

Terms and Conditions

These Terms and Conditions ("Terms") apply to the provision of interpreting services by Translate UK ("we", "us", "our") through the MoJ contract-specific website. They are intended to support services delivered under the contract between Translate UK and the contracting authority or commissioning body ("the Contract"). Where you access, request or use services through this website, you must do so in accordance with these Terms and the Contract.

If there is any inconsistency between these Terms and the Contract, the Contract shall take precedence unless expressly stated otherwise.

1. About Us

TranslateUK
15 Harrison Road
Halifax
HX1 2AF

Telephone: 03300 552196
Email: compliance@translateuk.net

TranslateUK is a member of the Association of Translation Companies (ATC) and holds ISO 9001:2015, ISO 18841:2018, ISO 17100:2015, ISO20228, ISO14001 and ISO27001 certification.

2. Our Services

TranslateUK provides professional interpreting services within the scope of the Contract. This includes face-to-face interpreting and video, remote interpreting, and any associated services specified in the Contract.

We will use reasonable care and skill to provide interpreters who meet the requirements of the Contract and are suitably qualified for the

nature of the assignment. Services remain subject to availability and any operational processes agreed under the Contract.

3. Bookings and Confirmation

Bookings or service requests must be submitted through the primary supplier. A booking or request cannot be accepted directly by TranslateUK or otherwise confirmed in accordance with the agreed contractual process.

Once the booking has been transferred to Translate Uk, all amendments, cancellations or queries must be made to Translate Uk. It is the requester's responsibility to provide accurate and complete information, including the correct language or dialect, date, time, location or platform, assignment type, reference details and any special requirements relevant to the service.

4. Contract Charges and Payment

All charges, rates, invoicing arrangements, payment terms and any applicable taxes are governed by the Contract. This website does not set separate pricing or payment terms.

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5. Cancellations and Amendments

Cancellations, amendments, non-attendance, late notice arrangements and any associated charges or service credits will be managed in accordance with the Contract and any agreed operational procedures.

If a confirmed booking needs to be amended, the requester should follow the agreed contractual process as soon as possible.

Amendments are subject to availability and any applicable contractual rules.

Where Translate UK is unable to fulfil a confirmed assignment, we will follow the notification process ss set out in the Contract.

6. Quality and Accuracy

TranslateUK is committed to providing accurate, professional language services in accordance with applicable quality standards, contractual requirements and agreed service levels. Quality assurance processes will be applied as required by the Contract and by the relevant service type.

If you believe a service has not met the required standard, please raise the matter through our complaints process. Further information can be found in our [complaints procedure](#) or by emailing complaints@translateuk.net.

7. Confidentiality

Translate UK and all interpreters within our network are bound by strict confidentiality obligations in respect of any information disclosed during the course of an assignment. Please refer to our [Code of Conduct and Ethics](#) and [Privacy Policy](#) for further detail on how we handle confidential and personal information.

8. Intellectual Property

Ownership, permitted use and licensing of documents, data, terminology resources, glossaries, translation memories and any contract-specific deliverables will be governed by the Contract. Nothing in these Terms transfers ownership of Translate UK's proprietary processes, methodologies, systems or tools unless expressly agreed in writing.

9. Liability

Translate UK's liability, any exclusions or limitations of liability, service credits, remedies and insurance requirements are governed by the Contract.

Nothing in these Terms shall exclude or limit our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability which cannot be excluded or limited under applicable law.

Subject to the Contract and applicable law, we shall not be liable for indirect or consequential loss arising from the provision of services.

10. Data Protection

Translate UK processes personal data in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, and in accordance with the Contract. Please refer to our [Privacy Policy](#) for further information about how we collect, use and protect personal data.

11. Force Majeure

TranslateUK shall not be liable for any failure or delay in performing our obligations where this is caused by circumstances beyond our reasonable control, including but not limited to acts of God, war, civil unrest, industrial action, severe weather, pandemic, or failure of public utilities or transport networks.

12. Complaints

If you are dissatisfied with any aspect of our service, please refer to our [Complaints Procedure](#), which sets out how to raise a concern and the process we follow to investigate and resolve it.

13. Termination

Termination, suspension, step-in rights, exit arrangements and any transition obligations will be managed in accordance with the Contract. Translate UK may also suspend access to services where required for security, misuse, safeguarding, non-compliance or other reasons permitted under the Contract.

14. Governing Law

These Terms and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. Any dispute arising under these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

15. Changes to These Terms

We may update these Terms from time to time to reflect changes in the Contract, website functionality, operational processes, legal requirements or business practices. The version published on this website will apply unless the Contract states otherwise.

These Terms and Conditions were last updated in September 2026.

Contact Us

If you have any questions about these Terms and Conditions, please contact us:

Telephone: 03300 552196 **Email:** compliance@translateuk.net

Post: TranslateUK, 15 Harrison Road, Halifax, HX1 2AF