

Affinity Language Systems

Terms of Service

Effective Date: July 15, 2026

1. Acceptance of Terms

Welcome to Affinity Language Systems ("Affinity," "we," "our," or "us"). These Terms of Service ("Terms") govern your access to and use of our website, communications, forms, training programs, and related professional language service offerings.

By accessing our website, submitting information through our forms, requesting services, participating in training, applying for employment or contractor opportunities, or otherwise engaging with Affinity Language Systems, you agree to be bound by these Terms. If you do not agree to these Terms, please do not use our website or services.

2. Services

Affinity Language Systems provides professional language and language access related services, including but not limited to:

- Over-the-Phone Interpreting (OPI)
- Video Remote Interpreting (VRI)
- Document Translation
- Virtual Interpreter Staffing
- Language Service Provider (LSP) Support Solutions
- Language Access Consulting
- Healthcare Interpreter Training
- Related professional language services

Availability of services may vary by language, location, qualifications, scheduling requirements, and operational capacity.

3. No Medical, Legal, Immigration, or Professional Advice

Affinity Language Systems provides language access and communication support services. Affinity, its interpreters, translators, trainers, contractors, and representatives do not provide medical advice, legal advice, immigration advice, financial advice, mental health treatment, professional licensing advice, or other regulated professional advice.

Clients and end users remain responsible for obtaining advice and guidance from appropriately licensed professionals.

4. Interpreter and Translation Services

While Affinity Language Systems strives to provide accurate and professional services, interpretation and translation involve human judgment, terminology decisions, language complexity, speaker clarity, context, and source-document quality.

We do not guarantee perfect accuracy, complete absence of misunderstandings, specific outcomes, regulatory approval of translated materials, or acceptance of translated documents by government agencies, courts, healthcare organizations, educational institutions, employers, or other third parties.

Clients are responsible for reviewing deliverables and notifying us of concerns promptly.

5. Client Responsibilities

Clients agree to:

- Provide accurate and complete information
- Provide complete documents and materials necessary for services
- Maintain the confidentiality of their own systems and records
- Use services lawfully and ethically
- Obtain any required authorizations, permissions, or consents before sharing third-party information
- Comply with applicable laws, regulations, contractual obligations, and professional standards related to information provided to Affinity

6. Confidential and Sensitive Information

Clients may submit medical documents, Protected Health Information (PHI), patient information, legal records, immigration documentation, employment records, and confidential business information. Affinity Language Systems will take reasonable measures to safeguard information entrusted to us.

However, clients acknowledge that no technology platform, cloud environment, email system, or internet communication method can guarantee absolute security.

7. HIPAA and Protected Health Information

Certain services provided by Affinity Language Systems may involve access to or handling of Protected Health Information ("PHI") as defined by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA").

Where Affinity Language Systems acts as a Business Associate to a Covered Entity under HIPAA, the parties may enter into a separate Business Associate Agreement ("BAA") governing the use, disclosure, safeguarding, and protection of PHI.

Nothing in these Terms replaces, modifies, or supersedes the obligations contained in any executed Business Associate Agreement.

Clients are responsible for:

- Determining whether HIPAA applies to their activities
- Obtaining any required authorizations, consents, or permissions
- Maintaining compliance with applicable privacy and security laws
- Providing only the information reasonably necessary for the requested services

Affinity Language Systems will take commercially reasonable measures to protect PHI and other confidential information entrusted to us; however, no technology platform, electronic communication method, or data transmission process can guarantee absolute security.

8. Healthcare Services Disclaimer

Affinity Language Systems may support healthcare providers, hospitals, clinics, insurers, and related organizations. Our services facilitate communication but do not replace clinical judgment, professional medical decision-making, emergency medical services, diagnosis, treatment decisions, or patient care responsibilities.

Healthcare providers remain solely responsible for patient care and medical decisions.

9. Payment, Scheduling, and Cancellation Policy

Fees for services will be communicated through service agreements, quotes, statements of work, invoices, rate schedules, purchase orders, or other written communications. Unless otherwise agreed in writing, the following terms apply.

Scheduling

- Service requests are subject to interpreter availability, staffing capacity, language availability, qualifications, technology requirements, and scheduling needs.
- Affinity Language Systems reserves the right to accept, decline, or reschedule requests when operational circumstances require.

Client Cancellations

- Clients are encouraged to provide as much advance notice as possible when cancelling scheduled services.
- Affinity Language Systems reserves the right to assess cancellation fees, minimum charges, or billable time requirements when resources have already been scheduled or committed for a service engagement.
- Specific cancellation terms may be defined in client contracts, statements of work, service agreements, purchase orders, written rate schedules, or other written communications.

Payments

- Clients agree to pay all invoiced amounts according to the payment terms specified in the applicable agreement, quote, invoice, or statement of work.
- Late payments may result in suspension of services, delayed scheduling, additional administrative fees where permitted by law, or collection efforts for unpaid balances.

Pricing Changes

- Affinity Language Systems reserves the right to modify pricing, service offerings, and fee structures prospectively upon reasonable notice to clients.

10. Technology and Service Availability

Our services may rely upon internet connectivity, telephone networks, video platforms, cloud systems, Microsoft-based technologies, and third-party providers. We do not guarantee uninterrupted availability.

Service interruptions may occur due to scheduled maintenance, technical failures, security incidents, network outages, third-party provider issues, or circumstances beyond our reasonable control.

11. Intellectual Property

All website content, branding, training materials, logos, educational resources, graphics, designs, text, and related materials are owned by Affinity Language Systems or used under appropriate authorization.

No content may be copied, reproduced, distributed, modified, published, or used for commercial purposes without prior written permission.

12. Employment and Contractor Applications

Submission of a resume, application, certification, license, credential, or other employment-related documentation does not guarantee employment, contractor status, certification approval, training placement, or future engagement opportunities.

Affinity Language Systems reserves the right to evaluate applicants according to its business needs, contractual obligations, credentialing requirements, and applicable laws.

13. Prohibited Uses

You agree not to:

- Violate any applicable law or regulation
- Submit fraudulent, misleading, or unauthorized information
- Upload malware or malicious code
- Interfere with website or service operation
- Attempt unauthorized access to systems, accounts, data, or networks
- Misrepresent your identity, authority, qualifications, or affiliation
- Infringe intellectual property rights
- Use services for unlawful, harmful, abusive, or fraudulent activity

We reserve the right to investigate and respond to suspected violations.

14. Limitation of Liability

To the fullest extent permitted by law, Affinity Language Systems shall not be liable for any indirect, incidental, special, consequential, punitive, or exemplary damages arising out of or related to use of our website, service interruptions, interpretation or translation errors, delays in service delivery, technical failures, third-party systems, lost profits, lost business opportunities, or data loss.

Affinity Language Systems shall not be responsible for medical outcomes, treatment decisions, diagnoses, patient care decisions, medication administration, legal determinations, immigration outcomes, regulatory decisions, or any other professional decisions made by clients, providers, organizations, or end users based upon interpreted or translated communications.

Our total liability for any claim shall not exceed the amount paid to Affinity Language Systems for the specific service giving rise to the claim, unless a different limitation is required by applicable law or agreed in writing.

15. Indemnification

You agree to defend, indemnify, and hold harmless Affinity Language Systems, its employees, contractors, interpreters, translators, trainers, officers, and affiliates from claims, liabilities, damages, costs, and expenses arising from your use of our services, your violation of these Terms, information you provide to us, or your violation of any rights of another person or entity.

16. Termination

We reserve the right to suspend, restrict, or terminate access to our website or services at our discretion, including when these Terms are violated, fraudulent activity is suspected, legal compliance requires action, business relationships are discontinued, payment obligations are not met, or security concerns arise.

17. Governing Law

These Terms shall be governed by and interpreted under the laws of the State of North Carolina, without regard to conflict of law principles.

18. Dispute Resolution

Before initiating legal proceedings, the parties agree to make reasonable efforts to resolve disputes through informal discussions. If a dispute cannot be resolved informally, either party may pursue legal remedies available under applicable law.

19. Changes to These Terms

Affinity Language Systems may update these Terms from time to time. Updated Terms will be posted on our website with a revised effective date. Continued use of our website or services after changes become effective constitutes acceptance of the revised Terms.

20. Contact Information

Questions, requests, or concerns regarding these Terms may be directed to:

Affinity Language Systems

Email: info@affinityls.com