



R.D.S. TRANSLATIONS TERMS AND CONDITIONS

The following terms and conditions are in place to maximise the efficiency of the service provided to you by R.D.S. Translations. Should you have any queries, please contact us.

1. Booking assignments

- 1.1. All bookings must be made via email, online or via telephone however an email confirmation must be received before the booking can proceed.
- 1.2. Once a booking has been requested, we will contact our interpreters. Upon confirming the interpreter's availability, we will ask you to confirm the booking, making sure you are happy. R.D.S. Translations will strive to match the assignment to an interpreter with the appropriate qualifications and experience relevant to the job.
- 1.3. Please be aware that once you have confirmed your booking, you are responsible for full payment unless cancelled as per R.D.S. Translations' Cancellation Policy (see below). Due to the high demand on Interpreting services, we may occasionally be unable supply an interpreter to meet your request.

2. Our Interpreters

- 2.1. All R.D.S. Translations professionals are guided by the R.D.S. Translations Confidentiality Policy.
- 2.2. Interpreter(s) will aim to arrive at the venue where the booking is taking place approximately 15 minutes prior to the start time in order for them to familiarise themselves with participants/service users.
- 2.3. Interpreters must disclose any information, including conflicts of interest or questions of their impartiality which makes them unsuitable for an assignment.

3. The Assignment

- 3.1. Assignments that run over the scheduled time will be charged at an hourly rate. If an interpreter has another assignment to get to, they may not be able to stay past the scheduled finish time.

4. Cancellation Policy

- 4.1. Should an interpreting assignments be cancelled at least 24 hours in advance of the assignment (except BSL interpreters, see below), the fee will be waived.



- 4.2. If interpreting assignments are cancelled within 24 hours of the assignment, R.D.S. Translations will invoice for the agreed fee stated in the original booking confirmation email. Should our interpreter have incurred travel time and expenses, these will also be liable for payment.
- 4.3. In the case of British Sign Language interpreters, if cancellation occurs 0-11 calendar days before the assignment date, R.D.S. Translations will invoice for the full fee of your booking. If cancellation occurs 12-15 calendar days before the assignment date R.D.S. Translations will invoice for half of the fee of your booking. If cancellation occurs over 15 days before the assignment date, the fee will be waived.
- 4.4. Notice of cancellation must be confirmed by a member of the R.D.S. Translations team, this may be via email or telephone but an email confirmation must be received in order for this to be valid.
- 4.5. Upon receipt of our email confirmation, we will take it that you are satisfied with all the details being correct and also that you have accepted the terms and conditions within the booking.

5. **Non attendance**

- 5.1. If the interpreter(s) is unable to attend we will inform you as soon as possible. R.D.S. Translations will endeavour to find a suitable replacement.

6. **Fees**

- 6.1. R.D.S. Translations will send an invoice for the assignment. All bookings are subject to the addition of travel expenses and VAT. Full payment will be required 30 days from the date of the invoice.

7. **Non-solicitation**

- 7.1. The person making the booking, organisation or persons using the R.D.S. Translations shall not approach our staff to work with them directly on a freelance basis.



Privacy Policy amendment 24/05/2018

The General Data Protection Regulation (GDPR), which comes into force on May 25th, 2018, aims to protect the fundamental right to privacy and the protection of personal data of European Union (EU) citizens.

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

If you don't want us to process your data anymore, please contact us at info@rdstranslations.com. If you would like to: access, correct, amend or delete any personal



information we have about you, you are invited to contact us at. We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at or send us mail to: 15 Lambfields, Theale, Reading, Berkshire, RG7 5DB