

Secure Transcription Solutions

Privacy Policy

Secure Transcription Solutions (“**STS**”) values the privacy of its users. This Privacy Policy (“**Policy**”) applies to ParrotASR, a digital reporting and transcription production application designed and developed by STS. This Policy will describe in detail the data that is collected from our users, as well as how and why that data is collected.

In order to provide our clients with the highest quality of privacy and security, STS reserves the right to make changes to this Policy at any given time. To access the most recently published Policy, STS recommends frequently checking the Policy document on our website <https://securetranscriptsolutions.com/privacy-policy-2/>. In the event of a significant change to this Policy, all users will be notified by email and given the option to opt in or out of these changes. Note: Opting out of these changes may impact the services provided by STS.

By using the application, ParrotASR, you consent to the data practices described herein.

Please be advised that this Policy governs the collection and use of information by ParrotASR only, and STS does not govern the collection and use of information by companies not managed by STS, by individuals not employed by STS, or by applications other than ParrotASR. Third-party applications that users may download to incorporate with the ParrotASR workflow maintain their own privacy policies and should be reviewed separately as needed.

Collection of Personal Information

In order to receive services from STS, including demonstrations, training, and support, the following personally identifiable information may be collected:

- First and Last name
- Contact information:
 - Email address
 - Telephone number

If you purchase any STS services, such as ParrotASR services, or purchase any physical hardware, such as audio equipment or laptop workstations from one of our vendors, STS may collect the following information:

- First and Last name
- Contact information:
 - Email address
 - Telephone number
- Billing information such as Banking information or Credit Card information
- Billing address
- Mailing address

STS does not collect any personal information unless consensually provided. STS and ParrotASR will only collect data that is voluntarily provided to our staff for the purposes of onboarding, contact, and transactional purposes.

Client data will be stored for communication and billing purposes only. Users may request to have their contact and billing information deleted upon the termination of their contract with STS.

Use of Personal Information

STS collects and uses your personal information listed above in the following ways:

- To contact you for the purposes of scheduling demonstrations and training.
- To contact you for the purpose of providing support services.
- To contact you about your ParrotASR account.
- To contact you about changes regarding ParrotASR or your account.
- To set up your ParrotASR user account.
- To charge you for ParrotASR services.
- To provide tracking updates for orders shipped to you.

STS does not currently or will in the future, sell, rent, or lease any customer lists or customer information to third parties.

STS may share data with trusted third parties, such as our audio equipment and laptop workstation vendors in order to provide you with the best possible equipment and services to match your needs.

STS may disclose your personal information if required to do so under the following circumstances:

- To provide ParrotASR services.
- If required by law.
- As necessary to enforce the Terms of Service.
- As necessary to safeguard and protect the rights and property of Secure Transcription Solutions.

Collection of Non-Personally Identifiable Information

To carry out certain services of ParrotASR, such as rough transcription of your recorded audio files, or .ecl translation of your .rtf files generated by ParrotASR, STS may require access to your files. STS will never access these files without your permission and these files can be shared either via email or via Google Drive. These files will only be used for providing you with ParrotASR services and will not be shared to third parties without your permission.

Security

Secure Transcription Solutions understands the importance of confidentiality and security of the legal transcription process. STS recommends transfer of files to be done through Google Drive which keeps files encrypted in-transit and at-rest. The only individuals with access to the uploaded files in Google Drive folders shared with STS are the Support Team at Secure Transcription Solutions, the Transcription Team at Secure Transcription Solutions, and the individuals given access by you. Audio files uploaded to the shared Google Drive Folder are downloaded only for purposes of producing transcription and will be deleted from machines once transcription is complete. This ensures that your files are only stored in an encrypted state on the Google Drive Folder.

Children Under the Age of Thirteen (13)

Secure Transcription Solutions's website and services are not directed to children under the age of thirteen (13), nor does Secure Transcription Solutions knowingly collect personally identifiable information from children under the age of thirteen (13). If it is determined that any such information has been inadvertently collected on anyone under the age of thirteen (13), STS shall take any and all necessary actions to remove the personally identifiable information or verify the parental approval for the child under the age of thirteen (13) to continue using ParrotASR services. Anyone under the age of thirteen (13) must provide parent or guardian permission to use ParrotASR services.

Data Subject Access Rights

ParrotASR does not provide STS with any personal data. Any files generated by ParrotASR are owned by the User and stored on the User's workstation. As described above in this Policy, STS may collect and store Personally Identifiable Information such as the User's first and last name, address, contact information, and billing information. The User has the right to request this information and any other personal information that STS may have collected and may do so by emailing Parrot information and support at the following email addresses:

info@parrotasr.com
support@parrotasr.com

Email Communications and Unsubscribe or Opt Out

STS may contact you via email for the purpose of sharing information such as promotional offers, alerts, demonstration invitations, or for other general communications. In order to provide the best possible services, STS may receive notifications and statistical information when you open an email or click a link from STS emails.

If you would like to unsubscribe from our mailing list you may either click the unsubscribe button on the email or contact information and support at STS via info@parrotasr.com or support@parrotasr.com and ask to be removed from our mailing list.

External Data Storage

STS may store your data on servers provided by third-party hosting vendors.

Changes to This Privacy Policy

STS reserves the right to update this Policy. This Policy may be updated to reflect a change in services provided by STS, changes in data protection practices, or changes to laws. When significant changes are made to this Policy you will be notified via email. Continued use of ParrotASR and or services provided by ParrotASR or STS after such changes will establish your acknowledgment and acceptance of these modifications.

Contact Information

If you have any questions or comments regarding this Policy, please contact us by emailing our information or support team at the following addresses.

Information: info@parrotasr.com

Support: support@parrotasr.com

Effective as of: March 18th, 2024