

Privacy Policy

How Clear Language @ Work (CL@W) collects, retains, stores and discloses customer information is governed by the following Privacy Policy:

<p>Information Collection</p>	<ul style="list-style-type: none"> • CL@W collects customer information via the preferred format of the client – i.e. courier, email, website retrieval. • CL@W signs non-disclosure agreements, confidentiality agreements and other protection documents as per customer request.
<p>Information Retention</p>	<ul style="list-style-type: none"> • CL@W hard drives are password-protected. • CL@W retains client information based on the duration needed to provide the contracted services. • CL@W destroys the client information after service delivery by shredding hard copies and deleting electronic files.
<p>Information Storage & Disaster Recovery</p>	<ul style="list-style-type: none"> • CL@W has put into place numerous safeguards to ensure protection, such as: <ul style="list-style-type: none"> ○ office is located in a secure office building with appropriate insurance coverage ○ physical access is restricted to CL@W ○ office is equipped with password-protected computers and phone system ○ all files are linked to an automatic off-site data storage system • CL@W has set up the following off-site back-up system: <ul style="list-style-type: none"> ○ alternate office with high-speed internet access ○ cell phones and blackberry wireless email service
<p>Information Disclosure</p>	<ul style="list-style-type: none"> • CL@W considers ALL client information confidential. If you contact us through our website, we use your information to reply to you only and will not share any information about you unless required to by law. • As indicated above under “Information Collection”, CL@W signs non-disclosure agreements, confidentiality agreements and other protection documents as per customer request.