PRIVACY POLICY

BBT Translation Services

Last Updated: November 11, 2026

1. Introduction

BBT Translation Services ("BBT," "we," "us," or "our") respects the privacy and confidentiality of our clients and website visitors.

This Privacy Policy explains how we collect, use, protect, and retain personal information in connection with our website and translation and transcription services.

Our business address is:

1168 Woodland Terrace Trail
Altamonte Springs, FL 32714
United States

2. Information Collected Through Our Website

The BBT website is primarily informational. It provides information about our translation and transcription services and explains how visitors can contact us.

Our website does not contain contact forms or document-upload facilities. Visitors do not submit personal information or translation documents through the website.

Clients communicate with BBT and provide their personal information and documents exclusively through email.

However, when visitors browse our website, certain technical information may be collected automatically through cookies and similar technologies, as described in Section 7.

3. Information Provided by Clients

In the course of providing translation and transcription services, BBT may receive personal information and documents by email.

Depending on the nature of the requested service, these materials may contain names, addresses, identification information, academic records, legal records, financial information, and other personal details.

We use this information for legitimate business purposes, including:

- Responding to inquiries and preparing quotations.
- Providing requested translation and transcription services.
- Communicating with clients about their orders.
- Delivering completed translations and providing customer support.
- Maintaining business and service records.
- Meeting applicable legal and contractual obligations.

We handle client information with care and use it for purposes related to providing our services and operating our business.

4. Email Services and Client Correspondence

BBT uses Google's Gmail email service, accessed through https://mail.google.com, to receive and manage client correspondence, translation documents, and related business communications.

Clients can contact BBT at:

mail@translation-bbt.com

Emails sent to this public business address are forwarded to an internal BBT email account for handling and processing.

Information sent to BBT by email may be processed and stored through Google's email services, subject to Google's applicable privacy and security practices.

For additional information, please review Google's Privacy Policy:

https://policies.google.com/privacy

5. Document Retention and Deletion

BBT retains client documents and related records for a period of three (3) years.

Clients may request the deletion of their documents by contacting us at mail@translation-bbt.com.

We will review and process deletion requests, subject to any applicable legal, contractual, or record-retention obligations.

6. Confidentiality and Secure Transmission of Documents

BBT understands that many documents submitted for translation contain confidential and sensitive personal information.

We take reasonable measures to protect the confidentiality of client information and documents.

Non-Disclosure Agreements (NDA)

Clients may request a Non-Disclosure Agreement (NDA) before translation work begins. BBT can provide an NDA upon request.

Password-Protected PDF Documents

For clients who prefer an additional level of protection when sending documents by email, BBT offers the option of receiving files in password-protected PDF format.

Clients may save their PDF documents with a password and send the password separately from the email containing the documents.

We recommend communicating the password through a separate channel, such as a text message or telephone call, rather than in the same email conversation.

This provides an additional security measure when transmitting documents by email. However, password protection does not guarantee that electronic transmission is completely secure.

Clients who wish to use this method may contact BBT for instructions.

7. Cookies and Website Tracking Technologies

Our website uses Google technologies, including Google Ads and Google Analytics measurement features, to help us understand website activity, measure advertising effectiveness, and improve our services.

These technologies may use cookies and similar technologies to collect technical information, which may include:

- Browser and device information.
- Pages visited and interactions with the website.
- Approximate geographic information.
- Referral information and advertising interactions.
- Online identifiers and other technical information.

Google may process this information to provide advertising, measurement, and analytics services.

Our website uses Silktide Consent Manager to allow visitors to manage their cookie preferences.

Visitors can accept or reject non-essential cookies and change their preferences at any time through the cookie settings available on our website.

The use of non-essential cookies and similar technologies is subject to the visitor's consent choices and applicable requirements.

8. Third-Party Services

BBT uses third-party services to support its business operations and website, including:

Google Gmail

Used to receive and manage client correspondence and translation documents.

Google Ads

Used for online advertising and measuring advertising effectiveness.

Google Analytics

Used to measure and understand website activity.

These providers may process information in accordance with their own privacy policies and applicable terms.

For additional information:

Google Privacy Policy: https://policies.google.com/privacy

Google Analytics information: https://support.google.com/analytics/answer/6004245

BBT does not control the privacy practices of third-party service providers. Visitors are encouraged to review the privacy policies of those providers.

9. Disclosure of Personal Information

BBT does not sell clients' personal information or translation documents.

We may disclose information when necessary to provide our services, work with service providers who assist with our business operations, comply with applicable laws, respond to lawful requests, or protect our legal rights and business security.

We take reasonable care to limit the use and disclosure of personal information to appropriate business purposes.

10. Data Security

We take reasonable measures to protect personal information and client documents against unauthorized access, disclosure, alteration, or destruction.

These measures include appropriate handling of client documents and offering password-protected PDF transmission as an additional security option.

However, no method of electronic transmission or storage can be guaranteed to be completely secure.

11. Privacy Requests and Your Rights

Clients may contact BBT to request information about their personal information or to request deletion of documents retained by us.

Requests will be reviewed and handled in accordance with applicable legal requirements and record-retention obligations.

To submit a request, please contact us at:

mail@translation-bbt.com

12. Links to Other Websites

Our website may contain links to third-party websites for informational purposes and convenience.

BBT is not responsible for the content, security, or privacy practices of websites that are not operated by us.

Visitors should review the privacy policies of third-party websites before providing personal information.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business practices, website technologies, or applicable legal requirements.

Any updated version will be posted on our website with its revised effective date.

We encourage visitors to review this policy periodically.

14. Contact Information

For questions concerning this Privacy Policy, client confidentiality, or requests relating to personal information and document deletion, please contact:

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Email: mail@translation-bbt.com