ESR Translation Services Ltd

Privacy Policy

The type of personal information we collect

We currently collect and process the following information:

- Name and contact details (postal address, email address, telephone number…)
- Sensitive data during the translation process where appropriate

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To provide you with services advertised in this website
- To communicate with you
- To ask for your feedback and customer experience

[If applicable] We also receive personal information indirectly, from the following sources in the following scenarios:

- Feedback from Google reviews if you leave a review.

We use the information that you have given us in order to:

- Provide you with a translation/lesson.
- Communicate with you whilst you are a customer

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your information for as long as it is necessary and it will be deleted or destroyed when it is not longer needed.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at enquiries@esrtranslation.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at enquiries@esrtranslation.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.