

# Affinity Language Systems

## Privacy Policy

*Effective Date: July 15, 2026*

Affinity Language Systems ("Affinity," "we," "our," or "us") is committed to protecting the privacy, confidentiality, and security of the information entrusted to us. This Privacy Policy explains how we collect, use, disclose, store, and safeguard information obtained through our website, services, and business operations.

By accessing our website or using our services, you agree to the practices described in this Privacy Policy.

### 1. Services Covered by This Policy

This Privacy Policy applies to information collected in connection with the following services:

- Healthcare Interpreting, including Over-the-Phone Interpreting (OPI) and Video Remote Interpreting (VRI)
- Document Translation
- Virtual Interpreter Staffing
- Language Service Provider (LSP) Support Solutions
- Language Access Consulting
- Healthcare Interpreter Training

### 2. Information We Collect

#### Information You Provide

We may collect information that you voluntarily submit through our website, including through our Contact Us forms, Request a Quote forms, and Careers application forms. This may include:

- Name
- Email address
- Telephone number
- Organization or company name
- Job title or role
- Service requests and project details
- Uploaded documents
- Communications with our team

#### Applicant and Workforce Information

Individuals applying for employment, contractor, or interpreter opportunities may provide:

- Resumes and CVs
- Certifications
- Professional licenses
- Educational background
- Employment history
- References
- Background and credentialing information

## Client and Service-Related Information

In connection with our language services, clients may provide information that includes:

- Medical documents
- Protected Health Information (PHI)
- Patient information
- Healthcare records
- Legal records
- Immigration documentation
- Regulatory or compliance-related materials
- Other confidential business information

We collect only the information reasonably necessary to respond to inquiries, evaluate service requests, administer applications, and provide requested services.

## 3. How We Use Information

We may use collected information to:

- Respond to inquiries and service requests
- Provide interpreting and translation services
- Deliver virtual interpreter staffing and workforce solutions
- Support language access initiatives
- Conduct healthcare interpreter training programs
- Evaluate employment and contractor applications
- Review credentials, certifications, licenses, and background information
- Improve our services and website functionality
- Maintain business records
- Comply with legal, regulatory, contractual, and professional obligations
- Protect against fraud, misuse, and unauthorized access

## 4. Healthcare and Sensitive Information

Affinity Language Systems understands that many of the services we provide involve highly sensitive and confidential information. This may include medical information, Protected Health Information (PHI), patient information, legal records, immigration documentation, and confidential business materials.

We take reasonable administrative, technical, and organizational measures designed to protect information entrusted to us. Access to sensitive information is limited to authorized personnel, interpreters, translators, contractors, and approved service providers with a legitimate business need.

Where required by law or contractual agreement, we will implement additional safeguards governing the use, disclosure, and protection of confidential information.

## 5. Microsoft-Based Technology Environment

Affinity Language Systems operates primarily within a Microsoft technology environment and may use Microsoft business platforms and cloud-based services to facilitate communications, file management, collaboration, service delivery, and business operations.

Information stored or processed within these systems is protected through security controls designed to help safeguard business and customer information. However, no technology system can guarantee absolute security.

## 6. Cookies and Website Technologies

Our website may use cookies and similar technologies to improve website functionality, maintain security, analyze website traffic, and enhance the user experience.

Cookies and similar technologies may collect technical information such as IP address, browser type, device information, pages visited, session activity, and date and time of access. Most web browsers allow users to manage or disable cookies through browser settings.

## 7. Information Sharing

We do not sell personal information. We may share information only as reasonably necessary to operate our business, provide services, comply with legal obligations, or protect our rights. This may include sharing information with:

- Authorized employees and contractors
- Interpreters and translators assigned to service engagements
- Technology, hosting, and business service providers
- Professional advisors, including attorneys, accountants, or insurers
- Government agencies, regulators, courts, or law enforcement when required by law
- Other parties when authorized by the client or individual

Any sharing is limited to what is reasonably necessary for the applicable purpose.

## 8. Applicant and Workforce Information

For recruiting, staffing, training, credentialing, and workforce management purposes, we may review and retain applicant and workforce information such as resumes, certifications, professional licenses, background information, references, and employment-related records.

This information is used for hiring, contracting, credentialing, compliance, workforce management, training administration, and related business purposes.

## 9. Data Security

We employ reasonable technical, administrative, and physical safeguards designed to protect information against unauthorized access, disclosure, alteration, loss, misuse, or destruction.

Despite our efforts, no method of electronic transmission, storage, or internet communication is completely secure. We cannot guarantee absolute security of information transmitted to or from our website or systems.

## 10. Data Retention

We retain information only for as long as necessary to provide services, fulfill contractual obligations, maintain business and employment records, comply with legal and regulatory requirements, resolve disputes, enforce agreements, and support legitimate business purposes.

Retention periods may vary depending on the type of information, the purpose for which it was collected, and applicable legal or contractual requirements.

## 11. Your Privacy Rights

Depending on applicable law, individuals may have rights regarding their personal information, including the right to:

- Request access to personal information
- Request correction of inaccurate information
- Request deletion of eligible information
- Object to or restrict certain processing activities
- Request information about how personal information is used or shared

Requests may be submitted using the contact information listed below. We may need to verify your identity before fulfilling certain requests.

## 12. Third-Party Websites

Our website may contain links to third-party websites or resources. Affinity Language Systems is not responsible for the privacy practices, content, or security of third-party websites. Users should review the privacy policies of any third-party websites they visit.

## 13. Children's Privacy

Our website and services are not directed toward children under 13 years of age. We do not knowingly collect personal information directly from children under 13 through our website.

## 14. Changes to This Privacy Policy

Affinity Language Systems reserves the right to modify this Privacy Policy at any time. Updates will be posted with the revised effective date. Continued use of our website or services following an update constitutes acceptance of the revised Privacy Policy.

## 15. Contact Us

Questions, requests, or concerns regarding this Privacy Policy may be directed to:

**Affinity Language Systems**

Email: [info@affinityls.com](mailto:info@affinityls.com)