



Updated May 2020



# PRIVACY POLICY FOR OUR CLIENTS

## ***Overview***

All personal data collected from by Universal Translation Services complies with the principles of the Health Insurance Portability and Accountability Act (HIPAA) and applicable state laws. By accessing this website you agree to the terms of this privacy policy and consent to the collection, processing, use or transfer of data as set out in this policy.

For the purpose of the processing personal data, we may engage data processors and/or, at its sole discretion, hire other persons to perform certain functions on behalf of Universal Translation Services. In such cases, we shall take necessary measures to ensure that such data is processed by the personal data processors in accordance with instructions of and applicable U.S. legislation. Shall also require the personal data processors to implement appropriate measures for the security of personal data. In such cases, we shall ensure that such persons will be subject to the non-disclosure obligation and will not be able to use this information for any other purpose, except to the extent necessary to perform the functions assigned to them.

We pledges to maintain the utmost confidentiality and respect to our clients' documents at all times. Accordingly, Universal Translation Services and all affiliates will use your personal and private information for the following purposes only:

## ***Our Purpose for Collecting Personal Information:***

We collect your personal information only for the purpose of invoicing you for your translation(s), interpreting, localization, or other related services.

***We do not store any of your personal information or redistribute it to any outside parties.***



## PRIVACY POLICY CLIENTS

### *We only use personal information to:*

- Communicate regarding your translation project or quote
- Deliver the translation services as requested
- Send you our newsletters with offers
- Any communication between translator, proofreader and client regarding your translation. No details are exchanged.

### *Information we collect includes:*

- Contact information, including phone numbers, emails, billing information, etc.
- Address and company name if available

### *How do we use your contact details and information we have:*

- We do not sell or rent personal information to others
- We do not use cookies on our website
- We do not disclose personal information



We maintain a database of your contact information, original documents and translated documents for the sole purpose of saving your files, for 2-3 years. In case you need a copy of the files, just request them by sending us an email.

### HIPAA Notice of Privacy Practices

To protect your privacy, you should not submit any information that contains personal healthcare information or personally identifiable information (like name, phone number, and email address) regarding your personal situation, as we cannot protect the confidentiality of your personal healthcare information or personally identifiable information in such circumstances. Any personal healthcare information or personally identifiable information submitted is done so at your own risk.

Certain health and medical information about you is protected under the Health Insurance Portability and Accountability Act (“HIPAA”) and applicable state law. This information may be provided by you online or offline, or may be collected by us from other methods such as through a translator or proofreader.



We protect covered health and medical information as we may be required by HIPAA and applicable state law. Similarly, we may use covered health and medical information as permitted by HIPAA and applicable state law.

To read more about our privacy practices regarding health and medical information under HIPAA, please read below. Under HIPAA, Protected Health Information (PHI) is information that identifies an individual and relates to the following:

- The individual’s past, present, or future physical or mental health
- The provision of healthcare to the individual
- The past, present, or future payment for health care
- The patient’s personally identifiable information (PII) including social security number, date of birth, policy number, member number and address.

This information is often shared during the delivery of translation services and is handled carefully by UTS and other persons hire to execute the order. Furthermore, we advise that all personal identifiers must be removed (de-identification) or sufficiently encoded (anonymization) by the client.

### *Changes to Our Privacy Policy:*

We reserve the right to modify our privacy policy at any time, except where prohibited by law. We will post revisions online. Continued use of our services after posted changes implies consent to the privacy policies, as changed. Contact us in case you need further information.

## COMPLAINTS

### *Complaints, Questions, and Requests*

You may direct your questions about this Policy or Universal Translation Services’ privacy practices, requests regarding your information, or other privacy or confidentiality concerns to:

Our main translation office in Aventura:  
20801 Biscayne Blvd, Suite 403, Aventura, Florida, 33180  
Phone: 1-844-wetranslate  
Fax: 1-212-933-9849  
info@universal-translation-services.com



# QUALITY GUARANTEED



## *Our quality*

We are **confident** that we deliver the highest quality of our work and we do our best to deliver your documents with a perfect quality. We only use native translators and for European languages we use translators situated in Europe. If there is a problem we guarantee that we will correct the files until you as our client is happy with our services. No matter when the translation was done. There is no limitation in time.