

Data Security Overview

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by Konstantin Dranch

The following provides an overview of technologies, legal and computer infrastructures at Custom.MT.

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LEGAL

Custom.MT is a brand of limited liability company CMT Language Technology s.r.o., registered in Prague, Czechia, under the following id (ICO): 09514236. The legal address is Vojenova 7, 180 00, and the physical address is: Slovenská 1705, 120 00. Owners: Konstantin Dranch and Phillip Vein. The company provides services and software to customers based on individual contracts, applicable laws of the European Union, the Czech law and by publicly available [Terms and Conditions](#).

In contracts with Custom.MT, the Client retains the intellectual property rights to their translation data, models, and similar items. Custom.MT only handles their data but does not use it for other purposes other than specified in the contract with the client. Furthermore, all information provided by the Client to Custom.MT is considered the lawful property of the Client. Under no conditions will Custom.MT be liable for copyright and other information law infringements on the Client's part. Following the completion of the project, all Client translation data must be wiped from Custom.MT servers.

TEAM

- Founders (administrative and business development)

CUSTOM.MT

- Services
 - Production lead
 - Data Engineer
 - Lexicographer
- Software development
 - Software developer
 - Software developer
- Marketing & Sales
 - Marketing manager

PRODUCTS AND SERVICES

Company's service offering: machine translation, model customization, translation systems integration & development, data handling. Custom.MT is not a translation company and does not offer human translation services.

Software:

- Machine translation console - aggregates multiple machine translation brands behind a single API and a frontend application.
- Trados connector - integrates machine translation APIs in RWS Trados
- Shopware connector - integrates machine translation APIs in Shopware 5 CMS.
- TMX cleaner - filters translation memory files with a variety of scans.

INFORMATION SECURITY AND INFRASTRUCTURE

For services, Custom.MT relies on Google Workplace, including Google Drive to store data, and security there is handled by Google apps. Individual collaborators sign a binding non-disclosure agreement and work with tools that the project requires, including: desktop apps, Python scripts and Cloud machine translation consoles (Google, Microsoft, Amazon, ModernMT, Globalese, DeepL and others).

For software, the security is as follows. The central machine translation Console app and the TMX Cleaner are hosted on AWS, each application uses a separate instance. Custom.MT developers deploy and access these apps using a set of developer tools: Trello, Github, and Django admin panel. Metadata such as the number of characters translated is stored in our database, while actual translation data is wiped out every time a batch of translations is complete.

Server physical location

We use AWS data centres located in Germany, AWS EU Frankfurt Region (eu-central-1).

Sub-processors

With the exception of Custom.MT's hosting provider AWS, file storage and email provider Google and our support sub-processor Atlassian, data shared with our sub-processors is not included in Data Center Residency and may be processed outside your region of choice. Please see our [list of sub-processors](#) for more information

Authentication and Private Keys

For authentication purposes Custom.MT uses a unique login and password access model. Login and password are created by the user at the time of registration. Private keys are generated by Python uuid4 and stored in the PostgreSQL database. Custom.MT does not have access to this data and stores this information in a hashed form (SHA256).

Data transfer and storage

Data exchange between our users, Custom.MT, and subcontractors is carried out through the Rest API and SSL encryption protocol. Data is processed in RAM and it is deleted immediately after the request is processed.

Non-disclosure protocol

Custom.MT cares about the safety of our clients' data, therefore all employees, contractors, and subcontractors sign an obligatory non-disclosure agreement or sign a contract with a non-disclosure clause in it.

What else can I do to protect my data?

All Custom.MT clients have the ability to control access to integrations via the use of API keys. If necessary, any user can remove their API key and immediately remove access from external integrations.

Signed:

Konstantin Dranch

Founder

CMT Language Technology s.r.o. (Custom.MT)

in Prague

06 March 2023

