
Privacy Policy and Legal Notice

MMW Europe Ltd

MMW Europe Ltd is committed to protecting the privacy and the personal data of its clients and of the visitors to its website. This Privacy Policy explains what personal data we collect, why we collect it, how we use and protect it, with whom we share it, how long we keep it, and the rights you have in relation to it.

This Policy applies whenever you enquire about or instruct our services, visit our office, or use our website. Our website is operated by MMW Europe Ltd and is accessible at both www.mmweurope.com and www.mmweuropetranslations.co.uk, which are two domain names pointing to the same website, and this Policy applies equally however the site is reached. It should be read together with our other policies and procedures. It provides information and does not, in itself, create contractual rights.

Personal data means any information that identifies you directly or indirectly, on its own or together with other information. Where this Policy refers to Personally Identifiable Information (PII), it carries the same meaning.

1. Legal framework

We process personal data in accordance with the data protection law in force in the United Kingdom, namely the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025, together with the Privacy and Electronic Communications Regulations 2003 (PECR) as amended. Where we process the personal data of individuals located in the European Union, for example in connection with Italian citizenship and consular matters, we also comply with Regulation (EU) 2016/679 (the EU GDPR). References in earlier versions of this Policy to the Data Protection Act 1998 and to the EU-U.S. Privacy Shield are superseded by the instruments named above.

2. Who controls your personal data

MMW Europe Ltd is the data controller and determines why and how your personal data is processed. Our registered office is Level 1, One Mayfair Place, Mayfair, W1J 8AJ, London, England, UK (Company Number 09081977). MMW Europe Ltd is registered with the Information Commissioner's Office (ICO) as a data protection fee payer. Our registration reference is ZC218227 and can be verified on the ICO public register. You may contact us about this Policy or about your personal data at info@mmweurope.com.

3. What personal data we collect

Depending on the service you request, we may collect the following categories of personal data:

- identity and contact details, such as your personal or company name, postal address, email address and telephone number;

- the contents of the documents you provide us in order to perform the service, which in citizenship, civil-status and legalisation matters may include details of your nationality, marriage or civil union, family members, and identity documents;
- payment and billing information, collected only at the moment of payment, such as the card type, the last digits needed to reconcile the transaction, and billing details, it being understood that full card details are handled by our payment provider and are not stored on our systems;
- technical data when you visit our website, such as your IP address and information collected through cookies.

Special category data. Some documents connected with citizenship, civil-status or immigration matters may reveal information treated as sensitive, such as data revealing racial or ethnic origin. We process such data only where necessary to perform the service you have instructed and where a lawful condition applies, in particular your explicit consent or the establishment, exercise or defence of legal claims. We do not collect sensitive information about you without a lawful basis.

4. When and how we collect your personal data

We collect personal data when you place an order, complete a form, contact us by telephone or email, visit us at our office, or enter information on our website. When you visit our office we may process your name, contact details and limited payment details, because this is necessary to enter into and perform the contract with you.

5. Purposes of processing and lawful bases

We process your personal data for the following purposes and on the following lawful bases under Article 6 of the UK GDPR:

- **Performance of a contract** — to assess your request, prepare quotations, provide the translation, legalisation, citizenship or administrative service you instruct, process your order and communicate with you about it.
- **Compliance with a legal obligation** — to meet our accounting and tax obligations and to respond to lawful requests from public authorities.
- **Legitimate interests** — to administer and improve our services and, in the case of existing clients, to send occasional information about our services, in a manner that does not override your rights and interests.
- **Consent** — where you enquire through a form, where we process special category data, and where consent is otherwise required, in which case you may withdraw your consent at any time.

Direct marketing by electronic means is sent only where the law permits, and you may object to it or unsubscribe at any time at no cost.

6. Human handling of client matters

All communications with our clients are conducted by our qualified professionals in person. Our office does not use chatbots, virtual assistants or artificial-intelligence agents to communicate with our clients, and does

not send email or other communications to our clients through automated artificial-intelligence systems. Every document and every professional output is prepared, verified and finalised by the responsible professional, who personally reviews and approves it. Where digital or artificial-intelligence-assisted tools are used, they serve only as an internal aid, under the supervision and full responsibility of the professional, and are subject to confidentiality and to appropriate data protection safeguards. We do not carry out automated decision-making or profiling that produces legal effects concerning our clients or similarly significantly affects them within the meaning of Article 22 of the UK GDPR. Every final document, and every decision affecting a client, is made and approved by a person.

7. Who we share your personal data with

We do not sell, trade or otherwise transfer your personal data to third parties for their own purposes. We disclose personal data only to those who need it in order to provide the service you have instructed, and under appropriate confidentiality obligations. These may include our staff, professional collaborators, official translators, notaries, and the courts, consular offices and public authorities before which your application or documents are to be produced, together with our payment provider and our accountants. Where we engage processors, they act only on our instructions and under a written agreement.

8. International transfers of personal data

Providing our services may require your personal data to be transferred outside the United Kingdom or the European Economic Area, for example to Italian courts, consular offices or public authorities in connection with your matter. Where we transfer personal data to a country that is not covered by adequacy regulations, we put in place an appropriate safeguard recognised under the applicable law, such as the Information Commissioner's International Data Transfer Agreement (IDTA), the UK Addendum to the European Commission's Standard Contractual Clauses, or, for transfers to the United States, the UK Extension to the EU-U.S. Data Privacy Framework (the UK-US Data Bridge). We remain responsible for the personal data we transfer and take the measures necessary to protect it to a standard equivalent to that set out in this Policy.

9. How we protect your personal data

Your personal data is held behind secured networks and is accessible only to a limited number of persons who have special access rights and who are bound to keep the information confidential. Our website is scanned regularly for security vulnerabilities and we use malware scanning. Payment information transmitted through our website is encrypted using Secure Socket Layer (SSL) technology, and all card transactions are processed through our gateway provider and are not stored on our servers. We do not retain financial information for longer than is required to process a transaction. You may decline to provide personal, financial or administrative information, on the understanding that this may prevent us from accepting your order or fulfilling your request.

10. How long we keep your personal data

We keep your personal data only for as long as necessary for the purpose for which it was collected, and for any period required by law. Documents processed in connection with our core services, including translation,

citizenship, civil-status and legalisation matters, are retained in our protected archive for up to ten years for the purposes of the professional relationship and the possible establishment or defence of legal claims, unless you ask us to delete them earlier and we are not required to retain them. Where tax and accounting obligations apply, we retain the relevant records for the minimum periods required by law, for example six years for accounting records. We will inform you, on request, of the criteria used to determine the applicable retention period.

11. Your rights

Subject to the conditions and exceptions provided by law, and on proof of your identity, you have the right to:

- be informed about how your personal data is processed;
- access a copy of the personal data we hold about you;
- have inaccurate or incomplete personal data corrected;
- have your personal data erased where there is no lawful reason for us to continue to hold it;
- restrict or object to the processing of your personal data;
- receive certain personal data in a structured, commonly used and machine-readable format and, where technically feasible, have it transmitted to another controller;
- withdraw your consent at any time where processing is based on consent;
- not be subject to a decision based solely on automated processing that produces legal or similarly significant effects.

To exercise any of these rights, please contact us at info@mmweurope.com. We keep the personal data we hold accurate and up to date, and we will correct or delete it promptly where appropriate.

12. How to complain

If you are concerned about how we handle your personal data, we ask that you contact us first so that we can try to resolve the matter. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the United Kingdom supervisory authority, at www.ico.org.uk. If you are located in the European Union, you may instead complain to the supervisory authority in your country, which in Italy is the Garante per la protezione dei dati personali.

13. Cookies

Our website uses cookies, which are small files placed on your device that allow the website to recognise your browser and remember certain information, so as to improve your experience and remember your preferences. You may set your browser to warn you when a cookie is being sent, or to refuse cookies, although some features of the website may then not function properly. These cookies apply to the website however it is accessed, whether through www.mmweurope.com or www.mmweuropetranslations.co.uk. Details of the cookies we use are set out in our Cookie Policy at <https://www.mmweuropetranslations.co.uk/cookie-policy/>.

We honour Do Not Track (DNT) signals and we do not permit third-party behavioural tracking on our website. You may visit our website anonymously.

14. Personal data breaches

Where a personal data breach occurs, we will assess it without undue delay and, where the breach is likely to result in a risk to your rights and freedoms, we will notify the Information Commissioner's Office within 72 hours of becoming aware of it, as required by the UK GDPR. Where the breach is likely to result in a high risk to you, we will also inform you without undue delay.

15. Changes to this Policy

We may update this Policy from time to time. The current version is available on our website, with a link containing the word "Privacy" on the home page or on the first significant page of the site. Where the changes are material, we will notify you, for example by email.

Data Protection Registration Certificate

Mmw Europe Ltd

Level 1 One Mayfair Place
Mayfair
London
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Registration reference: ZC218227

Date registered: 09 August 2026

Registration expires: 08 August 2027



Issued by: Information Commissioner's Office,
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