Privacy Policy

At Pacific Transcription[1], we recognise the importance of our clients' privacy and confidentiality. We have been delivering secure and confidential transcription work for over 20 years and are committed to providing and maintaining industry leading confidentiality and security standards.

We hold certification to both ISO9001[2] and ISO27001[3], which gives our clients comfort that our processes for both ensuring consistent quality and maintaining the security and confidentiality of information we process, are being regularly externally bench-marked and evaluated against current best practice worldwide.

Pacific Transcription adheres to the Australian Privacy Principles and New Zealand Privacy Act 2020.

Pacific Transcription is dedicated to maintaining open communication with clients and members of our team to ensure that all your data protection and confidentiality requirements are met. Privacy is considered a key element of Pacific Transcription's service delivery, and as such is monitored closely by the Managing Director.

If you have any special requests regarding your data security and confidentiality requirements, such as the signing of non-disclosure agreements, please don't hesitate to get in contact with us (see below – 6. Contact Us).

1 Confidentiality and Data Security Measures

In ensuring the confidentiality and security of your personal data and files, Pacific Transcription undertakes various measures, including but not limited to:

1.1 Secure Website and Server

Pacific Transcription utilises Australia-based instances of the Microsoft Azure cloud network. Features of this environment include:

- A primary protection layer, which includes deployment of a high-specification FortiGate Firewall appliance, fully optimised with IPS/IDS,
- A secondary layer of protection with the existence of a demilitarised zone (DMZ) which separates all file servers from public access points via deployment of a reverse proxy server,

1 Pacific Transcription is a registered trading name of Pacific Solutions Pty Ltd, a company incorporated in Australia (ABN 67 100 292 171).

[2] ISO9001 is the international best practice standard for quality management systems.

[3] ISO27001 is the international best practice standard for information security management systems.

- Utilisation of Microsoft Entra ID cloud-based identity and access management solution, as well as protection by Microsoft Defender for Business, and

- Configuration of the environment to include encryption of all files both whilst at rest and whilst being transferred, with a high-level AES-256 encryption algorithm.

Additional to these features are cloud-to-cloud, real-time backups which mean that Pacific Transcription has disaster protection and recovery plans for its operating environment that has World-class metrics for Recovery Point Objective (RPO – or time interval during which data is potentially exposed to loss), and Recovery Time Objective (RTO – or how quickly full operational systems can be restored).

Access to the client portal is auditable via IP number. Client accounts are password protected, and clients set their passwords which are stored in a secure encrypted format.

1.2 Access Level Management and Audit Trail

All activity on the Pacific Transcription secure website is fully auditable by Pacific Transcription. Access to client and file information is strictly managed through the use of access level management and password protection.

Both typist and administrative activity is recorded, providing a complete audit trail of when, and by whom, audio and documents are accessed.

Pacific Transcription also periodically audits the systems and processes of members of our team for compliance with the Australian Privacy Principles and New Zealand Privacy Act 2020.

1.3 Security Screening of Personnel

Every person involved in the provision of service via Pacific Transcription undergoes careful screening and evaluation for both skill and suitability. With respect to security, this process includes both reference checking and a search of criminal history. Every person engaged by Pacific Transcription must have and maintain a clear criminal history.

1.4 Employee and Subcontractor Confidentiality Agreements

All employees of, and subcontractors to, Pacific Transcription sign a confidentiality agreement before the commencement of work. Non-disclosure agreements are also available on request.

1.5 Document Return

Completed documents are returned by default via upload to the client account on our secure website, thus restricting access to those holding the login and password details. This method is protected by standard HTTPS protocol. If preferred, documents can be returned via email in addition to being uploaded.

2 Personal Information That We Collect and Process

Pacific Transcription collects personal data that is necessary to set up your client account, and to provide you with transcription services. We also hold your uploaded audio files and transcribe them in accordance with your instructions.

2.1 Information Collected from You

Client Account Details – We collect details of your name, organisation, address, phone number, email address, and username, upon the creation of your client account. You provide these personal details when registering for an account via our Self Registration Form, or by contacting us at Pacific Transcription to create an account on your behalf.

Customer Enquiry Records – We record important points that arise in our communications with you, such as your transcription requirements and past queries. This information is collected through your engagements with us via our websites' enquiries webforms, over the phone, or by email.

Credit Card Security Form – We may require your credit card details as security, prior to commencing transcription.

If applicable, we collect these details through our Credit Card Authorisation Form provided to you upon registering your account. These details are securely stored in a restricted access environment.

2.2 Your Audio and Transcript Files

After you upload your audio files via your client account, we hold and process them for transcription on your behalf. Your source audio files and resulting transcripts may contain your personal information or the personal information of others.

Pacific Transcription does **not** collate or analyse the information recorded within client audio files or resulting transcripts. Pacific Transcription takes the precaution of treating all client audio and transcript files as though they contain personal information, and thus

all files are handled in accordance with the Australian Privacy Principles and New Zealand Privacy Act 2020.

3 How We Use and Process Your Personal Information

3.1 Information Collected from You

Pacific Transcription uses **client account details** for the purpose of providing you with transcription services. For example, we use this information to provide you with a unique username and client account through which we provide our services, and for contacting you in relation to invoicing, confirming your transcription requirements, or advising you when a transcription task is complete.

Pacific Transcription uses **customer enquiry records** for the purposes of recording your instructions and transcription requirements, to provide you with accurate and efficient transcription services, and continuity in our customer service and client support.

In terms of **marketing and promotional updates**, you have the option to add the email address attached to your client account to our promotional email list. We will only send you promotional emails if you opt-in to this upon creating your account, or by updating the 'Profile' tab within your Client Account. You may unsubscribe at any time in the 'Profile' tab of your Client Account.

3.2 Disclosure of Your Personal Information - Subcontractors, AI, and compliance with lawful directions

Pacific Transcription retains a worldwide network of experienced and highly skilled people, all of whom are subject to the same quality expectations, confidentiality obligations, and contractual arrangements. While providing transcription services to you, information may therefore be passed between jurisdictions including Australia, New Zealand, the United Kingdom, South Africa, France, the United States of America, Spain, the Philippines, India, and others.

We may disclose your personal information to other partners where necessary in connection with the provision of our products or services, and only when the partner is subject to a confidentiality agreement.

We may also disclose your personal information if required or authorised by law, or where you specifically consent to the disclosure.

By using our transcription services, you consent to the disclosure of your audio files and transcripts to our network of partners. Pacific Transcription can isolate client files within its systems such that the files are only able to be accessed by people within a particular jurisdiction. Clients are advised to notify Pacific Transcription prior to the commencement of transcription if work must be performed exclusively in one or more specific jurisdiction(s).

Pacific Transcription operates in an industry where technology is rapidly evolving including Artificial Intelligence (AI). Use of such assistive technology is critical in enabling Pacific Transcription to continue to offer its clients high-quality transcription at competitive cost. All output generated by AI will be thoroughly reviewed and extensively edited by skilled personnel to meet the quality standards our clients expect. Any information passed to such an AI tool will be for the exclusive purpose of transcript creation, will not be aggregated or compiled in any way, will not be used to train algorithms, and will be irretrievably deleted post-processing.

4 File Retrieval/Archiving

4.1 Purging

For security and confidentiality purposes Pacific Transcription purges all client transcripts and audio files from client accounts approximately three months after completion of the transcript. From 1 April 2025, irretrievable purging of all transcripts and audio from all Pacific Transcription servers will occur approximately 36 months after notification to a client that transcripts have been completed.

4.2 Secure Backup

Unless agreed otherwise, a secure backup of completed work has historically been maintained: this ended as of 31 March 2025. Where possible, files that had been cleared from a client account but not yet fully purged could be retrieved for a small retrieval fee, outlined in the rates brochure.

4.3 Archiving

Pacific Transcription historically offered an archiving service in which completed transcripts (and, by negotiation, audio) were kept on Pacific Transcription's server for as long as the archiving fee continued to be paid by the client. Subscriptions to this service ceased on 1 April 2025, and this service is no longer available.

4.4 Periodic Purging

Purging of files at more frequent intervals than outlined in 4.1 can also be arranged.

5 Accessing or Amending Your Personal Information and Data Protection Requests

You can view and amend your client personal details in the 'Profile' tab of your personal account.

You may also submit a request to access, amend, or delete any of your personal information held by Pacific Transcription (see below – 6. Contact Us).

6 Contact Us

If you have any enquiries or complaints about our data handling practices or have any reasonable requests regarding your data security and confidentiality requirements, please don't hesitate to contact us at dataprotection@pacificsolutions.com.au. We will endeavour to respond to you within one week and guarantee that we will respond within 30 days.

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