001 TRANSLATIONS

Privacy Policy

001-translations.com.au · Effective 15 November 2026

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01 Data Controller

The data controller is METARGEM & PARTNERS LTD, operating under the trading name 001 Translations, a company registered in Seychelles under number 176539, with its registered office at Suite Number 2, Olivier Maradan Building, Olivier Maradan Street, Victoria, Mahé, Seychelles.

For any question about your data:

> CONTACT US
>
> **001 Translations – METARGEM & PARTNERS LTD**
>
> **Correspondence address:** 105 Eade Road, OCC Building A, 2nd Floor, Unit 11A, London, N4 1TJ, United Kingdom
>
> **Email:** contact@001-translations.com

This Policy applies to people who visit 001-translations.com.au, request a quote, place an order or contact our team.

02 Data We Collect

- **Identity and contact details:** name, email, telephone number, address.
- **Orders and billing:** services, languages, references, invoices, delivery.
- **Documents:** files submitted for translation and the translations produced. These may contain civil status, identity, health, financial or judicial information.
- **Communications:** emails, chat and WhatsApp conversations, including with our virtual assistant, and recordings of telephone calls made for quality purposes.
- **Technical data:** IP address, device, browser, connection and security logs.

Card payments are processed by Stripe. We do not store card numbers.

03 Purposes

We use this data to: prepare quotes; perform, certify and deliver our services; provide client follow-up, corrections and support; process payments; improve service quality; secure our services and prevent fraud; comply with our legal obligations; and establish, exercise or defend legal claims.

We do not send newsletters or marketing communications. You only receive messages relating to your requests and orders.

04 Legal Bases

Where the GDPR, the UK GDPR or equivalent legislation applies, this processing is based on the performance of a contract or pre-contractual steps, compliance with our legal obligations, our legitimate interests (service quality, security, fraud prevention, establishing or defending legal claims) and, where applicable, your consent.

Sensitive data contained in documents (health, judicial data, etc.) is processed solely to perform the service you request and under the conditions set by applicable law.

05 Recipients

Strictly necessary data may be disclosed to: our freelance translators, revisers and interpreters; certifiers, notaries and legalisation bodies; postal providers; our hosting, software, telephony and messaging providers; Stripe for payments; our professional advisers; and authorities where required by law.

These parties are bound by confidentiality and may use the data only for the intended purposes. We do not sell your data.

We may use translation support tools, including machine translation. Every translation delivered is produced and checked by a professional translator.

06 International Transfers

001 Translations operates internationally. Your data may be processed in Seychelles and in the countries where our translators and providers are located, including outside the European Union and the United Kingdom. Where applicable law requires it, these transfers are subject to appropriate safeguards, such as standard contractual clauses.

07 Retention Periods

- **Download links:** disabled six (6) months after delivery.
- **Source documents and translations:** twenty-four (24) months after delivery, then deleted.
- **Communications and call recordings:** twenty-four (24) months after the last exchange or order.
- **Contractual data, invoices and accounting records:** for the period required by applicable law, up to ten (10) years.
- **Files subject to a complaint, dispute or fraud:** until finally resolved.

08 Your Rights

Depending on applicable law, you may request access to your data, or its rectification, erasure, restriction or portability, and you may object to certain processing. You may withdraw your consent at any time for the future.

Send your request to contact@001-translations.com. We respond within one month, which may be extended for complex requests; proof of identity may be requested. Some data may be retained where required by law or to defend our rights; in that case, we will tell you why.

You may also lodge a complaint with the data protection authority in your country.

09 Security

We apply technical and organisational measures appropriate to the sensitivity of the documents we handle: encryption, need-based access restrictions, multi-factor authentication, confidentiality obligations for all contributors, and backups. As no system is entirely risk-free, we encourage you to send only the documents needed for your order.

10 Cookies

Our websites use cookies necessary for their operation and may use audience measurement tools. You can set your browser to refuse or delete cookies at any time.

11 Minors and Third Parties

Our services are intended for people with the legal capacity to enter into a contract. Documents may nevertheless contain data about children or other people; such data is processed only to the extent necessary for the service.

12 Changes to This Policy

This Policy may be updated. The effective date appears at the top of the document.