

## What information do we collect?

Translationhut collects data to enable us to operate the Services effectively, and to provide you with the best experiences on our website and our Services. You provide some of this data to us directly, such as when you register to use our Services, subscribe to a newsletter, respond to a survey, make an enquiry through our website, contact us for support, or contact us as a prospective customer, vendor, supplier, or consultant. We get some of your data by recording how you interact with our website and our Services by, for example, using technologies like cookies. We also obtain and process data in the context of providing the Services.

## What do we use your information for?

We use the data we collect to operate our business, and to provide the Services to you. This includes using the data to improve our Services, and to personalize your experiences. We may also use the data to communicate with you to, among other things, inform you about your account, provide security updates, and give you information about the Services. We may also use the data to manage your email subscriptions, improve the relevance and security of our website, respond to user enquiries, send you periodic marketing communications about our Services, and improve the relevance of our advertising.

## How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information. We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential. After a transaction, your private information (e.g., credit cards, social security numbers, financials) will not be stored on our servers.

## How do we ensure that our processing systems remain confidential, resilient, and available?

We implement a variety of measures to ensure that our processing systems remain confidential, resilient, and available. Specifically, we have implemented processes to help ensure high availability, business continuity, and prompt disaster recovery. We commit to maintaining strong physical and logical access controls, and conduct regular penetration testing to identify and address potential vulnerabilities.

**High Availability.** Every part of the Services utilise properly-provisioned, redundant servers (e.g., multiple load balancers, web servers, replica databases) in case of failure. We take servers out of operation as part of regular maintenance, without impacting availability.

**Business Continuity.** We keep encrypted backups of data every hour in multiple regions on Google Cloud Platform. While never expected, in the case of production data loss (i.e., primary data stores loss), we will restore organizational data from these backups.

**Disaster Recovery.** In the event of a region-wide outage, we will bring up a duplicate environment in a different Google Cloud Platform region. Our operations team has extensive experience performing full region migrations.

**Physical Access Controls.** Translationhut is hosted on Google Cloud Platform. Google data centers feature a layered security model, including extensive safeguards such as custom-designed electronic access cards, alarms, vehicle access barriers, perimeter fencing, metal detectors, and biometrics. According to the Google Security Whitepaper: “The data center floor features laser beam intrusion detection. Data centers are monitored 24/7 by high-resolution interior and exterior cameras that can detect and track intruders. Access logs, activity records, and camera footage are reviewed in case an incident occurs. Data centers are also routinely patrolled by professional security guards who have undergone rigorous background checks and training.” Translationhut employees do not have physical access to Google data centers, servers, network equipment, or storage.

**Logical Access Controls.** Translationhut is the assigned administrator of its infrastructure on Google Cloud Platform, and only designated authorized Translationhut operations team members have access to configure the infrastructure on an as-needed basis behind a two-factor authenticated virtual private network. Specific private keys are required for individual servers, and keys are stored in a secure and encrypted location.

## Do we use cookies?

Yes. Cookies are small files that a site or its service provider transfers to your computers hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information. You can choose to disable cookies, but if you do, your ability to use or access certain parts of our website may be affected.

We use cookies and other similar identifiers to understand and save your preferences for future visits, to advertise to you on other sites, and to compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

You may refuse to accept cookies by activating the setting on your browser that allows you to refuse the setting of cookies. You can find information on popular browsers and how to adjust your cookie preferences at the following websites:

- [Microsoft Internet Explorer](#)
- [Mozilla Firefox](#)
- [Google Chrome](#)
- [Apple Safari](#)

However, if you choose to disable cookies, you may be unable to access certain parts of our site. A banner asking you to accept our cookies policy will be displayed upon the first visit to

our website (or the first visit after you delete your cookies). Unless you have adjusted your browser setting so that it will refuse cookies and/or you have not accepted our cookies policy, our system will issue cookies when you log on to our site.

## **Do we disclose any information to outside parties?**

We share your personal data with your consent, or as necessary to provide the Services to you. We also share your data with vendors working on our behalf; when required by law or to respond to legal process; to protect our customers; to protect lives; to maintain the security of our Services; and to protect our rights or our property.

Third-party services used:

- Google Cloud - hosting, infrastructure, database management
- AWS - Automated translations
- Cloudinary - Image hosting
- Crisp Chat - support
- Translationhut - error tracking

## **Third Party Links**

Occasionally, at our discretion, we may include or offer third party products or services on our website or through our Services. If you access other websites using the links provided, the operators of these websites may collect information from you that will be used by them in accordance with their privacy policies. These third party sites have separate and independent privacy policies. We, therefore, have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

## **Where we Store and Process Personal Data; International Transfers**

In order to provide our Services, personal data collected by Translationhut may be stored and processed in the United States and other countries where Translationhut or its affiliates, future subsidiaries or service providers maintain facilities. The storage location(s) are chosen in order to operate efficiently, to improve performance, and to create redundancies in order to protect the data in the event of an outage or other problem. Wherever data is processed, we take steps to ensure that the data we collect is processed according to the provisions of this Policy and the requirements of applicable law.

This means that we transfer personal data from the European Economic Area (“EEA”), the United Kingdom (“UK”) and Switzerland to other countries, some of which may not provide an equivalent level of protection for personal data. When we engage in such transfers, we use a variety of legal mechanisms to help ensure your rights and protections travel with your data, including standard contractual clauses that have been approved by the European Commission. In addition, Translationhut has certified to the EU-U.S. Privacy Shield to help

safeguard personal data that we collect and process from the EU and the UK in the United States. Please see our Privacy Shield notice below for more information.

## **Data Retention**

We may retain your personal information as long as you continue to use the Services, have an account with us, or for as long as is necessary to fulfill the purposes outlined in the policy. You can ask to close your account by contacting us at [joey@madooz.com](mailto:joey@madooz.com), and we will delete your personal information on request.

We may, however, retain personal information for an additional period as is permitted or required under applicable laws, for legal, tax, or regulatory reasons, or for legitimate and lawful business purposes.