



Subcontractor Agreement: Use of Artificial Intelligence (AI) and Machine Translation Tools (MTT) Policy

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Relevant Document Info:

Use of Artificial Intelligence (AI) and Machine Translation Tools (MTT) Policy

We know there's a lot of hype about using AI and machine translation tools but we're an award-winning translation agency and our clients expect professional and human translation. Our clients know that we only work with highly qualified and experienced translators like you who recognise the cultural and linguistic quirks that help to set us apart from AI and machine translation tools.

We place so much importance on our quality standards because we believe that if our clients are going to trust a company with their documents, they need to know that they will receive work that is completed to the highest quality and standards.

Our Standards

We have two ISO certifications—**ISO 9001:2015 (Quality Management)** and **ISO 17100:2017 (Translation Services)**. These certifications let our clients know that our services are safe, reliable and high quality. AI and machine translation tools do not offer our clients what we think they deserve and using such tools does not align with our values or certifications and our clients expect better.

ISO 9001:2015 (Quality Management)

ISO 9001 is a globally recognised standard for quality management. It ensures we meet client expectations and demonstrate our commitment to quality. Implementing ISO 9001 means that we have put in place effective processes to deliver flawless services time after time.

ISO 17100:2017 (Translation Services)

ISO 17100 is the global quality standard for translation services. It specifies the requirements for the provision of translation services, including the competencies of translators and quality assurance.

Here's how you can play your part in meeting the standards our ISO certifications require from us:

- **Quality Assurance:** We're required to have a documented process for ensuring the quality of translations, including reviewing and revising translations, and verifying the accuracy of the translation.
- **Confidentiality:** We're required to have measures in place to ensure the confidentiality of client information and documents. You'll be in breach of this if you use AI or machine translation tools while working on the texts we send you.

We know that technology is evolving and while we love using technology to help us provide the best possible service for our clients, it still has its limits, and we'll always value the human touch over technology. Our clients do too.

Our main concerns about using AI and machine translation tools centre around confidentiality and privacy. We'll explain a bit more about why these keep us up at night below.

Privacy and Confidentiality 🙄

We work with documents and texts from sectors where privacy and confidentiality are paramount. How would you feel if someone revealed your deepest, darkest secrets on the internet for everybody to read? That's the risk you run if you put our clients' documents and texts through an AI or machine translation tool. You're potentially sharing clients' sensitive business information with the whole world. The higher the stakes, the higher the risks and we work with documents and texts in sectors where the stakes couldn't be higher.

If you input sensitive information into an AI tool, security specialists are concerned that anyone could gain information on that client simply by asking the AI tool about it later. Often, the texts that we work with are full of highly sensitive and personal data. We registered with the Information Commissioner's Office (ICO) over twenty years ago, and we have always prioritised data protection. The consequences of uploading our clients' texts to AI and machine translation tools are very serious. You could get yourself in trouble with the law as it's likely that you'll be in breach of data protection law and the **Supplier Terms & Conditions (T&C) and Non-Disclosure Agreement (NDA)** you signed when you started working with us.

The implications of AI and machine translation tools remembering and learning from your input could be far-reaching. Imagine working on a client's internal report that contained sensitive data revealing a corporate problem to be discussed at a board meeting. Letting that proprietary information out into the wild could undermine stock prices, consumer attitudes, and client confidence. Even worse, a legal item on the agenda being leaked could expose a client to real liability. Not to mention that any information input into AI or machine translation tools could be hacked, leaked, or accidentally made publicly accessible.

Your Legal Obligations ⚖️

We take the confidentiality of our clients seriously, and as the Subcontractor, you have legal obligations to comply with after signing our **Supplier Terms & Conditions (T&C) and Non-Disclosure Agreement (NDA)**.

You signed these two documents to demonstrate your commitment to protecting our clients' confidential information, trade secrets and intellectual property. You must not use AI and machine translation tools because you explicitly stated that you wouldn't do this when you signed our **Supplier Terms & Conditions (T&C) and Non-Disclosure Agreement (NDA)**.

As professional translators, we trust that you'll take your legal and ethical obligations very seriously.

Let's break down your legal obligations concerning confidentiality and data protection included in our documents that you've signed:

1. You agreed to perform any service to an extremely high standard showing professional care and skill, and act in a professional manner, consistent with the highest industry standards at all times. The service must also be carried out in accordance with the code of conduct set out in the purchase order, and the Institute of Translation and Interpreting's Code of Professional Conduct.
2. You agreed to always consider, defend and respect the interests and the reputation of us, our business partners and our clients.
3. You agreed to keep everything provided as part of the service strictly confidential.
4. You agreed to comply with applicable data protection laws, including the GDPR.
5. You acknowledged that any information that you receive from us is considered a business secret.
6. You agreed to treat the information as you would your own business secrets, exercising at least a reasonable degree of care and taking all reasonable precautions necessary and appropriate to protect the confidentiality of the information.
7. You agreed not to disclose any information to third parties or to make the information available to third parties.
8. You agreed not to use the information for any commercial or other purposes other than to complete the service and not to allow third parties to use the information.
9. You agreed not to use the information for any purpose other than the services provided.
10. You agreed to keep the information secure.

Something else to consider is how your actions might impact any insurance coverage you have and any professional memberships you hold with the ITI, CIOL, etc, which require you to adhere to their professional codes of conduct.

Just like everyone has a unique writing style, every AI or machine translation tool has a style, and it's easy to spot! So, we will spot it. We don't want to stop working with you or have to take legal action against you, so please stop and think before you're tempted to use AI and machine translation tools.

If you have any doubts or questions or require support while working on our projects, our lovely Project Managers will be happy to help. You can always rely on them, and they're a much safer resource!