



QUALITY CHARTER AND CONFIDENTIALITY

WHEN WE RECEIVE YOUR DOCUMENT, WE CHECK:

- the number of pages;
- the legibility of the documents; any truncated or incomplete text;
- that the file opens properly;
- software feasibility;
- the software version used by the client.

DURING TRANSLATION, THE MULTILINGO TRANSLATOR:

- notes any questions, queries or incoherencies and informs the project manager;
- uses the terminology specified by the client (glossary, leaflets, websites, documents already translated etc.)
- where necessary, draws up a glossary to be submitted to the client for validation;
- ensures the text remains consistent: no modification of terms during translation;
- ensures the coherence between the contents page and the body of the text.

PRESENTATION:

- for computer files, overtype is used in order to preserve your page setting;
- in the absence of computer files and unless instructed to the contrary:
 - font: Arial 11;
 - justification: justified;
 - footer pagination.

BEFORE SUBMITTING THE DOCUMENT TO THE PROJECT MANAGER, THE TRANSLATOR:

- proofreads the document on paper;
- checks punctuation and typographic rules relative to language of translation;
- checks that the file carries the name indicated by us.

The project manager passes the translated document to a proofreader who verifies the quality of the translation.

MULTILINGO TRANSLATORS ARE REQUIRED TO:

- work exclusively into their native language and in their areas of professional competence;
- respect deadlines;
- guarantee the strict confidentiality of all information contained in translated documents.

CONFIDENTIALITY:

Multilingo is bound to complete and absolute professional secrecy (art. 378 of the Penal Code) and guarantees the strict confidentiality of all documents as well as any information transmitted/communicated as part of the execution of the present service and to return translations exclusively to your email address.