# Lingsoft Translation Service - Data protection description

Effective as of May 31 2021.

Lingsoft Translation Service translates text (MT Data). Lingsoft Translation Service ensures that appropriate measures are in place for the protection of the data that are processed for users.

## 1.      Confidentiality

Lingsoft Translation Service has comprehensive **Information Security Principles and Procedures** in place that must be followed by all persons working for the Lingsoft Translation Service. These Principles and Procedures define all important security aspects to keep the use of Lingsoft Translation Service secure.

All users need to authenticate in order to use Lingsoft Translation Service, users get access rights according to the roles they have in their organisation and their access to the data is restricted accordingly.

The operation of Lingsoft Translation Service requires that maintenance persons have access according to their work roles to the system where MT Data is processed and personal data is stored. These persons are prohibited from using their access permissions to access or view customer data unless it is necessary from the service point of view to do so.

## 2.      Data to be protected

Users need to have a user id that is approved by Lingsoft Translation Service, either provided by Lingsoft Translation Service, or the user id of their own organisation when SSO authentication for the organisation is supported by Lingsoft Translation Service.

In order to be able to provide the right service for users, a user profile is created by Lingsoft Translation Service for users, which defines the details of which of Lingsoft Translation Service services the user can request and how the processing steps for the service requests are configured. User profile may also contain some personal data about the user. What personal data is stored in the user profile is explained in the **Privacy Policy** of the Lingsoft Translation Service. User profiles that are in-activated by the Customers are removed from the system after one year of in-activity.

If the user is an external application then the user profile is made for that application, not for the end-users of that application. In that case an external application must provide the user id and organization name of the end user for each session that it does on behalf of the end user to the APIs of Lingsoft Translation Service, unless otherwise agreed separately. The use of Lingsoft Translation Service is identified by the user id of the caller and data processed by Lingsoft Translation Service is stored in the permanent storage (unless In-Memory processing configuration is on) of Lingsoft Translation Service for every session that users make using the APIs of Lingsoft Translation Service. **Statistics** is used internally to monitor and further develop the service, and to invoice the users of the Lingsoft Translation Service. Statistics data is deleted after it is not anymore needed for reporting, billing or accounting purposes, normally statistics data is kept to the end of the next calendar year but it is deleted at the latest after ten years.

The data that is processed for the users by Lingsoft Translation Service are texts called **Source Data**. Lingsoft Translation Service translates this data into **Target MT Data** and returns it back to the users, who can correct it and if so desired, save the corrected translation back to the service. In the core of the service are Translation Models that are responsible for translating the **Source Data**.

## 3.      Data processing options

In the default case, all **Source Data** sent to the system is saved. Customers can request **in-memory processing** for **Source Data**, which means that the **Source Data** is kept only in memory (not saved to permanent storage) and deleted right after the **Target MT Data** has been generated by Lingsoft Translation Service.

## 4.      Data communication

Data communication from client applications (including Lingsoft Translation Service UI) to APIs of Lingsoft Translation Service are always secured using https-protocol in order to keep the traffic from being monitored by third-party agents in the open network. Lingsoft Translation Service supports some of the most advanced commercially reasonable cipher suites to encrypt all data in transit. Cipher suite choices are upgraded as the landscape of the cryptographic changes.

## 5.      Service infrastructure

Lingsoft Translation Service is hosted in data centres operated by Lingsoft or industry-leading service providers that offer state-of-the-art physical and other protection for the cloud

infrastructure underlying Lingsoft Translation Service. These providers are responsible for restricting access to the above infrastructure to authorised personnel only.

Network access to Lingsoft Translation Service production environments from open, public networks is restricted. Only a small number of production servers are accessible from the internet. Only those network protocols essential for delivering the Service to its users are open at our perimeter.

# 6.     Availability

Lingsoft Translation Service is committed to provide highly-available service. Lingsoft Translation Service runs on systems that are fault tolerant. Disaster-recovery and backup measures are in place and Lingsoft Translation Service is automatically monitored for failures and the operations team is alerted in case of a failure in order to quickly resolve unexpected incidents.

# 7.     Logging

Lingsoft Translation Service maintains a logging system for information concerning security, monitoring, availability, access and other metrics about the Lingsoft Translation Service. These logs are analysed for failure and security events. Log files are normally kept for 30 days but important log files may be kept longer.

# 8.     Continuous improvements

Lingsoft Translation Service is continuously improved with updates and new features. The security aspects are regularly reviewed internally. Before releasing updates, they are pre-production tested in the testing environment.

# 9.     Changes to data protection

Lingsoft may revise this description from time to time to reflect changes to the Lingsoft Translation Service, applicable laws, regulations or standards or other changes that may occur in the business. Lingsoft shall post the revised description on the same webpage where it published this description. Lingsoft may also use Lingsoft Translation Service, email or other means for notifying customers of such description changes. The revised description (or, as applicable, the new one) will be effective when posted as described unless the document itself specifies a later time for its entry into force.