

# Privacy Policy

## *Spanish With A Gringo, LLC*

Spanish With A Gringo, LLC (“SWAG,” “we,” “us,” or “our”) is committed to protecting the privacy and confidentiality of our clients, website visitors, and business partners. This Privacy Policy explains what information we collect, how we use it, how we protect it, and what rights you may have regarding your information.

### **1. Information We Collect**

We may collect the following categories of information:

#### ***A. Contact and Business Information***

When you contact us, request a quote, or engage our services, we may collect:

- Name
- Email address
- Phone number
- Company name
- Billing information

#### ***B. Client Project Materials***

As a language services provider, we may receive documents and content for translation, editing, localization, or tutoring services. These materials may contain confidential or sensitive information, including business, legal, financial, or medical information.

We process such materials solely to provide the requested services.

#### ***C. Website Usage Data***

When you visit our website, we may automatically collect:

- IP address
- Browser and device information
- Pages visited
- Referral source
- Cookie and analytics data

This data is used to improve website functionality and user experience.

## 2. How We Use Information

We use collected information to:

- Provide translation, editing, localization, and tutoring services
- Communicate with clients regarding projects and inquiries
- Process payments
- Improve our website and services
- Maintain internal records and comply with legal obligations

We do not sell personal information.

## 3. Confidential Client Materials

All client materials are treated as confidential from the moment they are received.

We process client content exclusively for the purpose of delivering agreed-upon services. We do not use client materials for marketing or public display unless explicit written permission is provided.

If subcontracted linguists or reviewers are involved in a project, materials are shared only with vetted professionals who are bound by confidentiality agreements.

## 4. Payment Processing

We use third-party payment processors, including Stripe and Novo, to process payments and invoices. Payment information is transmitted directly to the payment processor and is subject to their privacy policies and security practices.

We do not store full credit card information on our servers.

## 5. Medical and Sensitive Information

We may provide services to healthcare providers and may be exposed to Protected Health Information (PHI). When applicable:

- We comply with relevant privacy regulations, including HIPAA where required.
- We may enter into Business Associate Agreements (BAAs) or Non-Disclosure Agreements (NDAs).
- PHI is stored securely and only retained for the duration necessary to complete the project or as contractually required.

Unless otherwise agreed, project files containing sensitive information are securely deleted within 7 days of project completion.

## 6. Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect personal and client information. These safeguards include:

- Secure, access-controlled cloud storage environments
- Password-protected devices
- Encryption in transit where applicable
- Confidentiality agreements for contractors

Access to client materials is limited to authorized personnel and vetted subcontractors when necessary.

No method of electronic transmission or storage is completely secure; however, we take appropriate measures to protect information consistent with industry standards.

## 7. Data Retention

We retain client project materials only as long as necessary to complete the project or comply with contractual obligations.

Unless otherwise agreed in writing, project files are securely deleted within 7 days of completion. Administrative and financial records may be retained as required for accounting, tax, or legal purposes.

## 8. Third-Party Service Providers

We may use third-party providers to support our operations, including:

- Website hosting services
- Cloud storage providers
- Payment processors
- Analytics services

These providers may process personal data on our behalf and are contractually required to maintain appropriate safeguards.

## 9. International Data Transfers

Our service providers may store or process data in locations outside your state or country of residence. By using our services, you acknowledge that your information may be transferred and processed in such locations in accordance with this policy.

## 10. Your Rights

Depending on your location, you may have rights under applicable data protection laws, including:

- The right to request access to your personal information
- The right to request correction of inaccurate information
- The right to request deletion of your personal information
- The right to withdraw consent where processing is based on consent

To exercise these rights, you may contact us using the information below.

## 11. Children's Privacy

Our services and website are not directed to children under the age of 13. We do not knowingly collect personal information from children under 13.

## 12. Updates to This Policy

We may update this Privacy Policy periodically. Updates will be reflected by revising the “Last Updated” date. Continued use of our website or services after changes are posted constitutes acceptance of the updated policy.

## 13. Contact Information

If you have questions regarding this Privacy Policy or our data practices, please contact us at:

Zach Bennett, Owner  
profezach@spanishwithagringo.com  
Spanish With A Gringo, LLC