



Linguistic Services Terms

A detailed guide on our cooperation process, due diligence and more

Due diligence

WHY IT MATTERS

Before engaging in any business relationship, I believe it is crucial to conduct due diligence.

This involves thoroughly researching the company's background, reputation, and track record to ensure compatibility and reliability. By conducting due diligence, clients can mitigate risks, safeguard their interests, and make informed decisions about whom to trust with their linguistic needs.

Integrity, Respect,

Confidentiality

KEY PRINCIPLES
OF MY WORK

I understand the importance of transparency and integrity in business dealings. I am committed to providing the necessary information (registration details, tax information, criminal records, DBS checks, references, etc.) about myself as a business entity to establish trust and credibility. My reputation is invaluable to me, and I value my clients' time and trust. I strive to conduct business transparently, adhering to the highest industry standards of integrity and professionalism. In turn, I greatly appreciate a similar approach from my clients. Openness and honesty are fundamental to our collaboration, and I expect a willingness to share information openly and transparently.

Respect for intellectual property rights is paramount in my practice. To uphold this principle, I exclusively utilize licensed software and sources in my work. Additionally, I conduct regular internal audits to ensure compliance with industry standards and regulations. Continuous improvement is ingrained in my working process, as I consistently strive to enhance the quality and efficiency of my services.

Confidentiality is a cornerstone of my business practices. All client materials and information shared with me are treated with the utmost discretion and confidentiality. I pledge to safeguard sensitive data using robust security measures, including firewall, antivirus software, and password protection on all devices. Additionally, I adhere to a strict policy of securely destroying materials on a project completion. Before working with sensitive materials, I ensure that all necessary agreements, such as Non-Disclosure Agreements (NDAs) and data processing consent documents, are signed. Your confidentiality is my priority.

Working policy

I am dedicated to delivering high-quality linguistic solutions while upholding professional standards and ethical practices. Here's a brief overview of my working policy:

1. Service Offerings:

I provide linguistic services including translation, interpretation, editing, proofreading, transcreation, linguistic and cultural consultancy, cultural adaptation, readability check and enhancement, glossary creation, localization, marketing optimization, linguistic research, machine translation post-editing and analysis, and perform other related tasks.

2. Project Management:

Upon receiving a project inquiry, I analyze the requirements and provide a quote. Upon receiving a purchase order and materials, I commence work and ensure timely delivery by the specified due date.

3. External Engagement:

If required and authorized, I may engage external editors for projects.

4. Communication:

I maintain open communication with clients throughout the project.

Any changes or additional requirements are promptly communicated to clients.

5. Quality Assurance Process:

To ensure high-end quality, I implement a rigorous quality assurance process.

This process includes two spell-check iterations to meticulously review the text for spelling errors or typos.

Additionally, I revise the text before delivery to ensure clarity, coherence, and consistency.

6. Client Engagement:

Upon delivery, I remain at my client's disposal to address any questions or concerns.

If required, I am available to make amendments or additions to the text to accommodate client preferences or changes.

7. Quality Claims:

All quality claims are accepted within three weeks from the project delivery date. This allows clients enough time to review the work and provide feedback or request revisions as needed.

THANK YOU FOR
YOUR TIME