



TAURHO TRANSCRIBES

Privacy Policy

August 2020





TauRho Transcribes Limited Privacy Policy

At TauRho Transcribes, we recognise the importance of our clients' privacy, confidentiality, and security. As such, we handle all data with the highest degree of professionalism and security to maintain our industry leading standards of confidentiality and privacy. TauRho is registered with the Information Commissioner's Office and aims to fulfil all the recent GDPR measures. In ensuring we continue meet these high standards of security, TauRho Transcribes undertakes various measures, including but not limited to:

Secure Website

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable managerial, physical and electronic procedures to safeguard and secure the information we collect online.

TauRho Transcribes maintains a secure, online website to which clients can safely transfer data and upload information and audio from a password protected and auditable area of our site. Our secure server uses 258-bit encryption keys. All client account passwords are protected, stored in a secure, encrypted format, and are only known to the clients themselves. All processing of client data is kept within the UK, no personal information or uploaded data leaves the UK.

Use of Personal Information

TauRho Transcribes may disclose personal information as is necessary for the completion of the transcription service provision. These reasons include:

- To any person(s), held under strict confidentiality and data deletion clauses, in connection with the provision of our products and services and in compliance with the GDPR
- Where required or authorised by law
- Where you consent to the disclosure

TauRho Transcribes' transcribers will have limited availability to client information - only that data which has been received for use in the provision of our services. TauRho cannot accept responsibility for any personal data of the client being conveyed to our team if it is included in the audio and video files supplied by the client.

Personal Information Collected

TauRho will collect some personal information from the client

– Contact Details: (Full name, telephone number, company address, email, job title)

The information is freely provided by the client and is available to be viewed and amended by the client via their personal account in the TauRho Hub. The information is used for the purposes of contacting the client in relation to the provision of services, invoicing, and the supplying of small amounts of marketing information. The client may choose to opt out of





any marketing information on request. Information recorded within completed transcripts as a result of the transcription process is not used in any way by TauRho Transcribes.

Your Rights

Under the General Data Protection Regulation (GDPR), you have rights regarding your data including but not limited to:

- You have the right to ask us for a copy of any data we hold about you.
- You have a right to have any incorrect data corrected.
- You have the right to restrict our processing of your personal data.
- You have the right to have your data provided to you to take elsewhere suitably formatted.
- You have the right to have your data deleted in certain circumstances.
- You have the right to lodge a complaint about the use of your data with the Information Commissioner.

Employee and Subcontractor Confidentiality Agreements

All employees and subcontractors of TauRho Transcribes are required to sign comprehensive confidentiality agreements before the commencement of work. This agreement complies with the Information Commissioner's Office directives. A copy of this agreement is available upon request by the client.

Furthermore, TauRho has a Non-Disclosure Agreement which we can sign and provide to the client upon request. Alternatively, a Non-Disclosure Agreement of the Client's own devising can be used.

All of TauRho Transcribes' typists are vetted. All must provide and verify personal details, provide a valid form of ID, and adhere to the aforementioned confidentiality agreement. More information on our vetting process is available on request.

Document Return

Completed transcripts are returned by email by default. A copy of clients' transcripts is also uploaded onto their portal area on our secure website. This restricts access to these documents to those with the correct username and password login details. If a client's preference is for just one of these processes to be used, that can be arranged prior to the commencement of any work. The portal upload process is protected by standard HTTPS protocol.

Audit Trail

All employee and subcontractor activity on the TauRho Transcribes secure website is fully auditable by TauRho Transcribes. All access to client and file information is strictly managed





through the use of access level management and password protection. Typist and administrative activity is logged and recorded by TauRho Transcribes.

Data Retention - Purging of Documents

Completed transcripts and corresponding audio files are held in the client's secure portal area for a period of up to three months. This is for the convenience of the client. If the client would rather have all data purged upon completion of the project, this is available upon request. Alternatively, if you would like a permanent copy of your completed transcripts to be kept in your area, we can do this. Files may be held on TauRho's secure server for up to one year before being permanently deleted. Again, upon request, we can adjust this according to the client's preferences.

All of TauRho Transcribes' typists are subject to strict data deletion rules. Once their work is complete, all related data is wiped from their hard drives permanently. They also complete a Data Deletion Confirmation form at the end of each month pertaining to the data accessed that month.

Please ensure data is retrieved within the retention period. Once data is deleted there won't be any scope for TauRho Transcribes Ltd to retrieve it and TauRho Transcribes Ltd cannot be held responsible for lost data.

We will keep your contact information until we no longer have any need to communicate with you. Where you have made a request for the supply of services, we are processing this data because we have a contract between us, we also have a legal obligation to maintain financial information. If there is a period of inactivity on your account of 24 months, then you will be sent an email requesting your authorisation to retain your data by opting in. By not opting in your personal data will automatically be deleted from our internal systems.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse web page traffic and improve our website in order to tailor it to customer needs. Once the analysis is reviewed, we remove it from the system.

A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.





Links to other websites

Our website may contain links to other websites of interest. Once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy.

What we do in the event of a data breach

We have appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have procedures to deal with any suspected personal data breach. You, and any applicable regulator of a breach will be notified where we are legally required to do so.

If you have any questions regarding the information in this document, please contact: info@taurho-transcribes.co.uk. Thank you.

Harrison Pardoe
Managing Director
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