



# PRIVACY POLICY

As of 17/09/2021

## SUMMARY

This is the Privacy Policy of Transcript It - Professional Typing Service. It explains how and why personal and business information may be collected and used in conjunction with the service provided by Transcript It

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Transcript It is a small business that offers its professional typing service to other businesses or individuals that require this provision. Under the latest Privacy Act 1988 Transcript It will follow the 5 Australian privacy principles in regards to the collection, use, storage and disclosure of personal information, and access to and correction of that information.

## INFORMATION GATHERED

- The information that is collected by Transcript It directly relates to providing a service or selling (marketing) the service that is provided. An online booking request form will be in place in order to collect personal/business data so as to be able to book a potential client for the typing service.
- The personal information that will be gathered from this booking request form will be
  - Name of individual that Transcript It is to liaise with
  - Name of business/company
  - Personal phone number
  - Business phone number
  - E-mail address
- Private data that may be collected as a direct result of the typing service provided:
  - Information regarding the client
  - Information regarding the client's business
  - Information regarding a third party
  - Any personal/business data received and relevant in order to process the typing service

Third party organisations used by Transcript It include:

- Wix ( <https://www.Wix.com/about/privacy> )
- Microsoft 365 ( <https://privacy.microsoft.com/en-ca/privacystatement> )
- Google gmail ( <https://policies.google.com/privacy?hl=en> )

Third party organisations may collect data such as to measure and collect session information, including:

- Page response times
- Location of page visitor
- Length of visits to certain pages
- Page interaction information
- Methods used to browse away from the page
- Tracking personal information
- Collecting log files/data on certain browser types which may also be IP addresses and downloaded information.



Third party organisations that act as a transition service used by Transcript It have access to:

- Shared files between the clients and Transcript It
- E-mails sent between the client and Transcript It
- Personal information

Prior to any work being commenced by Transcript It, both Transcript It and the client will need to acknowledge and sign a Data and Personal Information Privacy Consent and Agreement form. This is so that the client is aware of the process involved in order for Transcript It to provide its service and to reassure the client that they are undertaking trade with an ethical and professional business.

Transcript It will only store information for a maximum of 5 years, unless the client has requested in writing that any data and information given to Transcript It relating to the delivery of this service is to be deleted and destroyed. Updates on information and data may be made throughout the course of the job to ensure that Transcript It is delivering the best possible service.

## **HOW IS INFORMATION COLLECTED?**

When a booking request form is submitted on our website, as part of Transcript It service process, we collect the personal information that the client has given to Transcript It. Such as; name, email address and phone number. This personal and/or business information will be stored on a spreadsheet and used for the specific reasons stated below in section “**why does Transcript It collect personal/business information**”.

If you subscribe to our e-mailing list via wix website, then your personal details will also be collected.

In order for Transcript It to provide our client with the typing service that has been requested, onedrive is used as a transition service to forward electronic audio, documents, scanned files, images et cetera.

Correspondence and information may also be exchanged via e-mail or telephone text message.

When payment of completed work is made, billing/account details may also be collected if ever a refund is necessary (this will be stored on the nominated back accounts system and not on Transcript It records or website).

## **WHY DOES TRANSCRIPT IT COLLECT PERSONAL/BUSINESS INFORMATION?**

Transcript It collects such non-personal and personal information for the following purposes:

- To provide and operate its typing services
- To provide our clients and/or website users with ongoing customer assistance and support
- To respond to client enquiries



- To be able to contact our visitors and users with general or personalized service-related notices and promotional messages
- To conduct publicity and marketing campaigns
- To create statistical data and other aggregated and/or inferred non-personal information, which we may use to provide and improve our respective services
- To comply with any applicable laws and regulations.
- To handle complaints and resolve any issues which may arise
- To update and run our website
- To send out any updates or newsletter related to our service

## **HOW DOES TRANSCRIPT IT STORE, USE, SHARE AND DISCLOSE PERSONAL INFORMATION?**

Transcript It website is hosted on the Wix.com platform. Wix.com provides Transcript It with the online platform that allows us to offer and market our services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Transcript It will only use this information in order to process its client bookings and provide an enhanced professional experience for the client. It will also be used to give clients special offers, promotions and to disseminate new information regarding Transcript It as a service.

Transcript It will only share client information that is gathered by Transcript It with a government department or in a medical emergency and only when/if someone's life is in danger or peril.

Personal and business data that is shared with Transcript It is to be used in order to provide our typing service. It will be stored on an encrypted hard/flash drive protected by bitlocker and backed up on the Microsoft Onedrive cloud. This stored information will be used to complete requested work and to refer back to it if necessary.

Prior to commencing any typing job, the Data and Personal Information Privacy Consent and Agreement form will be in place, to which the client can add to or change at their discretion and then will be signed by both Transcript It and the other party.

All payments are via EFT or paypal and not through the Transcript It website, therefore, bank details are handled and processed through the nominated bank accounts and bank providers. Please refer to their privacy policy.

If a refund needs to be made, account details will be necessary in order to process this refund. These account details will not be saved on Transcript It records once the transaction has been completed.



## **TRANSCRIPT IT'S PERSONAL/BUSINESS INFORMATION HANDLING PROCEDURE**

Listed below are specific approaches, principles or commitments that Transcript It has decided to adopt for handling particular personal information:

- Transcript It will save personal information that is related to Transcript It undertaking a typing job, on an excel spreadsheet which is saved on an encrypted external USB drive secured by anti-malware software. There will be no physical file of client personal information nor will details be entered into a network or online database.
- This excel spreadsheet will act as a booking system for current and upcoming jobs for Transcript It.
- Transcript It will never sell information about individuals or their business to anyone else, individual, business or any other entity.
- Transcript It will never disclose personal or business information overseas.
- Transcript It will never disclose personal or business information publicly.
- Transcript It will abide by the Data and Personal Information Privacy Consent and Agreement form and not commence any work without it having being agreed upon and signed by both parties.
- Any physical information, personal or business data (on paper, printed for proofreading purposes) will be disposed of via a paper shredder, once proofreading process is complete.
- At 5 years or at the written request of the client, Transcript It will dispose of client personal information by deleting it from our records (on file) and from our website provider and according to their privacy terms. Any personal information that comes through our e-mailing system will also be deleted. Any completed works and data used to complete these works will be deleted at the written request of the client or at 5 years.

## **PRIVACY AND SECURITY**

- Files will be saved on an encrypted external USB/hard drive protected by bitlocker.
- Information and data is saved on a USB drive as it has better durability than a hard drive (no moving parts), this minimises the chance of damaged data
- Information and data is also saved on the Onedrive cloud for backup
- If personal/business information is no longer needed Transcript It will delete this information from their records and from the cloud
- If personal/business information is requested to be deleted by e-mail Transcript It will do so

## **HOW DOES TRANSCRIPT IT COMMUNICATE WITH WEBSITE AND SOCIAL MEDIA VISITORS?**

Transcript It will only contact site visitors if they have made an enquiry either by our site booking form, Wix live chat, e-mail or social media chats. Ongoing correspondence will/may be communicated via the above mentioned means as well as text or verbally by telephone.



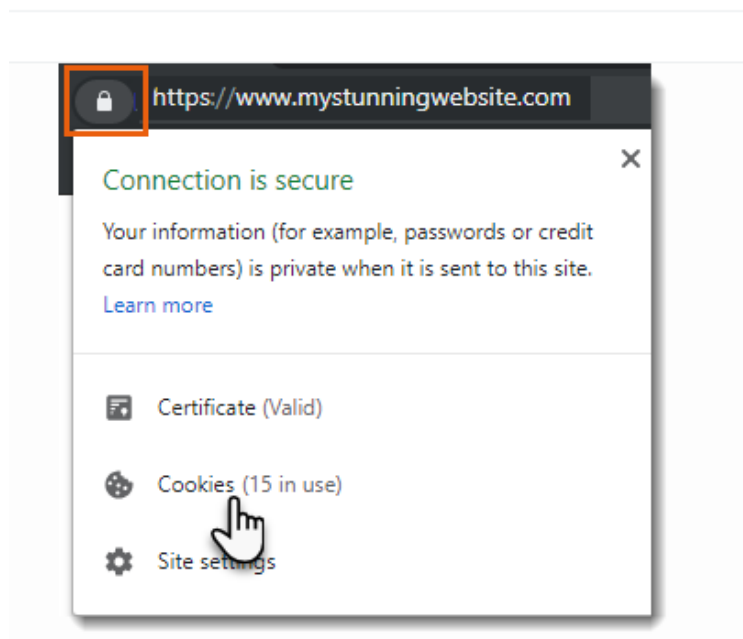
Also included as a means of communications will be Microsoft Onedrive, used in order to exchange data and information related to the service provided by Transcript It. Marketing, special offers and updates may be disseminated via e-mail, however, clients have the option to opt out of e-mail subscription.

Clients may also be contacted by Transcript It regarding payment, troubleshooting any issues that may arise and to resolve any disputes, to poll opinions through surveys and to enforce our Data and Personal Information Privacy Consent and Agreement form with the client that we will be conducting work for. For these purposes Transcript It may contact the clients via e-mail, text, telephone (verbally) and Onedrive.

## HOW DOES TRANSCRIPT IT USE COOKIES AND OTHER TRACKING TOOLS?

Transcript It website via wix uses tracking tools such as cookies, most browsers allow you to control cookies, including whether or not to accept them and how to remove them. You may set most browsers to notify you if you receive a cookie, or you may choose to block cookies with your browser.

To view the cookies used by Transcript It website simply go into incognito mode on your web browser and click on the “view site information”, then click on “cookies”



Third party services used through the wix website such as google analytics or other applications used via the wix app have their own policies regarding how they collect and store information. As these are external services, such practices are not covered by the Wix Privacy Policy. <https://www.Wix.com/about/privacy>. It is important to understand that Wix website cannot access third-party cookies; nor can other third-party organizations access the data in the cookies wix uses on their website.



Transcript It uses cookies and other similar technologies on its website (via wix) for a number of purposes, including:

- Keeping you signed in
- Keeping your preferences
- To provide you with the service you chose to receive from us
- Understanding how you use our website
- To monitor and analyze the performance, operation, and effectiveness in order to improve the Wix website Platform
- To understand and improve the impact of our marketing campaigns
- For security needs and fraud-protection purposes and in order to identify and prevent cyber-attacks

Any cookies or types of tracking technology used that requires user consent will be requested by a pop up upon entering the website.

## **HOW CAN YOU WITHDRAW YOUR CONSENT?**

If you do not want Transcript It to process your data anymore or you would like details to be amended please send an e-mail to [enquiry.transcriptit@gmail.com](mailto:enquiry.transcriptit@gmail.com) explaining that you would like all personal and/or business details/data removed from our records. We will delete all information from our hard drive, flash drive, cloud and website. You can unsubscribe from our mailing list at any time.

## **PRIVACY POLICY UPDATES**

Transcript It reserves the right to modify and update this privacy policy at any time, therefore, it is advised that you review this privacy policy frequently. Changes and clarifications will take effect immediately once posted on the website. We will notify you here that it has been updated so that you are informed and aware of what information we collect, how we use it and under what circumstances, if any, we disclose it.

## **QUESTIONS AND YOUR CONTACT INFORMATION**

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us via our contact form on our website or send an e-mail to [enquiry.transcriptit@gmail.com](mailto:enquiry.transcriptit@gmail.com)

## **LODGING A COMPLAINT**

If an individual/entity feels that Transcript It has breached the Australian Privacy Policy they are welcome to lodge a complaint via our “contact us” page on our website [www.transcriptit.com](http://www.transcriptit.com) If the outcome of the privacy policy complaint to Transcript It is not satisfactory; the individual or entity can then lodge a complaint to Office of the Australian Information Commissioner. Their contact details can be found on their “contact us” page of their website:

[www.oaic.gov.au/about-us/contact-us/](http://www.oaic.gov.au/about-us/contact-us/)





## **DISCLAIMER**

Please note that withholding certain information that is required to process a booking or complete a typing job may result in incomplete work.

A copy of this privacy policy will be available on the website and can be downloaded in pdf format.