sand berg

Data security at Sandberg

At Sandberg, we take the security of client data very seriously. Much of the content we translate contains personal and commercially sensitive data. Read on to find out what we do to make sure it stays secure.

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Compliance and certifications

● We comply with all national and international laws and regulations on the security of personal data and other data, including the EU's General Data Protection Regulation (GDPR).
Read our GDPR policy

● Our bespoke project management system allows us to track projects that may contain personal data and sensitive personal data so we can ensure that data is not retained in translation memories or distributed insecurely.

● We may act as either a data controller or data processor depending on our relationship with you and the data you transmit to us.
Read our client data security policy

✅ GDPR-compliant internal processes and project management system

✅ ISO 17100-certified procedures ensure traceability throughout the entire translation process

✅ Data processing agreements available if required

Secure file transfer

● We minimise the transmission of files and sensitive data through less secure communication channels such as email, preferring to keep data contained within a cloud-based translation environment wherever possible.

● Where file transfer via email is necessary, we use password-protected ZIP files with AES-256 encryption.

Technology stack

● Our organisation runs on virtual machines hosted in Windows Virtual Desktop on servers physically located in the EU. This setup ensures that data remains in a closed environment and is not downloaded to individual computers.

● Our project management system and email server are hosted in Microsoft Azure. We require the use of secure passwords and encourage employees to lock their screens when not in use. We roll out OS updates on our virtual and physical machines on a monthly basis.

● For our remote workers, work involving client or personal data is not permitted over public wi-fi networks or in public locations such as cafés.