

Privacy Policy

Welcome to Onspot, your reliable provider of interpreter and translator services. This Privacy Policy serves as a comprehensive guide to Onspot's commitment to adhering to the regulations outlined in the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APP). As a responsible entity, we prioritize the confidentiality and security of your personal information. This document outlines the framework within which we operate to ensure the privacy and protection of your data. Thank you for entrusting Onspot with your language service needs.

2. Definitions

In order to ensure clarity and transparency regarding the terms used throughout this Privacy Policy, we provide the following definitions:

Personal Information: Personal information, as defined by the Privacy Act 1988, encompasses data or opinions about an identified individual or someone who is reasonably identifiable. This includes information regardless of its accuracy or the form in which it is recorded. By providing this definition, we aim to underscore our commitment to the protection and appropriate handling of any information tied to your identity.

Sensitive Information: In the context of privacy, sensitive information goes beyond personal details and includes specific categories such as racial or ethnic origin, political opinions, affiliations with political or professional associations, religious beliefs, philosophical views, trade union memberships, sexual preferences or practices, and criminal records. Recognizing the heightened sensitivity of this information, our commitment to securing and handling it with the utmost care is reinforced.

Bookings: The term "Bookings" refers to reservations made with Onspot for interpreter services, document translations, or any other language service we offer, including services such as proofreading and affidavits. By defining this term, we aim to provide clarity on the scope of the information covered within the context of your engagement with our language services.

Practitioners: "Practitioners" encompass interpreters or translators, whether certified by NAATI (National Accreditation Authority for Translators and Interpreters) or not. All practitioners associated with Onspot, whether part of our panel or acting as independent professionals, are bound by our confidentiality agreement and adhere to AUSIT's (Australian Institute of Interpreters and Translators) Code of Ethics. This definition emphasizes our commitment to maintaining the highest ethical standards and confidentiality in all aspects of our language services.

These definitions serve as a foundation for the precise interpretation of terms used in this policy, ensuring a clear understanding of our privacy commitments and operational procedures.

Any data that Onspot receives is provided directly by you, our valued customer. Every piece of personal or sensitive information is consistently linked to a unique booking number. Depending on the details furnished during the booking process, we may gain access to varying levels of personal and sensitive information. This encompasses personal details pertaining to you as the client, details regarding the client for whom the service is requested, and/or particulars about a third party nominated by you (e.g., lawyers, doctors, or designated invoicing entity).

Our meticulous record-keeping ensures that each booking is meticulously tracked, with your personal information intricately associated with an individual booking in our records. Should you request a translation, the documents you provide may contain additional personal information. Both the original and translated versions of these documents are securely stored on an in-house server with robust security measures in place. It's important to note that while we collect your credit card details during the initial payment, we do not retain any of our clients' credit card information for your enhanced security and peace of mind.

4. Purpose of Collecting, Holding, and Disclosing Personal Information

The collection, storage, and disclosure of personal information at Onspot are driven by a commitment to delivering exceptional language services while ensuring a seamless and transparent invoicing process. We collect relevant data with a specific purpose in mind—enabling us to tailor our services to your unique needs effectively. Understanding your preferences, previous interactions, and specific requirements empowers us to optimize service delivery, ensuring that each engagement is personalized and efficient. This information is especially crucial for document translations, where the nuances of personal details contribute to the accuracy and contextual relevance of the translated content.

Moreover, our data practices are guided by legal and regulatory compliance, with a strict adherence to the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APP). The information collected is meticulously curated, limited to what is necessary for the provision of services, and is instrumental in our invoicing processes. By holding only essential details, we can generate precise and transparent invoices, facilitating a streamlined financial transaction experience for our clients. In essence, our approach to data management is purpose-driven, prioritizing quality service delivery, accuracy in translations, legal compliance, and the seamless processing of invoicing for the benefit of our valued clients.

5. How do we collect your information?

Your personal information is collected directly and voluntarily from you during the booking process. This information is systematically recorded in our dedicated system under a unique “booking reference” to ensure a structured and organized approach to data management. Importantly, none of your private or sensitive information is stored in a database that could be utilized for commercial purposes, underscoring our commitment to safeguarding your privacy.

6. Information Disclosure

All the information we collect is securely stored in our dedicated in-house operating software, hosted on a specialized Virtual Private Server (VPS) with a third-party provider. This robust system is designed to protect your personal information from potential misuse, interference, loss, and unauthorized access, modification, or disclosure. Our meticulous approach involves not linking other personal information held about an individual, and all collected data is regularly backed up and encrypted through our trusted service provider.

7. Do we share the personal information that you have provided?

At Onspot, we do not share any personal or sensitive information unless absolutely necessary. The minimum required personal information is shared with our practitioners to facilitate the provision of language services. Upon your request, we may share personal information with a third party nominated by you, such as for invoicing purposes. Importantly, we never engage in the sale of personal information to other companies or third parties, maintaining the confidentiality of your data.

8. How can you access your personal information?

For registered users, accessing or correcting personal information is streamlined through our client portal. By logging in, you can easily edit the information associated with your profile. Alternatively, if your booking was made through our website, email, or facsimile, you can utilize the “Edit Booking” link from the booking confirmation email, providing you with convenient control over your personal data.

9. Security

Our commitment to data security is unwavering. We take extensive measures to ensure the personal information we collect is accurate, complete, and up-to-date. These measures include data encryption using HTTPS protocol, utilization of an MD5 algorithm for password encryption, and the implementation of up-to-date anti-virus software. Physical access restrictions secure paper files, and our employees undergo thorough training on the importance of confidentiality and maintaining the privacy and security of your information. Access to your personal information is strictly restricted to employees involved in providing services to you.

10. Complaints

Any complaints are addressed with utmost diligence. Complaints related to a practitioner are meticulously recorded, processed, and appended to the practitioner’s profile. We adhere to a comprehensive 30-day investigation timeline for addressing complaints. Serious complaints prompt warnings to practitioners, and if there is no improvement in behaviour or work ethic, their contract is terminated, ensuring a high standard of service and accountability.

11. Contact Details

For any queries, you can reach us:

By Phone: 0426450503

By Email: onspot@onspotosit.com.au

Onspot retains the right to change this Privacy Policy. This policy was last updated on 01/11/2023.