

Privacy Policy

001 Translations is a trading name of METARGEM & PARTNERS LTD, Company No. 176539, incorporated in Seychelles, with its registered office at Suite Number 2, Olivier Maradan Building, Olivier Maradan Street, Victoria, Mahé, Seychelles.

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Contents

1. About This Policy
2. Information We Collect
3. How We Use Your Information
4. Legal Bases for Processing (EU/UK Users)
5. Who We Share Your Information With
6. International Data Transfers
7. Cookies and Similar Technologies
8. Data Retention
9. Data Security
10. Your Privacy Rights
11. California Privacy Rights
12. Children's Privacy
13. Third-Party Links
14. Changes to This Policy
15. Contact Us

1. About This Policy

This Privacy Policy explains how 001 Translations (“we”, “us”, “our”) collects, uses, shares and protects personal information when you visit our website, request a quote, place an order, or otherwise use our translation, certified translation, notarization, apostille, legalization, interpreting or related services (together, the “Services”).

This Policy should be read together with our Terms and Conditions. By using our website or Services, you acknowledge that your personal information will be processed as described in this Policy.

2. Information We Collect

We collect the following categories of information:

Information you provide to us

- Contact details, such as your name, email address, phone number and mailing address;
- Order and account information, such as billing details, service history and communication preferences;
- The documents you submit for translation, certification, notarization, apostille or legalization, which may themselves contain personal information (for example, names, dates of birth, national identification numbers, or other details appearing in birth certificates, marriage certificates, diplomas, court documents, medical records or similar documents);
- Information you provide when you contact our team, use our chat or messaging tools, or request an interpreting session;
- Payment information, processed by our third-party payment providers (we do not store full card numbers).

Information collected automatically

- Technical data such as IP address, browser type, device identifiers and operating system;
- Usage data such as pages viewed, links clicked, time spent on the website, and referring pages;
- Information collected through cookies and similar technologies, described in Section 7.

3. How We Use Your Information

We use personal information for the following purposes:

- To provide translation, certified translation, notarization, apostille, legalization and interpreting Services;
- To prepare quotes, process orders and payments, and communicate with you about your order;

- To verify the accuracy of a translation against the source document you provide;
- To respond to inquiries, complaints and support requests;
- To send administrative communications, such as order confirmations and delivery updates;
- With your consent, to send marketing communications, which you may opt out of at any time;
- To maintain the security of our website and Services and to prevent fraud;
- To comply with legal obligations, and to establish, exercise or defend legal claims;
- To improve our website, Services and customer experience through analytics.

4. Legal Bases for Processing (EU/UK Users)

Where the UK or EU General Data Protection Regulation applies, we rely on the following legal bases to process personal information:

- Performance of a contract, to provide the Services you have requested;
- Legitimate interests, such as improving our Services, preventing fraud and communicating about your order, provided these interests are not overridden by your rights;
- Consent, for optional marketing communications and non-essential cookies, which you may withdraw at any time;
- Legal obligation, where processing is required to comply with applicable law.

5. Who We Share Your Information With

To perform a service, we may share personal information, including documents you submit, with:

- Qualified translators, revisers, interpreters, notaries, couriers and other subcontractors and service providers engaged to perform the requested Service;
- Government authorities, courts, consulates, embassies, apostille or legalization authorities, where this is necessary to complete a service you have requested (for example, notarization or apostille);
- Payment processors, to process your payment securely;
- IT, hosting, communication and analytics providers who support the operation of our website and Services;
- Professional advisors, regulators or law enforcement, where required by law or necessary to protect our rights, property or safety, or those of our clients.

We only share the information reasonably necessary for the relevant party to perform its role, and we require translators, interpreters and other service providers to handle client information confidentially and in accordance with the requirements applicable to their role. We do not sell personal information.

6. International Data Transfers

Because our translators, subcontractors and service providers operate in multiple countries, personal information, including documents you submit, may be transferred to and processed in countries other than your country of residence, including countries that may not offer the same level of data protection. Where required by applicable law, we take appropriate measures to protect personal information transferred internationally, such as contractual safeguards with our service providers.

7. Cookies and Similar Technologies

Our website uses cookies and similar technologies to operate the site, remember your preferences, measure website performance and, where you consent, support analytics and marketing. You can control cookies through your browser settings and, where available, through our cookie consent banner. Disabling certain cookies may affect the functionality of our website.

8. Data Retention

We retain personal information for as long as necessary to provide the Services, comply with our legal, accounting and regulatory obligations, resolve disputes, and enforce our agreements. Retention periods vary depending on the type of information and the purpose for which it was collected. Translated documents and related order records are generally retained for a limited period after delivery to allow for corrections, complaints or re-issuance of certified translations, after which they are deleted or anonymized unless a longer period is required by law.

9. Data Security

We use appropriate technical and organizational measures designed to protect personal information, including the documents you submit, against unauthorized access, loss, misuse or alteration. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

10. Your Privacy Rights

Depending on your location, you may have some or all of the following rights regarding your personal information:

- Access — to request a copy of the personal information we hold about you;
- Rectification — to request correction of inaccurate or incomplete information;
- Erasure — to request deletion of your personal information, subject to legal and contractual retention requirements;

- Restriction — to request that we limit how we use your information in certain circumstances;
- Portability — to request a copy of your information in a structured, machine-readable format;
- Objection — to object to certain processing, including processing based on legitimate interests or for direct marketing;
- Withdrawal of consent — where processing is based on consent, to withdraw that consent at any time, without affecting the lawfulness of processing carried out before withdrawal.

To exercise any of these rights, please contact us using the details in Section 15. We may need to verify your identity before responding to your request. If you are not satisfied with our response, you may have the right to lodge a complaint with your local data protection authority.

11. California Privacy Rights

If you are a California resident, the California Consumer Privacy Act, as amended by the California Privacy Rights Act (CCPA/CPRA), gives you the right to know what personal information we collect, use, disclose and, where applicable, sell; to request deletion or correction of your personal information; and to not be discriminated against for exercising these rights. We do not sell or share personal information for cross-context behavioral advertising as those terms are defined under California law. To exercise your California privacy rights, please contact us using the details in Section 15.

12. Children's Privacy

Our Services are intended for use by adults and businesses and are not directed to children. We do not knowingly collect personal information from children. If you believe a child has provided us with personal information, please contact us so that we can take appropriate action.

13. Third-Party Links

Our website may contain links to third-party websites or services. This Privacy Policy does not apply to those third parties, and we encourage you to review their privacy policies before providing them with personal information.

14. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal, operational or regulatory reasons. The updated version will be indicated by an updated “Last updated” date and will apply from the date it is posted on our website. We encourage you to review this Policy periodically.

15. Contact Us

If you have questions about this Privacy Policy or how we handle your personal information, or if you wish to exercise any of your privacy rights, please contact us at:

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