

Privacy statement

Capio Live Interpreters application, version 1.2

Date: September 17, 2018

General:

Capio Live Interpreters BV (hereinafter referred to as: Capio) provides high quality service to its customers.

The Capio app is designed to support remote consecutive interpreting with audio and video.

Consecutive interpreting: Applicants pause after they have said a couple of sentences. The interpreter then translates what is said.

Privacy statement:

- Capio handles carefully the personal details of interpreters and customers. The data and information might be used to execute agreements, to carry out a financial administration and to inform customers and interpreters about the Capio services. Capio can contact a customer directly to check the service.
In addition, data and information might be used in the context of handling complaints or requests for service. Capio does not collect and process substantive data or information directly from discussions and conversations.
- The interpreter guarantees the privacy of the conversation participants.
- The interpreter guarantees the confidentiality, with regard to the conversation itself, the conversation content and the participants of the conversation.
- Customers must respect the privacy of their interlocutors and the interpreter, as well as the confidentiality of the conversation.

Liability and effort commitments of Capio:

- Capio is not responsible and not liable for setting up the conversations, the conversation times, the call duration and the conversation content, as well as the content and communication about assignments between the client and the interpreter.
- Capio reserves the right to exclude interpreters and customers from its services, systems and applications without giving a reason.

Other aspects:

Dutch law applies to all services, transactions and collaborations.

Your experiences are welcome:

Capio always develops and therefore your experiences and remarks are welcome. Please send your experiences and/or remarks to info@capiolive.com.

For more information about Capio Live Interpreters BV, please refer to:
www.capioliveinterpreters.com.

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