

XL Braille Limited
3 King Dicks Lane, St George, Bristol BS5 8HN
Company No: 4998445
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PRIVACY POLICY

This policy provides an overview of how we collect and use your information.

This policy adheres to the Data Protection Act 1998 and GDPR (EU Directive) 2018. For the purpose of this policy XL Braille Limited is the data controller.

This document covers:

- our role as data controller
- the types of information we collect
- how we use it
- who we might share it with
- the steps we'll take to make sure it stays private and secure
- your rights to your information.

Our role as data controller

'We', 'us' means XL Braille Limited, 3 King Dicks Lane, St George, Bristol BS5 8HN, who is the 'data controller' and "data processor" for the information in this overview.

"You", "your" means an organisation or individual who has asked us to transcribe standard print information into an accessible format such as Braille or Large Print.

Our legal basis for processing information is the contracts we hold with organisations or individuals who have asked us to provide a transcription service.

If you have approached us directly for a Braille or Large Print transcription of material ,then you are consenting for us to collect data from you in order for us to process the transcription.

The validity of the data is your responsibility. The security of all notifications sent to us that include personal information of individuals, subsequent additions, amendments and requests for removal of data, are your responsibility.

The types of information we collect about you

This may include, but is not limited to:

- Name, address, telephone and account reference numbers
- Correspondence relating to individuals' accounts
- Company literature
- Minutes of meetings, agendas,
- Financial information

We'll only collect your information in line with relevant regulations and law and this may relate to any translation material you apply for, currently hold or have held in the past.

You're responsible for making sure you give us accurate and up to date information. If you provide information for another person, you'll need to tell them about this Privacy Notice and make sure they agree to us using their information for the purposes set out in it.

How we'll use your information

We'll use it to

- to carry out your instructions to provide transcriptions into Braille and Large Print
- to invoice you for the transcription service provided

We'll only use your information where we're allowed to by law eg carrying out an agreement we have with you, or you have with a third party.

The steps we'll take to make sure the information stays private and secure

We have a Data Protection Policy and a quality assurance policy which explains how we ensure the safety and integrity of our data.

All staff sign and adhere to our confidentiality policy and receive regular training and review. Only staff who are processing the data are allowed access.

We maintain a secure database using fire wall and up to date virus protection. We take every reasonable measure to ensure the data we hold and process is kept secure.

We conduct regular testing and review of our measures to ensure they remain effective, and act on the tests when they highlight areas for improvement.

We ensure regular and appropriate back up procedures.

All our office space is securely locked and alarmed. No information is removed or stored off-site.

On occasions clients may send information to us using Dropbox. The data we collect from you may be transferred to and stored on secure services located in the US and locations around the world on Dropbox. Dropbox complies with the EU-US and Swiss-US Privacy Shield Frameworks as set forth by the US Department of Commerce regarding the collection, use and retention of personal information transferred from the European Union, the European Economic Area and Switzerland to the U.S. Dropbox is overseen by the US Federal Trade Commission, for more information and on how Dropbox complies with GDPR [click here \(https://www.dropbox.com/en_GB/privacy\)](https://www.dropbox.com/en_GB/privacy).

Who we can share your information with

We may share your information with other companies we work in partnership with.

We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

We use Quick Books for invoicing and accounting purposes and their privacy policy can be found at

www.quickbookscare.com/privacy-policy.html

Data Breach

In the unlikely event that our systems are breached, we will inform the ICO immediately and adhere to their guidelines.

How long we'll keep your information

We'll keep your information for as long as you have a relationship with us. After it ends we'll keep it only where we may need it for our legitimate purposes eg to help us respond to queries or complaints, or for other reasons eg responding to requests from regulators, or for accounting purposes mandated under UK law.

We may disclose your personal information to any of our group companies (which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 736 of the UK Companies Act 1985) and also to third parties in the following circumstances:

- To any prospective seller or buyer of all (or part of) our business or assets
 - If we are required to do so by law, any applicable regulation or to protect the rights, property, or safety of ourselves or others. This may include disclosing to other companies and organisations in connection with fraud protection and credit risk reduction.
- When we do this, we'll ensure it has an appropriate level of protection.

Your rights of access to the information

You have a number of rights relating to your information eg to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it, to make a complaint etc.

If we receive a request for a right of access to information that we hold, we will respond as soon as we can, but in any event, no later than 30 days.

We can refuse or charge for requests that are manifestly unfounded, excessive, or repetitive.

If we refuse a request, we will explain why. We will do this as soon as possible, but in any event no later than 30 days. You will have the right to complain to the supervisory authority and receive a judicial review.

Updates to this Policy

Any changes made to this privacy policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check this page occasionally to ensure you are familiar with any changes.

General

This agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to this exclusive jurisdiction of the English and Welsh courts.

Contact information

Telephone 0117 955 7992
Email: info@xlbraille.co.uk
Web: www.xlbraille.co.uk