

US Together Online Interpretation Services Privacy Policy

US Together, Inc., an Ohio non-profit corporation (“US Together,” “the Company,” “our,” “us” and “we”) respects your privacy and is committed to protecting your privacy through our compliance with this Privacy Policy (the “Policy”). Where applicable, this Policy should be read in conjunction with our Interpretation Services Terms of Use, into which this Policy is incorporated by reference.

This Policy describes:

- The types of information we may collect from you or that you may provide when you use our Interpretation Services Portal (“the Portal”).
- Our practices for collecting, using, maintaining, protecting, and disclosing that information.

This Policy does not apply to websites or other domains that are maintained or operated by third parties or our affiliates. Our Portal may link to third party websites and services. Such links are not endorsements of these sites, and this Policy does not extend to them. Nor is Company responsible for such third-party websites, including the services and content provided on them. Because this Policy is not enforced on these third-party websites, we encourage you to read any posted privacy policy of the third-party website before using the service or site and providing any personal information.

Please read this Policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, cease use of the Portal. By using our Portal, you agree to the terms of this Policy. This Policy may change from time to time (see below, “Changes to this Policy”). Your continued use of our Portal after we make changes is deemed to be acceptance of those changes, so please check the Policy periodically for updates.

Information We Collect and How We Collect It: To ensure that we provide you with the best possible service, we will store, use, and share information about you in accordance with this Policy. For example, when you schedule an appointment using our Portal, we will ask you to provide personal information to complete these transactions. “Personal Information” is any information that can be used to identify you from a larger group, and may include details such as:

- First and Last Name
- Email address
- Age
- Telephone number
- Mailing Address

Information You Provide to Us: To use the Portal, we may ask you for a username and password that should only be known to you.

The sort of information that you provide in each use of the Portal may vary, and could include Personal Information. Personal Information that you provide may pertain to you, or it may pertain to the Limited English Proficiency Consumer (“the Consumer”). For example, US Together requires the First Name of the Consumer to schedule Interpretation and Translation Services appointments, and you may also include information relating to the Consumer’s Last Name, telephone number, gender, and date of birth.

Although the Portal may be utilized in coordination with judicial, medical, or immigration proceedings, the Portal is not designed to be compliant with any state or federal regulated activity.

Do not provide sensitive or regulated information in the Portal: You are responsible for obtaining the necessary consent and authorization for sharing any Personal Information relating to the Consumer in the Portal.

Automated Information Collection: We do not collect Personal Information using automated tools. However, we may use automated tools to collect information relating to the use of our services. For example, although the Portal does not collect any information relating to the content of communications, it does log the start and end time for calls taking place through the Portal. We may also collect information relating to your browsing behavior in the Portal and your computer system. Such information may include your Internet address (“IP Address”), the Portal pages you have viewed, and the date and time of your visits.

Do Not Track Disclosure: Other than as disclosed in this Policy, we do not track users over time and across third party websites to provide targeted advertising. The Portal does not respond to Do Not Track (DNT) signals.

Children’s Information and Privacy: US Together does not actively seek to gather information from individuals under the age of thirteen. We do not target the Portal to children, and would not expect them to be engaging with our Portal. We encourage parents and guardians to provide adequate protection measures to prevent children from unknowingly providing information on the Portal.

How We Use Your Information: The information we gather and you provide is collected and used to provide our services to you and to improve your experience when engaging with our Portal and our services. For example, we may use your information to:

- Schedule an appointment with one of our interpreters for the Consumer
- Select an interpreter that conforms to the Consumer’s preferences
- Process invoices and billing
- Maintain records of previously scheduled Interpretation and Translation Service appointments
- Personalize your Portal experience
- Provide service and support for our interpretation and translation services.

How We Share Your Information: US Together does not sell or lease your information to any third party. We may disclose your Personal Information to our trusted partners in accordance with this Policy in an effort to provide interpretation and translation services to you. For example, we may disclose your Personal Information or the Personal Information of a Consumer with interpreters in order to provide interpretation or translation services. In special situations, we may share Personal Information related to you or to a Consumer with a trusted partner to meet your interpretation and translation service needs.

Except as described in this Policy, we will not share your information with third parties unless it is under one of the following circumstances:

- Comply with any law, regulations, subpoena, or court order;
- Investigate and help prevent security threats, fraud, or other malicious activity;
- Enforce/protect the rights and properties of US Together; or

- Protect the rights or personal safety of US Together employees.

Your Choices and Selecting Your Privacy Preferences: US Together strives to maintain and process your information accurately. To view and change the Personal Information, you can return to the area in the Portal where you originally submitted your information and follow the instruction on that page, or contact us directly for assistance.

Keeping Your Personal Information Secure: US Together has implemented commercially reasonable measures to secure both Personal Information and non-Personal Information, stored by the Portal, against accidental loss and from unauthorized access, use, alteration, and disclosure. When we collect or transmit information over the internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol. All of our information is stored in secure facilities with limited access and security procedures.

Changes to the Policy: If we make any changes to this Policy, they will be posted on this page, with a “Last Revised” date below. You can get to this page from anywhere in the portal by clicking on the “Privacy Policy” link (usually at the bottom of the screen).

How to Contact Us: We value your opinions and welcome your feedback. To contact us about this Privacy Policy or your Personal Information, please contact us at:

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