) When requesting one of these services, your personal information is requested for purposes of generating quotations, invoices, purchase orders for remuneration purposes of services rendered, or for the purposes of contacting you again should you as existing customer require to be informed about new services, discount opportunities of services, procurement of new work opportunities and for whatever is deemed important to take note of in the context of your customer/service provider status. Your personal information is received in the following manner:

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<p>a. Trados customers/potential customers</p>	<p>b. Written language services (Translations) customers, potential customers and service providers</p>	<p>c. Spoken language services (Interpreting) customers, potential customers and service providers</p>
<p>i. provide their personal details directly into an online webform managed by RWS guided by the General Data Protection Regulation (GDPR) through the RWS Privacy guidelines (https://www.rws.com/legal/privacy/).</p> <ol style="list-style-type: none"> 1. If a customer/potential customer (who resides in a specific territory managed by an Authorized Reseller) contacts RWS for Trados licenses and/other related services, that reseller (in this case, NH Language Solutions cc.) is notified via an automatically generated email about the interest shown by the customer/potential customer. In doing so, the contact information of the customer/potential customer is made known to the Authorized Reseller. 2. The customer/potential customer would have agreed to be contacted by the Authorized Reseller when the customer/potential customer completed the RWS webform, and would have been informed by RWS that their contact details would be shared with the Authorised RWS Reseller. 3. The customer, whose online RWS account is securely kept by RWS, can at any time choose not to be contacted by the Authorized RWS Reseller, and by implication choose that their contact information not be shared with the Reseller. In this case, the Authorized RWS Reseller will not be able to 	<ol style="list-style-type: none"> i. provide their contact information for the purposes of being issued quotations and invoices for potential and rendered services ii. can provide their name and contact details via the website of NH Language Solutions cc. (https://language-solutions.co.za/) when showing an interest in receiving a service iii. The website of NH Language Solutions cc. does not make use of cookies to gather customer information. 	<ol style="list-style-type: none"> i. provide their contact information for the purposes of being issued quotations and invoices for potential and rendered services ii. can provide their name and contact details via the website of NH Language Solutions cc. (https://language-solutions.co.za/) when showing an interest in receiving a service iii. The website of NH Language Solutions cc. does not make use of cookies to gather customer information.

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<p>access the online RWS account of the customer.</p> <ul style="list-style-type: none">ii. provide their personal information out of their own will directly to the Authorized RWS Reseller (i.e. at a trade fair via business card, for example), via direct email / telephonic conversation / mobile contact (i.e. WhatsApp) initiated by the customer/potential customer, where they agree to be contacted by the Reseller in order to receive the chosen service from the Reseller.iii. The service (i.e. the issue of a Trados license and software) can only be executed once the information of the potential/existing customer has been captured in an online created RWS account into which the software and license will be released by the Reseller. The release of the license and software can only be done after receipt of payment by the Reseller, after the purchaser accepted a quotation in the name of the purchaser (using the personal information provided by the purchaser) and issued by Trados Solutions (Pty Ltd.)iv. The website of NH Language Solutions cc. (https://language-solutions.co.za/) only records personal information (name, email address, tel. number) of visitors who choose to complete the online form if they have more questions or want to make requests.v. The website of NH Language Solutions cc. does not make use of cookies to gather customer information.		
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- (3) As a result, the type of personal information that NH Language Solutions cc. has access to is the following: title/gender, name, surname, postal/street address, country, telephone number, email address, company registration and/or VAT number (where applicable).
- (4) As the website of NH Language Solutions cc. and the services of NH Language Solutions cc./Trados Solutions (Pty Ltd)/Sugarberry Trading cc. are not intended for children, no contact information of children is actively sought. Children would have purposefully or erroneously entered contact information on the company website for wrong reasons.
- (5) Where applicable, personal information may be transferred across borders on behalf of the customer/potential customer to receive a requested service, for example:
 - a. when a customer/potential customer has direct contact with NH Language Solutions cc. for purchasing Trados software licenses, the contact information of the potential customer is entered into a secure RWS website form to create a new customer profile to generate provisional orders, final orders, invoices and to provide customers with a platform: into which purchased software is released; where they can manage their purchased licenses and software; where they can manage their own login name/password/updating of personal information; where they can manage the provision of consent to an Authorized RWS Reseller to be in contact with them or not, and to provide a Reseller access to their online account or not.
 - b. When a customer/potential customer visited the website of RWS for retrieving product information, or has the intent to purchase software, their contact information is automatically shared across borders with the applicable Authorized RWS Reseller with the intention that the customer/potential customer be contacted by the Reseller - the customer/potential customer would have been notified in one way or another by RWS that their personal information would be shared with the Reseller and the customer/potential customer would have agreed to be contacted by the Reseller one way or another before the contact information is shared.
- (6) The legal basis for sharing and processing of the personal information of potential and existing customers is rooted in responding to their implicit or stated request for information/products/services related to the stated products and services offered by NH Language Solutions cc./Trados Solutions (Pty Ltd)/Sugarberry Trading cc. as a registered South African Private Company/Closed Corporation. The processing of customer information is not used for any other purpose.
- (7) The personal information of customers is kept until such time that the customer/potential customer opts out of receiving any continued service/information from NH Language Solutions cc./Trados Solutions (Pty Ltd)/Sugarberry Trading cc. Potential customers and existing customers can specifically opt out of receiving services/information by indicating so via the website of NH Language Solutions cc. or by specifically stating so via a reply email based on receipt of marketing related emails sent to potential and existing customers. At any point in time, customers and those who are viewed as potential customers, can contact the Information Officer (see paragraph 10) to request that their personal information be removed from our database. In some instances it may be necessary to keep minimal items of your personal data for recording of opt-out purposes, for example keeping a record of when you have requested the deletion of your personal data.
- (8) NH Language Solutions cc./Trados Solutions (Pty Ltd)/Sugarberry Trading cc. will maintain appropriate security procedures and practices to safeguard your data against unauthorized access and to maintain the confidentiality of your data in accordance with the applicable law. We employ strict physical, electronic and administrative security measures to protect your personal information from access by unauthorised persons and against unlawful

processing, accidental loss, destruction and damage both on-line and off-line. The data is encrypted when in transit between your device and our system, and our products (for example your Trados license) is hosted in third party data centres with industry leading security. Our data and systems are protected in the following ways:

- a. the devices we use are encrypted
 - b. our systems, applications and programmes are password protected
 - c. our email programmes are secure
 - d. secure backing up of the information are in place
 - e. no personal information is printed in any form or kept in hardcopy format for back-up purposes, and therefore, such information cannot be visible to potential visitors or unauthorized people on the physical premises of our office.
- (9) Any changes we make to this Privacy Policy will be posted on the website of NH Language Solutions cc. (<https://language-solutions.co.za/>). You should bookmark and periodically review the Private Policy page to ensure that you are familiar with the most current version of the Privacy Policy.

(10) Our address details are:

NH language Solutions

43 Almond Drive

Helderberg Estate

Somerset West, 7130

South Africa

Contact numbers: Edwin de Klerk (Primary Information Officer): +27 (0)21 855 2417 / +27 (0)84 517 8014 / edwin@trados-solutions.com

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