



Privacy Policy and Notice

This policy describes how Sign Language Interactions and Significan't UK Limited (collectively "SLi") collects, uses, and shares your information. When you use our sites, products, or services or otherwise form a relationship with us, we may obtain data from you and the devices you use to interact with us.

This policy is designed to provide transparency into our privacy practices and principles in a format you can navigate, read, and understand.

We commit to treat your personal information with care and respect and give you methods to contact us should you have any questions or concerns about the use of your information.

Finally, you may have received additional privacy documentation from us when you used a specific site, product, or service from us. In that case, the documentation you received should be read in conjunction with this Notice.

This policy explains:

The Scope of this Policy

This Policy describes the processing of information provided or collected on our sites and applications where this privacy policy is posted. In some instances, we may provide additional data privacy notices specific to certain products, practices, or regions. Those terms should be read in conjunction with this policy.

If you provide information to us on a third-party site or platform, the information you provide may be separately collected by the third-party site or platform. That third-party site or platform's privacy practices will govern the use of your information. Choices you make on that third-party platform will not apply to our use of the information we have collected through our sites, products, or services.

Your Privacy Rights

If you are a resident of certain states or countries, you may have the right to know, access, correct, transfer, restrict the processing of, opt-out from processing, object to processing, and delete your personal information. If you choose to exercise any of these options, we will not discriminate against you for making that decision.

You can exercise your privacy rights by contacting us at privacy@sorenson.com.

There may be situations where we cannot grant your request. In such a situation, we will explain our reasoning to you.

How We Share Information

SLi does not rent or sell your information to third parties. However, we may disclose your information to our subsidiaries and affiliates, along with our service providers and third-party processors to provide services to you. We may also share your information with service providers and third parties when necessary to comply with laws and regulations; respond to subpoenas and court orders; exercise our legal rights or defend against legal claims; investigate, prevent, or take action regarding illegal activities, suspected fraud, potential threats to our property or the physical safety of any person, or violations of our usage instructions and applicable terms and conditions; facilitate the financing or insuring of our business or a disposition of all or part of our business or assets, or as



otherwise permitted or required by law. We may share anonymized or aggregated data at our discretion, in accordance with applicable laws.

If you post your information or content to our online forums or media sites, this information is public on the Internet. We are unable to prevent or control further use of this information and refer you to the third-party sites' privacy policies and terms of use to learn more about their privacy practices.

Your Controls and Choices

You can control how and when you want to receive marketing emails from SLi by clicking on the "unsubscribe" link located at the bottom of our email communications to you. This will not affect your receipt of administrative emails (for example, emails about your account, transactions, or policy changes) for your registered account.

Our Commitment to Protecting Information Belonging to Children

Our services are not intended for children under the age of 18. We do not knowingly collect information via our sites, products, and services from users under the age of 18. If you use our Services, you represent that you are at least the age of majority under the laws of the jurisdiction of your place of residence. If you believe your child has provided us with personal information, please alert us at privacy@sorenson.com. If we learn that we have collected personal information from a minor, we will promptly take steps to delete such information and terminate the minor's account.

Cookies and Other Technologies

Cookies are identifiers we transfer to your browser or device that allow us to recognize your browser or device and tell us how and when pages and features in our services are visited and by how many people. You may be able to change the preferences on your browser or device to prevent or limit your device's acceptance of cookies, but this may prevent you from taking advantage of some of our features. We recommend you keep cookies activated. We have broken up our cookies into categories to help you understand what they do.

- **Essential:** These cookies are required to use our services. For example, they are necessary to access our website and login to your account.
- **Performance:** These cookies track how you interact with our website. For example, these cookies let us know which pages on our website load slowly or are not optimized for mobile use. We use this information to make improvements to our user experience.
- **Functionality:** These cookies track information about you to make using our website easier. For example, we may retain information such as your login status and viewing preferences.
- **Marketing and Analytics:** These cookies help us create targeted advertising experiences on our websites.

You can manage your cookie preferences on our cookie banner that pops up when you first visit our website.

Global Privacy Control

If you would like to control the use of cookies and similar internet technologies on your computer, you can use web browsers listed with the Global Privacy Control tool built into them. These browsers limit cookie technologies and how they work while you browse the internet. You can find a list of browsers with the Global Privacy Control tool built into it here:

<https://globalprivacycontrol.org/#download>

The use of the website and web browsers located at the site above is at your own risk, subject to the agreements from those web browsers' developers, and subject to their privacy policies. SLi does not accept any liability associated with your use of the website above or the content you may download from that website.

Our Global Data Transfer Practices

We store and process your personal information on our servers located within the United Kingdom or the European Economic Area. By using our websites, products, or services, you agree to the global transfer, process, and storage of your personal information.

Contacting Supervisory Authorities

If you would like to lodge a complaint against us, you may contact your local privacy regulator. If you have trouble locating a privacy regulator, please contact our privacy office at privacy@signlanguageinteractions.com and they will help you contact the appropriate enforcement agency.

How to Contact Us

If you have any questions about how we process your information, you can contact us at:

Email: privacy@sorenson.com

Phone: 0333 344 7712

Sign Language Interactions
The Claremont Centre
Unit 4
15-39 Durham Street
Glasgow G41 1BS

Sign Language Interactions Information

Description of Product, Service, or Process	Website Operations and Digital Marketing
Categories of Personal Information	- Personal Identifiers - Internet Data - Geolocation Data
Category of Data Subjects	The personal information is collected from visitors of the organisation's websites.
Purpose of Processing	The information is collected in order to operate the organisation's websites.
Business Purpose(s) for Using Personal Information	- Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information; processing payments; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider. - Debugging to identify and repair errors that impair existing intended functionality.
Commercial Purpose for Using Personal Information	The information is collected to operate the organisation's website and improve the visitor's user experience.
Legal Basis for Processing	- Data subjects may provide their information to SLi's websites to sign up for SLi's services.

	- Visitors to the website consent to the use of marketing technology such as cookies and can manage their cookies.
Sources from Which SLI Collects Information	The information is collected from the visitor when they visit the organisation's websites.
Categories of third Parties to Whom SLI Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SLI Discloses Personal Information for a Business Purpose	The information is shared with the organisation's cloud storage providers, web analytics providers, scheduling software, email distributors, customer relationship management tools, and website SaaS providers.
Whether the Personal Information is Transferred Internationally	The information is generated from the country in which the visitor is located.
Retention Period	The personal information is retained as set forth in the organisation's data retention policies.

Description of Product, Service, or Process	SLI's Products and Services
Categories of Personal Information	<ul style="list-style-type: none"> - Personal Identifiers - Protected Class Information - Internet Data - Commercial Information (This is limited to occasions where end users provide this information to a customer organisation during an interpreted conversation. Company does not ask for this information during service calls.)
Category of Data Subjects	The personal information is collected from the organisation's service users.
Purpose of Processing	The personal information is collected to provide service users with interpretation services.
Business Purpose(s) for Using Personal Information	<ul style="list-style-type: none"> - Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information; processing payments; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider. - Auditing related to a current interaction with the consumer and concurrent transactions.
Commercial Purpose for Using Personal Information	The organisation uses the information to provide the service user with products, improve the service users' user experience, ensure the functionality and security of its products, and investigate, prevent, or act on any activities or violations of the organisation's service and product agreements.

Legal Basis for Processing	<ul style="list-style-type: none"> - There is a legitimate business interest in handling the information. - There is a contractual reason for processing this data that is entered into between data subjects and SLi
Sources from Which SLi Collects Information	The personal information is collected from the organisation's service users.
Categories of third Parties to Whom SLi Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SLi Discloses Personal Information for a Business Purpose	The organisation shares the information with its service providers (payment processors, internet infrastructure providers, cloud storage providers, marketing partners, customer service providers, contractors, and shipping providers), its subsidiaries, its parent companies, and government/regulatory agencies.
Whether the Personal Information is Transferred Internationally	Information is gathered and processed within the country where the service user is located.
Retention Period	<p>The retention period is set by the duration of the contract with the customer on behalf of the service user.</p> <p>In direct contracts with service users, we delete information within 6 months of terminating the relationship with the service user.</p>

Description of Product, Service, or Process	Relay Services
Categories of Personal Information	<ul style="list-style-type: none"> - Personal Identifiers - Protected Class Information - Commercial Information - Geolocation Data - Internet Data - Audio Data
Category of Data Subjects	The personal information is collected from assisted users and hearing users of the organisation's relay services.
Purpose of Processing	The information is collected to provide the assisted users and hearing users with relay services.
Business Purpose(s) for Using Personal Information	<ul style="list-style-type: none"> - Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information; processing payments; providing analytic services; or providing similar services on behalf of the business or service provider. - Auditing related to a current interaction with the consumer and concurrent transactions. - Undertaking activities to verify or maintain the quality or safety of a service or device that is owned or manufactured by the business. - Debugging to identify and repair errors that impair existing intended functionality.

	- Undertaking internal research for technological development and demonstration.
Commercial Purpose for Using Personal Information	The organisation uses the information to provide assisted users and hearing users with relay services, improve the user experience, ensure the functionality and security of its services, and investigate, prevent, or act on any illegal activities or violations of the organisation's service and product agreements. The organisation also collects the information to comply with the Federal Communications Commission's reporting requirements.
Legal Basis for Processing	- There is a legitimate business interest in handling the information. - There is a legal obligation to handle the personal information.
Sources from Which SLI Collects Information	The personal information is collected from assisted and hearing users of the relay services.
Categories of third Parties to Whom SLI Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SLI Discloses Personal Information for a Business Purpose	The organisation shares the information with service providers (cloud storage providers, marketing partners, service user service providers, and internet service providers) and government and regulatory agencies.
Whether the Personal Information is Transferred Internationally	The personal information is generated from the country in which the assisted user and hearing user are located.
Retention Period	The personal information is retained as set forth in the organisation's data retention policies.

Description of Product, Service, or Process	Employee Data
Categories of Personal Information	- Personal Identifiers - Protected Class Information - Professional Employment Information - Commercial Information
Category of Data Subjects	The personal information is collected from the organisation's employees.
Purpose of Processing	The information is collected in order to hire, manage, and compensate the organisation's employees.
Business Purpose(s) for Using Personal Information	- Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information; processing payments; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider.
Commercial Purpose for Using Personal Information	The information collected allows the organisation to hire, manage, and compensate its employees.

Legal Basis for Processing	- Personal information is handled under contract. - There is a legal obligation to handle the personal information.
Sources from Which SLi Collects Information	The personal information is collected from the independent contractor.
Categories of third Parties to Whom SLi Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SLi Discloses Personal Information for a Business Purpose	The organisation shares the information with its benefits providers, government entities, payroll processors, and cloud storage providers. SLi also provides this information to its subsidiaries and its parent companies.
Whether the Personal Information is Transferred Internationally	The Personal Information is generated from the country in which the employee is located. Subsets of the personal information is then transferred and processed in the United States.
Retention Period	The personal information is retained as set forth in the organisation's data retention policies.

Description of Product, Service, or Process	Contractors
Categories of Personal Information	- Personal Identifiers - Protected Class Information - Professional Employment Information - Commercial Information
Category of Data Subjects	The personal information is collected from the organisation's independent contractors.
Purpose of Processing	The information is collected in order to hire, manage, and compensate the organisation's independent contractors.
Business Purpose(s) for Using Personal Information	- Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information; processing payments; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider.
Commercial Purpose for Using Personal Information	The information collected allows the organisation to hire, manage, and compensate its independent contractors.
Legal Basis for Processing	- Personal information is handled under contract. - There is a legal obligation to handle the personal information.
Sources from Which SLi Collects Information	The personal information is collected from the independent contractor.
Categories of third Parties to Whom SLi Sells Personal Information	Information is not sold.

Categories of third Parties with Whom SLi Discloses Personal Information for a Business Purpose	The organisation shares the information with its benefits providers, government entities, payroll processors, and cloud storage providers. SLi also provides this information to its subsidiaries and its parent companies.
Whether the Personal Information is Transferred Internationally	The Personal Information is generated from the country in which the independent contractor is located. Subsets of the personal information is then transferred and processed in the United States.
Retention Period	The personal information is retained until 3 years after the termination of the contract unless the contract is renewed.

Description of Product, Service, or Process	Application Users
Categories of Personal Information	<ul style="list-style-type: none"> - Device information such as routing information and IP address. Session ID and device token are also created to link callers to application users. - Personal identifiers such as account name.
Category of Data Subjects	Application users.
Purpose of Processing	This information is used to connect application users to call recipients.
Business Purpose(s) for Using Personal Information	- Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information; processing payments; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider.
Commercial Purpose for Using Personal Information	This information is only used for business purposes.
Legal Basis for Processing	- Personal information is handled pursuant to a contract.
Sources from Which SLi Collects Information	The personal information is collected from the application user and that user's device.
Categories of third Parties to Whom SLi Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SLi Discloses Personal Information for a Business Purpose	The organisation shares the information with cloud storage providers and data base administrators. SLi also provides this information to its subsidiaries and its parent companies.
Whether the Personal Information is Transferred Internationally	The Personal Information is generated in the UK and remains either in the UK or the EU.
Retention Period	The personal information is retained throughout the customer's use of the application.

Significant UK Limited Information

Description of Product, Service, or Process	Website Operations and Digital Marketing
Categories of Personal Information	<ul style="list-style-type: none"> - Personal Identifiers - Internet Data - Geolocation Data
Category of Data Subjects	The personal information is collected from visitors of the organisation's websites.
Purpose of Processing	The information is collected in order to operate the organisation's websites.
Business Purpose(s) for Using Personal Information	<ul style="list-style-type: none"> - Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information; processing payments; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider. - Debugging to identify and repair errors that impair existing intended functionality.
Commercial Purpose for Using Personal Information	The information is collected to operate the organisation's website and improve the visitor's user experience.
Legal Basis for Processing	<ul style="list-style-type: none"> - Data subjects may provide their information to SignVideo's websites to sign up for SignVideo's services. - Visitors to the website consent to the use of marketing technology such as cookies and can manage their cookies.
Sources from Which SignVideo Collects Information	The information is collected from the visitor when they visit the organisation's websites.
Categories of third Parties to Whom SignVideo Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SignVideo Discloses Personal Information for a Business Purpose	The information is shared with the organisation's cloud storage providers, web analytics providers, scheduling software, email distributors, customer relationship management tools, and website SaaS providers.
Whether the Personal Information is Transferred Internationally	The information is generated from the country in which the visitor is located.
Retention Period	The personal information is retained as set forth in the organisation's data retention policies.

Description of Product, Service, or Process	SignVideo's Products and Services
Categories of Personal Information	<ul style="list-style-type: none"> - Personal Identifiers - Protected Class Information - Internet Data - Commercial Information (This is limited to occasions where end users provide this information to a customer organisation during an interpreted conversation. Company does not ask for this information during service calls.)
Category of Data Subjects	The personal information is collected from the organisation's service users.
Purpose of Processing	The personal information is collected to provide service users with interpretation services.
Business Purpose(s) for Using Personal Information	<ul style="list-style-type: none"> - Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information; processing payments; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider. - Auditing related to a current interaction with the consumer and concurrent transactions.
Commercial Purpose for Using Personal Information	The organisation uses the information to provide the service user with products, improve the service users' user experience, ensure the functionality and security of its products, and investigate, prevent, or act on any activities or violations of the organisation's service and product agreements.
Legal Basis for Processing	<ul style="list-style-type: none"> - There is a legitimate business interest in handling the information. - There is a contractual reason for processing this data that is entered into between data subjects and SignVideo
Sources from Which SignVideo Collects Information	The personal information is collected from the organisation's service users.
Categories of third Parties to Whom SignVideo Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SignVideo Discloses Personal Information for a Business Purpose	The organisation shares the information with its service providers (payment processors, internet infrastructure providers, cloud storage providers, marketing partners, customer service providers, contractors, and shipping providers), its subsidiaries, its parent companies, and government/regulatory agencies.
Whether the Personal Information is Transferred Internationally	Information is gathered and processed within the country where the service user is located.
Retention Period	<p>The retention period is set by the duration of the contract with the customer on behalf of the service user.</p> <p>In direct contracts with service users, we delete information within 6 months of terminating the relationship with the service user.</p>

Description of Product, Service, or Process	Relay Services
Categories of Personal Information	<ul style="list-style-type: none"> - Personal Identifiers - Protected Class Information - Commercial Information - Geolocation Data - Internet Data - Audio Data
Category of Data Subjects	The personal information is collected from assisted users and hearing users of the organisation's relay services.
Purpose of Processing	The information is collected to provide the assisted users and hearing users with relay services.
Business Purpose(s) for Using Personal Information	<ul style="list-style-type: none"> - Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information; processing payments; providing analytic services; or providing similar services on behalf of the business or service provider. - Auditing related to a current interaction with the consumer and concurrent transactions. - Undertaking activities to verify or maintain the quality or safety of a service or device that is owned or manufactured by the business. - Debugging to identify and repair errors that impair existing intended functionality. - Undertaking internal research for technological development and demonstration.
Commercial Purpose for Using Personal Information	The organisation uses the information to provide assisted users and hearing users with relay services, improve the user experience, ensure the functionality and security of its services, and investigate, prevent, or act on any illegal activities or violations of the organisation's service and product agreements. The organisation also collects the information to comply with the Federal Communications Commission's reporting requirements.
Legal Basis for Processing	<ul style="list-style-type: none"> - There is a legitimate business interest in handling the information. - There is a legal obligation to handle the personal information.
Sources from Which SignVideo Collects Information	The personal information is collected from assisted and hearing users of the relay services.
Categories of third Parties to Whom SignVideo Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SignVideo Discloses Personal Information for a Business Purpose	The organisation shares the information with service providers (cloud storage providers, marketing partners, service user service providers, and internet service providers) and government and regulatory agencies.
Whether the Personal Information is Transferred Internationally	The personal information is generated from the country in which the assisted user and hearing user are located.

Retention Period	The personal information is retained as set forth in the organisation's data retention policies.
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Description of Product, Service, or Process	Employee Data
Categories of Personal Information	<ul style="list-style-type: none"> - Personal Identifiers - Protected Class Information - Professional Employment Information - Commercial Information
Category of Data Subjects	The personal information is collected from the organisation's employees.
Purpose of Processing	The information is collected in order to hire, manage, and compensate the organisation's employees.
Business Purpose(s) for Using Personal Information	- Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information; processing payments; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider.
Commercial Purpose for Using Personal Information	The information collected allows the organisation to hire, manage, and compensate its employees.
Legal Basis for Processing	<ul style="list-style-type: none"> - Personal information is handled under contract. - There is a legal obligation to handle the personal information.
Sources from Which SignVideo Collects Information	The personal information is collected from the independent contractor.
Categories of third Parties to Whom SignVideo Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SignVideo Discloses Personal Information for a Business Purpose	The organisation shares the information with its benefits providers, government entities, payroll processors, and cloud storage providers. SignVideo also provides this information to its subsidiaries and its parent companies.
Whether the Personal Information is Transferred Internationally	The Personal Information is generated from the country in which the employee is located. Subsets of the personal information is then transferred and processed in the United States.
Retention Period	The personal information is retained as set forth in the organisation's data retention policies.

Description of Product, Service, or Process	Contractors
Categories of Personal Information	<ul style="list-style-type: none"> - Personal Identifiers - Protected Class Information

	<ul style="list-style-type: none"> - Professional Employment Information - Commercial Information
Category of Data Subjects	The personal information is collected from the organisation's independent contractors.
Purpose of Processing	The information is collected in order to hire, manage, and compensate the organisation's independent contractors.
Business Purpose(s) for Using Personal Information	- Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information; processing payments; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider.
Commercial Purpose for Using Personal Information	The information collected allows the organisation to hire, manage, and compensate its independent contractors.
Legal Basis for Processing	<ul style="list-style-type: none"> - Personal information is handled under contract. - There is a legal obligation to handle the personal information.
Sources from Which SignVideo Collects Information	The personal information is collected from the independent contractor.
Categories of third Parties to Whom SignVideo Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SignVideo Discloses Personal Information for a Business Purpose	The organisation shares the information with its benefits providers, government entities, payroll processors, and cloud storage providers. SignVideo also provides this information to its subsidiaries and its parent companies.
Whether the Personal Information is Transferred Internationally	The Personal Information is generated from the country in which the independent contractor is located. Subsets of the personal information is then transferred and processed in the United States.
Retention Period	The personal information is retained until 3 years after the termination of the contract unless the contract is renewed.

Description of Product, Service, or Process	Application Users
Categories of Personal Information	<ul style="list-style-type: none"> - Device information such as routing information and IP address. Session ID and device token are also created to link callers to application users. - Personal identifiers such as account name.
Category of Data Subjects	Application users.
Purpose of Processing	This information is used to connect application users to call recipients.
Business Purpose(s) for Using Personal Information	- Performing services on behalf of the business or service provider including maintaining or servicing accounts; providing service user service; processing or fulfilling orders and transactions; verifying service user information;

	processing payments; providing advertising or marketing services; providing analytic services; or providing similar services on behalf of the business or service provider.
Commercial Purpose for Using Personal Information	This information is only used for business purposes.
Legal Basis for Processing	- Personal information is handled pursuant to a contract.
Sources from Which SignVideo Collects Information	The personal information is collected from the application user and that user's device.
Categories of third Parties to Whom SignVideo Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SignVideo Discloses Personal Information for a Business Purpose	The organisation shares the information with cloud storage providers and data base administrators. SignVideo also provides this information to its subsidiaries and its parent companies.
Whether the Personal Information is Transferred Internationally	The Personal Information is generated in the UK and remains either in the UK or the EU.
Retention Period	The personal information is retained throughout the customer's use of the application.
Description of Product, Service, or Process	999 BSL
Categories of Personal Information	<p>- Personal Identifiers</p> <p>Such as: mobile phone number, first and last name, email address, and address. This information may be provided to an interpreter to initiate an interpreting session, however users do not use this information to register with SignVideo.</p> <p>- Geolocation Data</p> <p>- Video Data</p>
Category of Data Subjects	Application users.
Purpose of Processing	The personal information is collected from the application or website users.
Business Purpose(s) for Using Personal Information	Performance of a service that provides real time video interpreting that allows deaf individuals who use British Sign Language (BSL) to converse with BT 999 Call Handlers and Emergency Authorities in BSL with a qualified BSL interpreter. BSL interpreter confirms caller location by using geolocation from device or by asking caller.
Commercial Purpose for Using Personal Information	This information is only used for public purposes.
Legal Basis for Processing	- Performance of a task carried out in the public interest.

	<ul style="list-style-type: none"> - Users give or deny consent for geo-location tracking. - Users provide consent for camera and microphone to be used. - Future application-based versions of the 999 BSL service may gather caller consent before the use of such application.
Sources from Which SignVideo Collects Information	The personal information is collected from the application user signed in real-time and that user's device.
Categories of third Parties to Whom SignVideo Sells Personal Information	Information is not sold.
Categories of third Parties with Whom SignVideo Discloses Personal Information	The organisation may share the information with telecommunication providers, law enforcement, and emergency authorities.
Whether the Personal Information is Transferred Internationally	The Personal Information is generated in the UK and remains in the UK.
Retention Period	<p>Government retention period for emergency voice calls and recordings to comply with all applicable laws.</p> <p>3 years.</p>