



## Privacy Policy – TalkWise

TalkWise ("we", "us", or "our") is committed to protecting your privacy. This privacy policy explains how we collect, use, store, and protect your personal data when you use our interpreting and translation services, visit our website, or contact us directly.

### 1. Who We Are

TalkWise is a sole proprietorship based in the Netherlands, providing professional interpreting and translation services for private clients, law firms, notaries, insurers, and other organizations.

### 2. What Personal Data We Collect

Depending on the nature of our interaction, we may collect the following personal data:

- Full name
- Contact details (email, phone number, address)
- Company or organization name
- Invoicing information
- Source materials and translations containing personal or sensitive information
- Communication records
- IP address or other technical information if you visit our website

### 3. How We Use Your Data

We use your personal data for the following purposes:

- To perform interpreting and translation services
- To contact you regarding your request
- To send invoices and manage payments
- To comply with legal obligations (e.g., tax requirements)
- To improve our services

We do not use your data for marketing purposes unless you have explicitly consented.



#### **4. Legal Basis for Processing**

We process your personal data on one or more of the following legal grounds:

- Performance of a contract
- Legal obligation
- Legitimate interest
- Consent (where required)

#### **5. How We Store and Protect Your Data**

We take appropriate technical and organizational measures to ensure the confidentiality, integrity, and availability of your data. Documents and communications are stored securely and only for as long as necessary to provide services or meet legal obligations.

#### **6. Third-Party Disclosure**

We do not share your personal data with third parties, unless:

- It is necessary to perform our services (e.g., subcontracted linguists under NDA)
- Required by law
- You have given explicit consent

#### **7. Your Rights**

You have the right to:

- Access your personal data
- Request correction or deletion
- Object to or restrict processing
- Withdraw your consent (if applicable)
- Lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens)

To exercise your rights, contact us at: [info@talkwise.nl](mailto:info@talkwise.nl)

#### **8. Data Retention**

We retain your data only as long as necessary for the purposes described above or to comply with legal obligations (e.g., 7-year tax retention for invoices).



## 9. Cookies and Website

Our website may use functional cookies to ensure proper operation. We do not use tracking cookies or third-party marketing tools without your consent.

## 10. Contact

If you have any questions about this privacy policy or the way we handle your data, please contact us:

TalkWise

Tel.: +31 686 336 027

E-mail address: [info@talkwise.nl](mailto:info@talkwise.nl)