

LIONBRIDGE



## HOW TRANSLATION REQUESTS ARE PROCESSED WHEN USING SMART MT™

This step-by-step guide provides a comprehensive overview of the translation process and handling of data when using Smart MT.





## BREAKING DOWN THE TRANSLATION REQUEST PROCESS

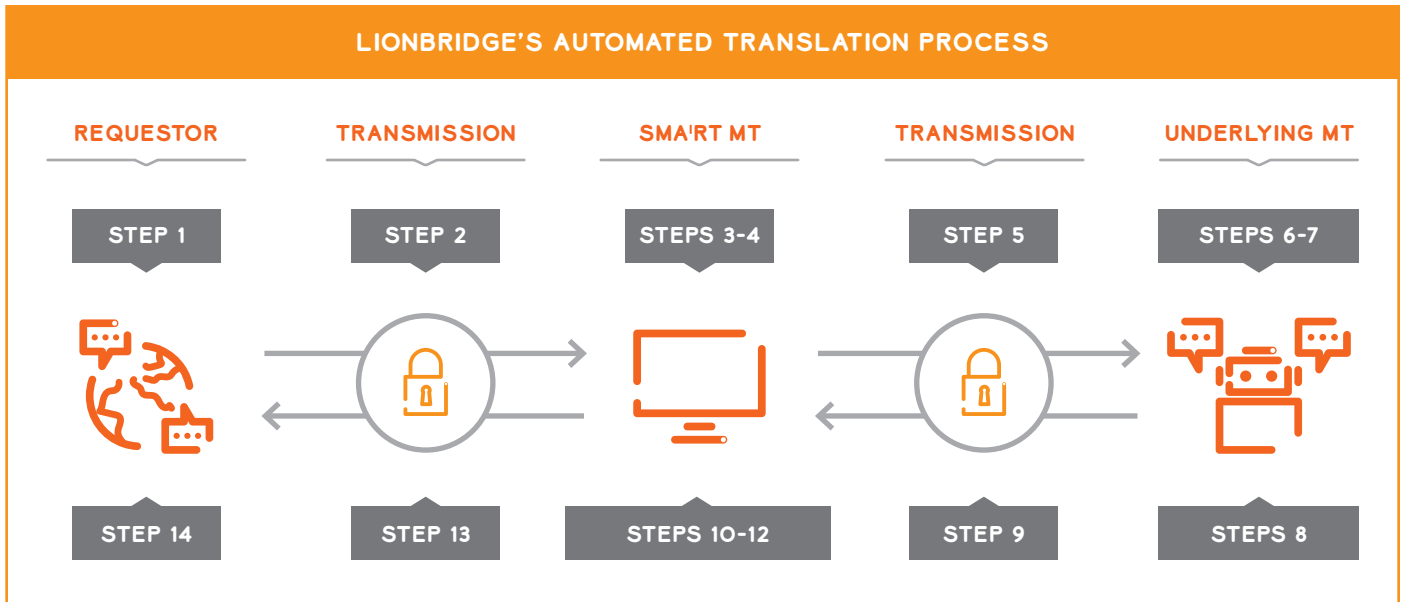
This document explains how a translation request from a requestor application is sent to Smart MT and processed.

At Lionbridge, we understand it is critically important to protect our customers' data and privacy. That's why we built a **Machine Translation (MT)** solution and workflow from the ground up, all designed to maximize data security and protect privacy. Here's a detailed description of how our translation solution and workflow operate.



# TRANSLATION PROCESS

Multiple steps are performed to execute a fast, seamless, and secure translation.



## The Translation Process

The following steps outline the translation process in chronological order.

### 1. A translation request is sent to Smart MT.

The user selects material in the source language to be translated and requests a translation from Smart MT.

### 2. The translation request is transmitted via HTTPS to Smart MT. The translation request is encrypted and sent to the Smart MT Application Programming Interface (API) via HTTPS.

### 3. Smart MT receives and parses the translation request. Smart MT parses the translation request, finds the associated Smart MT profile, and begins the translation process in accordance with the parameters of that profile. The Smart MT profile includes preprocessing steps, information about the third-party Machine Translation (MT) system, and post-processing steps.

### 4. Smart MT preprocesses source language material. Smart MT preprocesses source language material as indicated by the Smart MT profile, such as sequestering Personally Identifiable Information (PII).

### 5. Smart MT creates and sends a translation request to a third-party MT system via HTTPS. Smart MT uses the source language material to create and send a translation request to the third-party MT system associated with that Smart MT profile. Smart MT communicates with all integrated third-party MT systems over an encrypted HTTPS connection.

### 6. The third-party MT system receives and parses the Smart MT translation request. The third-party MT system receives the translation request from Smart MT and only sees that the translation request is from Lionbridge. The translation request does not contain information that identifies the requestor.

### 7. The third-party MT system performs the translation. The third-party system performs the translation according to the arguments (parameters) in the translation request.

### 8. The third-party MT system records the metadata and eradicates all other associated data. The third-party MT system collects metadata for every translation request to determine the usage associated with Lionbridge's account. It limits metadata collection to request type (such as translation or language identification) and character count of the source language material.

**9. The third-party MT system creates and sends the translation response to Sma'rt MT.** The third-party MT system transmits the translated material to Sma'rt MT via an encrypted HTTPS connection. Except for the metadata noted above, all data associated with the Sma'rt MT translation request is immediately wiped from the third-party MT system's memory and is never written to any kind of storage device. The translation request, the source language material, and the resulting translation are never at rest on the third-party MT system.

**10. Sma'rt MT receives the translation response from the third-party MT system.** Sma'rt MT receives the response from the third-party MT system.

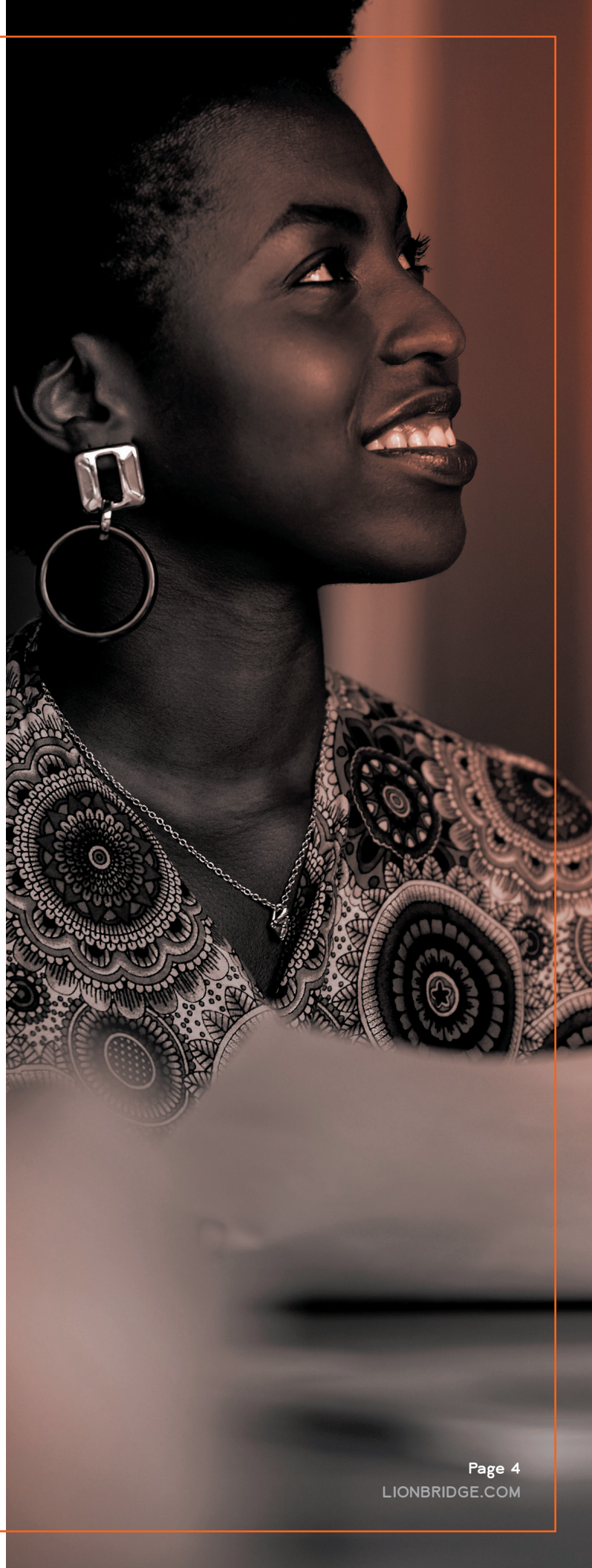
**11. Sma'rt MT performs post-processing of the translated material.** Sma'rt MT performs the post-processing steps contained in the Sma'rt MT profile. An example of a post-processing step is the reinsertion of PII into the translated material.

**12. Sma'rt MT records metadata and eradicates transaction data.** For every translation request sent to Sma'rt MT, metadata is collected only to accurately determine the account's usage. Metadata collection includes information about the type of request (e.g., translation or language identification), the Sma'rt MT profile used; the type of application from which the request originated; a character count of the source language material, the language pair and direction of the translation request (e.g., Spanish to English), and a timestamp of the request.

The metadata does not include the source language material, the resulting translation, or any PII about the requestor. The collected metadata is used solely to track the profile and usage of the Sma'rt MT account to create usage reports.

**13. Sma'rt MT creates and sends the translation response to the requestor.** Sma'rt MT transmits the translated material to the requestor via an encrypted HTTPS connection.

**14. The requestor receives the translation response from Sma'rt MT.** Sma'rt MT returns the translation to the user's application environment.





## USEFUL TERMINOLOGY

**Sma'rt MT:** A SaaS Machine Translation solution offered by Lionbridge. Sma'rt MT provides access to automation during the translation process by both automating the workflow and automating the translation. It is secure, flexible, and configurable and increases the speed of localization.

Sma'rt MT can be integrated into several third-party software applications (e.g., Microsoft Outlook), many chat platforms, ticketing systems, and content management systems. It enables companies to Localize everything™.

**HTTPS:** Abbreviation of Hypertext Transfer Protocol Secure. It is a method of communication between two networked computers that encrypts the content of the communication using Transport Layer Security. This makes it impossible for another computer to intercept and read the communication.

**No-Trace Processing:** A method of performing a computational task on data submitted by a requestor; it does not keep any of the original data or the results of the computational task after the results have been returned to the requestor.

**Requesting Application:** The software from which a user can request and receive a translation from Sma'rt MT.

**Requestor:** The human being or automated agent that requests a translation from Sma'rt MT.

**Source Language Material:** The original text the requestor sends to Sma'rt MT for translation.

**Third-Party MT System:** Any of the several MT services that Lionbridge uses in conjunction with Sma'rt MT.







## About Lionbridge

Lionbridge partners with brands to break barriers and build bridges all over the world. For over 25 years, we have helped companies connect with their global customers and employees by delivering translation and localization solutions in 350+ languages. Through our world-class platform, we orchestrate a network of passionate experts across the globe who partner with brands to create culturally rich experiences. Relentless in our love of linguistics, we use the best of human and machine intelligence to forge understanding that resonates with our customers' customers. Based in Waltham, Massachusetts, Lionbridge maintains solution centers in 23 countries.



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