

Privacy Policy

Talingual Ltd (“Talingual”, “we” or “us”) is committed to protecting and respecting your privacy.

This Policy (together with other documents referred to herein) describes what personal information we collect from you and how we process your personal information when you use the talingual.com website (“Website”).

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Personal information we may collect

We may collect personal information on your visits to the Website including, but not limited to, your IP address, browser, timestamp, traffic data, location data, weblogs, content from surveys and contact forms and other communication data and the resources that you access. Our collection of this personal information will make your visit to the Website easier in the future as we will be able to suggest content that is relevant to you based on the location you access the Website from, what content you access and how you interact with it.

We may also collect information for marketing purposes and analysis, including information on how you respond to email, sms, phone and other marketing campaigns.

We will collect any information you provide to us when you use our contact forms. In any such form we will only require the information we need to comply with or respond to your request. All other information that may be requested will be optional and at your discretion.

If you contact us, we will keep a record of that correspondence.

We may use your personal information to send you direct marketing via email and other communication means when you opt-in for this purpose in the relevant contact form. You may opt-out of receiving future marketing communications at any time by emailing privacy@talingual.com.

We may also store cookies as set out in more detail in our [Cookie Policy](#).

How we use your personal information

Your personal information will be collected and handled by us for the following purposes:

- to provide you with the services you expect from us;
- to best tailor content and resources according to your preferences;
- to respond to your request or questions when you contact us;
- with your consent we may also use your contact data for direct marketing to inform you about services/products/events etc that might be of interest to you;
- to send to you other information – such as upcoming events or newsletters – that may be of interest to you;
- to help us create, publish, and improve content most relevant to you;

- to ensure that the content provided through the Website is presented in the most effective manner for you and for your device;
- to allow you to participate in interactive features of our Website, when you choose to do so;
- to further develop and improve the Website and related systems;
- to perform analytical research on our prospective client and candidate base, including the content, and the services/products they are interested in;
- to transfer data to third parties (see below);
- where necessary, to comply with any legal obligation; and
- we may also process your information to:
 1. investigate or respond to incidents and complaints
 2. comply with obligations and rights and cooperate with investigations carried out by the police, government or regulators.

We do not use automated decision-making technology when processing your data.

Compliance with data protection law

Our use of your information as described above is permitted by applicable data protection law because it is:

- necessary for our legitimate interests in pursuing the purposes set out above, and such interests in each case not being overridden by your privacy interests;
- in some cases, necessary to meet our legal or regulatory responsibilities, such as disclosures to authorities, regulators or government bodies; or
- in some cases, necessary for the performance of a task carried out in the public interest and, when we use special categories of personal information, necessary for establishing, exercising or defending legal claims or where the processing relates to personal information manifestly in the public domain;
- processed with your consent which we obtain from you from time to time, such as when you opt-in to receive marketing communications and news, via email and other communication means.

Information provided on a voluntary basis

You are not obliged to provide your personal information to us when generally navigating our website, however we cannot fulfil any specific requests for information or provide you with a tailored service unless you do so.

Retention of personal data

We will keep your information for as long as you wish to receive our communications and thereafter for the longer of the period required in order to meet our business, legal or regulatory responsibilities. Typically this is for 2 years.

Sharing with third parties

To facilitate our efficient use of your information, and to provide you with content and/or resources, or to fulfil a request you make of us, we disclose your information to third parties. However, this disclosure will only occur in the following circumstances:

- **To potential employers:** we may share your personal details with potential employers when we identify job opportunities relevant to your candidate profile. Such recipients will only have access to your personal information as required by them to perform their functions, and are not permitted to use such personal information for any other purposes.
- **To suppliers, contractors and agents:** from time to time we may engage or employ other companies and individuals to perform functions on our behalf. Examples include the hosting and/or maintaining of website content, or the provision of certain features contained on the Website, and the provision of marketing services. Such recipients will only have access to your personal information as required by them to perform their functions, and are not permitted to use such personal information for any other purposes.
- **To government or law enforcement authorities** if we determine in our sole discretion that we are under a legal obligation to do so.

IP addresses and cookies

We collect information about your computer, including (where available) your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and we will not use it in isolation to identify you or any individual. If you provide us with personal data, such as your name, we may then match your IP address and browsing history (for example) with that personal data.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on your device. Cookies help us to improve the Website and to deliver better and more personalised content. For more information about our use of cookies on the Website, please refer to our [Cookie Policy](#).

Storage and processing locations

Your personal information can be transferred and processed in one or more other countries, in or outside the European Union. We shall only transfer your data outside the EU to countries which the European Commission believes offers an adequate level of protection to you, or where we have put in place appropriate safeguards to seek to preserve the privacy of your information. Those countries include the US.

Data Security

Although we will do our best to protect your personal information, you should be aware that the transmission of information via the internet is not completely secure and we cannot guarantee the security of your personal information transmitted to the Website or any third party; for this reason, any transmission is at your own risk. We will use strict operational procedures and adequate, technical and organisational security measures to prevent any unauthorised access, change, deletion or transmission of this personal information.

Your rights

Under applicable data protection laws, you have the following rights:

- **Right to access and obtain a copy of your personal information:** You are entitled to request confirmation whether we process any of your personal information. Where this is the case, you may have access to your personal information and to certain information about how it is processed. In some cases, you can ask us to provide you with an electronic copy of your information.
- **Right to correct your personal information:** If you can demonstrate that personal information we hold about you is not correct, you can ask that this information is updated or otherwise corrected.
- **Right to be forgotten/have data deleted:** In certain circumstances, you have the right to have your personal data deleted. You may make such a request at any time and Talingual will evaluate if your request should be granted, however this right is subject to any legal rights or obligations we may have to retain data. For situations where, in accordance with the law, we determine that your request to have your personal information deleted must be granted, Talingual will do so without undue delay.

To exercise your rights, you can contact us at privacy@talingual.com.

To the extent our processing of your personal information is based on your consent, you also have the right to withdraw your consent at any time. Withdrawal of your consent will not affect the lawfulness of any processing based on your consent before the receipt of such withdrawal.

You can also lodge a complaint about our processing of your personal information with your local data protection authority.

Marketing communications

We will only send marketing communications to you via email or other communication means where you have consented that we may do so.

We will usually offer you a check box on the forms we use to collect your personal information where, if you agree to receive marketing communications, you have to click the box. Where we send marketing communications to you via email, you may opt out of receiving any further marketing communications by clicking the 'unsubscribe' or 'opt-out' function in the email. In addition, you can also exercise your opt-out right at any time by contacting us at privacy@talingual.com and providing the following information: your name, your email address, a contact telephone number, the marketing communications you would like to opt out of receiving.

Changes to this Policy

The terms of this Policy may change from time to time. We shall publish any material changes to this Policy through appropriate notices either on this Website or contacting you using other communication channels.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to privacy@talingual.com.

You can request a copy of mechanisms relating to a specific transfer of your personal information by contacting privacy@talingual.com.

You can also contact our data protection representative at the following address: privacy@talingual.com.