

Eight-11 Agency's Privacy Policy

Privacy is not negotiable for **Eight-11 Agency** in the sense that we have a budget to develop and increase our online privacy tactics every year by consulting cyber experts and implementing strict security standards to maintain the safety of our clients' personal information and to prevent unauthorised accesses or disclosures.

What Is Collected Online From Personal Information?

The personal information that **Eight-11 Agency**'s clients are asked to provide is limited to that which is necessary to fulfil of the purpose of our visitors' interactions with us, such as:

- 1- Full name;
- 2- Telephone/mobile numbers;
- 3- Email address;
- 4- Company name;
- 5- Your position.

If more personal information than the above is require, we will make it clear what additional information is needed and why we need it. Eight-11 Agency's clients can refuse to provide us with any personal information. However, that may limit or prevent access to some functions on our website.

When Eight-11 Agency May Share Personal Information Collected Online?

A- Legal purposes, such as:

- 1- Protect **Eight-11 Agency**'s rights and entitlements in a court of law or in case of any lawsuit against **Eight-11 Agency**;
- 2- Protect **Eight-11 Agency**'s rights and privileges in the court of law in case of any dispute.

B- Eight-11's personnel, such as:

- 1- When disclosing limited necessary pieces of information to **Eight-11 Agency**'s trusted linguists and or employees;
- 2- When **Eight-11 Agency** is developing, personalising, and updating our website, with trusted website developers;
- 3- When Communicating with **Eight-11 Agency**'s clients either directly (calls) or indirectly (emails);
- 4- Sorting and organising files and documents in **Eight-11 Agency**'s data base and on our website;
- 5- To invite **Eight-11 Agency**'s clients to events, talks, programmes, and webinars organised by us;
- 6- To process and respond to **Eight-11 Agency**'s clients' enquiries; or
- 7- To conduct research and analysis.

C- Website purposes, such as:

- 1- Make the services as accessible as possible for our clients;
- 2- When checking clients' online activities and the authorised visitors to our website and or services;
- 3- Controlling what is publically visible for and what is not;

- 4- Expanding our website services and developing new features and functionality;
- 5- Developing new products, services, features, and functionality.

If **Eight-11 Agency's** clients have questions or clarifications about accessing, correcting, or deleting your personal information, do not hesitate to contact us at info@eight-11.com.

How Eight-11 Agency Protects Personal Information from Online Activities

Eight-11 Agency keeps all data on external hard drives, special devices, and uses complex ways of communicating with its linguists in a quest to avoid any breach, unauthorised access, and to ensure that **Eight-11 Agency's** clients' data are treated securely and in accordance with our privacy policy. Unfortunately, the transmission of information via the Internet is not completely secure. **Eight-11 Agency** cannot guarantee the security of client data transmitted to our website; all and any such transmissions are at our clients' own risk. Once **Eight-11 Agency** has received a client's information, we will use strict procedures and security features to try to prevent unauthorised accesses.

How Eight-11 Agency's Clients Can Access Personal Information Online

Eight-11 Agency allows its clients the right of access to their data and the right to request copies of their personal data. We may charge our clients a small fee for this service.

Eight-11 Agency allows its clients the right to rectification. Our clients have the right to request that we correct any information they believe is inaccurate.

Eight-11 Agency allows its clients the right of erasure. Our clients have the right, under certain conditions, to request that we erase their personal data..

Eight-11 Agency allows its clients to request portability. Our clients have the right, under certain conditions, to request that we transfer the data that we have collected to another organisation or directly to the client,

Eight-11 Agency allows its clients to request restriction. Our clients have the right, under certain conditions, to request that we restrict the processing of your personal data.

If **Eight-11 Agency's** clients would like to exercise any of these rights, please contact us at info@eight-11.com.

Eight-11 Agency's Privacy Policy Changes

Although most future changes are expected to be minor, **Eight-11 Agency** may change its Privacy Policy from time to time, and in our sole discretion. We will notify our clients by email when making any changes.

Eight-11 Agency's Privacy Policy for

Personal Information Off-line

Personal information collected off-line via any channel other than our website, such as, but not limited to:

- 1- Personal delivery of documents and or forms;
- 2- Postage delivery (mail or shipping) of documents;
- 3- Disclosed information in meetings, courses, at **Eight-11 Agency**, in a discussion and or even in a joke;
- 4- To communicate with our clients;

- 5- Access our clients' information through external hard drives;
- 6- Business dealings over the phone with our clients;
- 7- Video Business dealings with our clients; or
- 8- Or any related matter of that nature.

Generally, all off-line information is meant to be private and that applies to all **Eight-11 Agency's** personnel. **Eight-11 Agency** does not share or think of sharing unless to protect our rights and entitlements in a court of law or in case of any lawsuit against us, or in case of any dispute.

Eight-11 Agency's Website Visitors

(Cookies and Web Beacons)

Like any other website, **Eight-11 Agency** uses 'cookies'. A cookie is a string of information that a website stores on a visitors' computer, and that the visitors' browsers provides to the website (with cookies) each time the visitor returns to the same website. **Eight-11 Agency** uses cookies to help us in tracking visitors, their usage of our website, and their website preferences (pages and services). Any visitor to our website who does not wish to have cookies placed on their computer should set their browser to refuse cookies before using our website. The drawback of disabling cookies is that some certain features of our website may not function properly without the aid of cookies. Google is one of a number of third-party vendors to **Eight-11 Agency** website. Google also uses cookies, known as DART cookies, to serve ads to our website visitors based upon their visit to **www.eight-11.com**. However, our visitors may choose to decline the use of Google DART cookies by visiting the Google ad and content network privacy policy at the following URL <https://policies.google.com/technologies/ads>.

Log Files

Eight-11 Agency follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and it is a part of hosting services' analytics. The information is collected by log files and that includes internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring and exit pages, and possibly the number of clicks. These are not linked to any personal information that could identify the visitor. The purpose of the information is for analysing trends, administering the site, tracking users' movements on the website, and gathering demographic information.

Eight-11 Agency's Privacy Policy Towards Children

This policy is part of **Eight-11 Agency's** priority and care for future generations. Our children's privacy policy states that **Eight-11 Agency** does not deal with children under the age of 18 years in any way, shape or form unless with the written consent from their parent or their legal guardian. **Eight-11 Agency** does not store any information from any child (under the age of 18 years old) unless with the written consent from their parent or their legal guardian.

Eight-11 Agency encourages parents and legal guardians to observe, participate in, and or monitor and guide their children's online activities all the time.

Eight-11 Agency's Privacy Policy Towards Vulnerable Adults'

This policy is part of Eight-11Agency's priority and care for vulnerable adults, such as, but not limited to:

- 1- People with mental health issues unless we are provided with written consent from the NHS or from their guardian;
- 2- Dementia patients unless we are provided with written consent from their local social services or from their guardian;
- 3- Cognitively impaired people unless we are provided with written consent from the NHS or from their guardian.

Eight-11 Agency's Linguists' Privacy Policy

Eight-11 Agency's Linguists are the backbone of our business. At **Eight-11 Agency** we are proud and honoured to work with all of our linguists. **Eight-11 Agency** is selective, and we focus on perfection rather than on processes and on qualifications rather than attitudes.

Therefore, our linguists' privacy policy is important and states the following:

- 1- **Eight-11 Agency** does not care about social media activities by any of its linguists.
- 2- **Eight-11 Agency** does not care about sexual orientations, gender, or the political views held by any of its linguists.
- 3- **Eight-11 Agency** does not mind if its linguists work with other translation companies at the same time as with us.
- 4- **Eight-11 Agency** does not mind corresponding with private emails by any of its linguists.
- 5- **Eight-11 Agency** stores linguists' documents and certificates in its database systems, and we may delete a linguist's files apart from identity documents when a request is made to do so by any of our linguists.
- 6- **Eight-11 Agency** does not discredit any linguist to any other company.
- 7- **Eight-11 Agency** responds to a credit reference request only after obtaining a written consent from the linguist concerned.

Eight-11 only Agency monitors its linguists for the following reasons:

- A- To know who is whom;
- B- To know the assignments are executed perfectly or not;
- C- To insure health and safety for all parties;
- D- To prevent fraud and identity theft or modern slavery.