

## Privacy Policy

At Pacific Transcription<sup>1</sup>, 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<sup>2</sup> and ISO27001<sup>3</sup>, which gives our clients comfort that our processes for both ensuring consistent quality and maintaining the security and confidentiality of information we process, is 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 typists to ensure that all your information privacy 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 privacy of your personal information 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,

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

<sup>2</sup> ISO9001 is the international best practice standard for quality management systems.

<sup>3</sup> 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 at rest, with a high-level AE256 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 can 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 subcontracted typists 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

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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 information 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** – If you are paying for our services out of your own funds (i.e. if your university or employer is not providing funding or payment), or you are a stenography or minute taking client, 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

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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 and Subcontractors

Pacific Transcription retains a worldwide network of experienced and highly skilled typists, all of whom are subject to the same quality expectations, confidentiality obligations, and contractual arrangements.

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

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.

By using our transcription services, you consent to the disclosure of your audio files and transcripts to our network of typist service providers. Pacific Transcription can isolate client files within its systems such that the files are only able to be accessed by people resident 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).

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

## 4. File Retrieval/Archiving

### 4.1. Purging

For security and confidentiality purposes, unless archiving is requested by a client, Pacific Transcription purges all client transcripts and audio files from client accounts approximately one month after completion of the transcript.

### 4.2. Secure Backup

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Unless agreed otherwise, a secure backup of completed work is maintained. Where possible, files may be retrieved from this secure area for a small retrieval fee, outlined in the rates brochure.

#### 4.3. Archiving

Pacific Transcription's archiving service keeps completed transcripts (and, by negotiation, audio) on Pacific Transcription's server for as long as the archiving fee continues to be paid by the client.

#### 4.4 Periodic Purging

Periodic purging of files can also be arranged.

### 5. Accessing or Amending Your Personal Information

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](mailto: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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