

# multilingo

## QUALITY CHARTER AND CONFIDENTIALITY

### WHEN WE RECEIVE YOUR DOCUMENT, WE CHECK:

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

### DURING TRANSLATION, THE MULTILINGO TRANSLATOR:

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- 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; he/she ensures the coherence between the contents page and the body of the text.

### PRESENTATION:

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- for computer files, otype 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:

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- 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.**

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## **MULTILINGO TRANSLATORS ARE REQUIRED TO:**

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- 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:**

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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.