

Compliance with the EU's General Data Protection Regulation

LanguageLine Solutions UK is compliant with the EU's General Data Protection Regulation (GDPR) that came into effect on May 25, 2018. Below is a summary of the efforts LanguageLine has and continues to undertake to ensure its compliance with the GDPR requirements:

Training and Awareness

- LanguageLine provides annual privacy and data protection training, with an emphasis on GDPR compliance, to all UK employees.
- A core GDPR compliance team is in place to execute and review LanguageLine UK's GDPR compliance activities.
- Language Line's Chief Executive Officer ensures that decision-makers and other key people within LanguageLine are aware of the GDPR and how LanguageLine is evolving its systems to comply with GDPR requirements.

Due Diligence & Gap-Analysis

- LanguageLine reviews periodically its data processing systems to determine which data processing are subject to the GDPR.
- LanguageLine is assessing these systems in line with the applicable requirements set out in the GDPR and are taking steps necessary to address any gaps that may exist.

Privacy Notices

- LanguageLine is continuing to update all privacy notices to provide the greatest amount of transparency to data subjects about how LanguageLine collects, uses, shares, stores and destroys personal information.

Third Party Service Providers

- LanguageLine reviews and updates existing third-party service provider agreements to include all necessary Standard Contractual Clauses are in place in order to comply with the requirements set out in the GDPR.
- LanguageLine reviews its process for onboarding new third-party service providers to include a review of personal information collection and to include Standard Contractual Clauses and other data privacy and protection provisions.

Compliance Obligations

- LanguageLine has a formal Data Protection Policy in place, alongside underlying procedures and related program documents that govern the collection, use, sharing, storage, and destruction of individuals' personal information.
- LanguageLine continues to develop its processes (including DPIA checklists and procedures) to address privacy and data protection concerns when there is a change in processes or systems to confirm risk are assessed and mitigated.
- LanguageLine UK maintains a formal Record of Processing for all personal data used by the organisation.
- LanguageLine staff are trained and receive annual refreshers and are actively implementing privacy-by-design and privacy-by-default activities into its existing frameworks and systems.

Internal Processes and Procedures

- Processes and procedures to address data security breaches, including the ability to make notifications where required, are in place and reviewed periodically.
- Internal processes to address and be able to respond to individuals' new rights, including right to access, correct, delete and data portability are in place and regularly reviewed.