

Privacy Notice for Client Documents, Messages and Files

This Notice explains how personal data and potentially sensitive case material are handled through CH Translations.

Version 5.0 · effective for orders placed from 20 July 2026 until replaced

Service provider and contracting party

Tomàs Aragonès Mercadé · sole proprietor trading as CH Translations · Eggstrasse 21, 9100 Herisau, Switzerland · admin@chtranslations.ch

1. Controller and scope

The controller is Tomàs Aragonès Mercadé, sole proprietor, Eggstrasse 21, 9100 Herisau, Switzerland, admin@chtranslations.ch. This Notice applies to chtranslations.ch, the client portal and translation cases.

2. Data and purposes

Identity, contact, billing, account, case, source-document, message, attachment, quote, payment-status, invoice and security data are processed to prepare and perform the contract, operate the portal, communicate, receive payment, issue invoices, prevent misuse, control quality and meet legal obligations.

3. Confidential documents and communications

Non-public documents, translations, attachments and messages are treated as confidential. Use the secure upload and messaging area for sensitive information. Ordinary email has inherent transmission risks outside the Provider's reasonable control.

Customer material is not published, sold, used as portfolio material or used to train public general-purpose artificial-intelligence models without express permission.

4. Recipients and processors

Only where necessary, data may be disclosed on a need-to-know basis to selected translators and reviewers, authorised certifying persons, Apostille and other competent authorities, Infomaniak or other hosting, storage, authentication and email providers, Stripe and PayPal for payment, postal or courier operators, and professional advisers, insurers, auditors or legally competent authorities. Translators and reviewers must be subject to appropriate confidentiality obligations.

5. Security and international processing

Private storage, case-based permissions and short-lived download links are used for case files. Processors must be selected and governed consistently with the Swiss Federal Act on Data Protection. If processing involves a country without an adequate level of protection, legally required safeguards are used. The EU GDPR is applied where it governs the specific processing.

6. Retention

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Uploaded source documents and message attachments are normally removed from active systems within 90 days after final delivery. Final deliverables and order correspondence may be retained for up to 12 months for corrections or replacement copies. Invoices and legally required transaction records are retained for the statutory period. Protected backup copies may remain until overwritten in the ordinary cycle, and longer retention may apply to legal holds, disputes or official obligations.

7. Rights and contact

Subject to applicable law, data subjects may request access, correction, deletion or restriction and may object to particular processing. Requests should be sent to admin@chtranslations.ch. Complaints may also be addressed to the Swiss Federal Data Protection and Information Commissioner or another competent authority.