

Privacy Policy

1. Greetings from Talkscriber, Inc.

Thank you for choosing Talkscriber, where innovation meets efficiency. We are proud to present our state-of-the-art Automatic Speech Recognition (ASR) technology, powered by a sophisticated deep learning model. Our solution is designed to accelerate and refine transcription processes, yielding unparalleled data accuracy for businesses, available both on-premises and through cloud-based deployment.

2. Privacy Commitment Overview

At Talkscriber, we are dedicated to safeguarding personal information. This Privacy Policy describes collection and use, and sharing of information that can personally identify you and other individuals ("personal information") in the context of your interaction with Talkscriber's digital touchpoints. These touchpoints include our website (<https://www.Talkscriber.com>) and our suite of mobile applications (collectively, the "Site") as well as the services offered through them (collectively, the "Services").

3. Personal Information Collection and Use

Talkscriber will collect personal information by way of direct submissions, third-party insights, and automated data acquisition (including cookies and advanced technologies) and use that information as set forth in more detail below. By voluntarily providing Talkscriber personal data, you consent to our use of such data in accordance with this Privacy Policy and, where applicable, in accordance with additional agreed documentation.

Direct Submissions

- **Inquiries & Demos:** When you reach out to learn more about our Services or request a demonstration, we collect essential contact details including your name, email, phone number, and any pertinent interests or business information. This enables us to tailor our communication and organize demonstrations aligned with your needs.
- **Account Registration:** For Services registration, we require personal and business information like your name, email, and a secure password. This data helps us manage your account, personalize your service experience, and provide dedicated support.
- **Services Interaction:** As you use our Services, you may upload or transmit various forms of content. This includes any personal information embedded within talk-to-text interactions with our Services. In cases in which you, as a controller of personal information regarding other individuals, provide us data related to such other individuals, you represent and warrant that you do so lawfully (i.e., with appropriate notice and consent, including but not limited to opt-in consents when required) and that you are authorized to transfer such personal information to us for the purposes we and you agree to in writing.
- **Aggregated and Anonymized Data.** We will use aggregated and anonymized data (i.e., without any personal information) to train artificial intelligence models.

- **Payment Processing:** We handle payment-related information as per your chosen payment method. For credit card transactions, we partner with third-party processors so that no sensitive financial details are stored on our servers.
- **Communications & Marketing:** We capture your communication details to address your queries and to inform you about our Services updates or news that may interest you. You may opt-out of marketing communications via the provided link in our emails.
- **Employment Applications:** Job applications are treated with confidentiality, where we collect professional and demographic information to assess suitability and facilitate recruitment processes.

Third-Party Data

- **Partners & Providers:** We may integrate information from our partners and service providers, which could include contact details, demographic data, and your interactions with the Services, to streamline our offerings.
- **Single Sign-On (SSO):** SSO services, such as those provided by Google and GitHub, share certain user information with us, under your authorization, to simplify your login process and enhance service functionality.
- **Social Media Interactions:** Engagements on social media platforms provide us with access to certain profile information based on your settings, which we use to personalize your Service experience.
- **Additional Sources:** We may also receive data from other sources, like corporate transactions or through our shareholders. This data is amalgamated with existing information to maintain and enhance the Services.

Additional Uses of Personal Information

Transcriber will also utilize personal information for the following purposes:

- Improving and operating our Services and its features.
- Communicating with you regarding your account and Services changes.
- Authenticating and safeguarding your account.
- Marketing and strategic advertising efforts.
- Research and analytical purposes.
- Upholding our contractual terms and legal rights.
- Complying with legal obligations.
- Enabling designated file-sharing among users.
- Fulfilling purposes for which the information was provided.
- Any lawful or consented purposes.

4. Additional Details Regarding Cookie and Tracking Technology Utilization

At Talkscriber, we and our affiliated third-party partners engage in the systematic gathering of usage data through advanced tracking technologies whenever you interact with our services, whether it's a visit to our website, engaging with our emails, or otherwise utilizing our services.

Tracking Technologies Employed

Through cookies, web beacons, embedded scripts, and location-identifying technologies, as well as file information and similar technologies (collectively referred to as “tracking technologies”), we collect nuanced data on your engagement with our services.

Types of Data Collected

- **Device and Software Information:** This includes IP addresses, browser specifications, ISPs, device types, models, manufacturers, operating systems, timestamps, and unique identifiers, enabling us to recognize your browser or account uniquely.
- **Cross-Device Recognition:** Utilizing statistical modeling tools among other technologies, we can identify and reach you across multiple devices, enhancing the seamlessness of your experience.
- **Mobile-Specific Data:** When accessing our services via mobile devices, we may collect unique identifiers linked to your device or our app, such as UDID, IDFA, Google AdID, or Windows Advertising ID, along with mobile carrier information, device specifications, and depending on your settings, precise or approximate location data.
- **Usage Patterns:** We monitor your interaction with our services, tracking the origin and destination websites, the pages you visit, the links you engage with, email interactions, and the use of our services across different devices.

Analytics and Insights

Leveraging third-party tools like Google Analytics, we analyze traffic and usage trends to gain deeper insights into user demographics. Details of Google’s practices can be found on its website, along with options to opt out.

Purpose of Data Collection

The information harvested via tracking technologies serves to:

- (a) Recall preferences and inputs to streamline subsequent visits.
- (b) Deliver tailored content, including personalized advertising.
- (c) Recognize and authenticate users across devices.
- (d) Evaluate and enhance the effectiveness of our services.
- (e) Gather aggregated metrics for traffic, usage, and demographic trends.
- (f) Troubleshoot and resolve technical issues.
- (g) Strategically plan and upgrade service offerings.

Managing Preferences and Opt-Out

You have control over how your information is collected through these technologies. For an in-depth understanding of how to manage your cookie preferences and to learn about opting out of tracking, please refer to the opt-out processes below.

Advertising and Third-Party Tracking

Both we and our third-party partners may use cookies and tracking technologies for advertising purposes. For comprehensive details on these tracking technologies, including how to manage your choices regarding them, please see the 'Third-Party Tracking and Online Advertising' section below.

5. Disclosure of Personal Information

Talkscriber is committed to maintaining the trust you place in us by handling your personal information responsibly and transparently. This section describes the circumstances under which we may share your information.

Sharing with Service Providers and Partners

- **Operational Support:** We collaborate with third-party service providers and business partners who assist in delivering and enhancing our Service. These partners may engage in activities such as targeted advertising, payment processing, web hosting, or data analytics. All such sharing is governed by strict confidentiality agreements.

Corporate Account Management

- **Employer-Assigned Accounts:** If your Talkscriber account is provided by your employer, administrators may access certain details about your use, including email address and usage patterns, to manage the corporate account effectively.

Marketing and Legal Compliance

- **Marketing Initiatives:** With your permission, we may share your information with third parties for marketing purposes to bring you offers that may be of interest.
- **Legal Requirements:** We may disclose your information when legally required or to comply with law enforcement requests, to enforce our agreements, to protect our services' integrity, to prevent harm or financial loss, or to defend the rights, property, or safety of Talkscriber, our clients, and others.

Corporate Affiliates and Transfers

- **Affiliated Entities:** Your personal information may be shared with companies under the Talkscriber umbrella or those with common ownership, where it will be treated in accordance with this Privacy Policy.
- **Business Transfers:** In events like mergers, acquisitions, reorganizations, or asset sales, we strive to ensure that your personal information continues to be protected and used consistently with this Privacy Policy.

Consent and Collaboration

- **Directed Sharing:** We share information following your directions or consent, including collaborations through our Service that you select.

Public Contributions

- **Testimonials:** With your explicit consent, any testimonial you provide, including as part of customer satisfaction surveys, may be published on our Site, where it becomes publicly accessible.

Anonymized Information

- **Aggregate/Anonymous Data:** We may share information in a collective or anonymized manner that does not directly identify you as an individual, supporting broader business analyses and service improvements including the training of artificial intelligence models. To be clear, no personal information is shared in this regard.

6. Managing Your Personal Data

Communication Preferences

- **Email Correspondence:** We keep you informed about our Service enhancements, organizational news, and offers that might pique your interest through periodic emails. If you prefer not to receive such promotional emails, you are free to opt out by clicking the "unsubscribe link" at the end of any email communication. However, please be aware that it is not possible to opt out of essential service-related communications, such as account verification, transaction confirmations, and legal notices.

Account Information Adjustments

- **Updating Your Details:** When you become a registered user through a Master Service Agreement, you hold the autonomy to change specific details in your account, like your contact information, via the account settings on our Services platform. Should you encounter any challenges or need assistance with updating your account information, do not hesitate to reach out through the provided contact channels.

7. Digital Advertising and User Tracking

At Talkscriber, we engage with third-party advertising networks and social media platforms to gather information about your interactions with our Site. This data collection aims to tailor advertisements to your interests across various websites, applications, or devices that you might use.

Collaboration with Third-Parties for Tailored Advertising

- We share user engagement data, typically via cookies or similar tracking technologies, with our advertising partners. This data may include anonymized identifiers, browsing patterns, and other related information to facilitate interest-based advertising.
- **Social Media Advertising:** We partner with social media networks to display advertisements customized to your interests based on your activity on platforms like LinkedIn, Facebook, Twitter, and Google. These platforms use their advertising systems to match ads with users exhibiting interest in our services or with similar demographic profiles.

Enhanced Analytics and Advertising via Google

- **Google Analytics Features:** We leverage Google Analytics for display advertising and other advanced features, allowing us to combine first-party and third-party cookies to inform and optimize ad displays based on your previous interactions with our services.

Managing Your Ad Preferences

- **Google Ads Settings:** You can adjust your ad preferences or opt out of specific Google advertising services by visiting Google's Ads Preferences Manager.
- **Network Advertising Initiative:** Opt-out of certain online advertising through the NAI's resources.

Cookie Management and Opt-Out Options

- **Browser and Device Settings:** Most web browsers and devices provide options to notify you about cookie receipt, disable existing cookies, or reject new cookies. Please be aware that such actions might affect your user experience, limiting functionality on our websites.
- **Email Settings:** Adjust your email settings to prevent the automatic loading of images that might contain tracking technologies.
- **Mobile Advertising Preferences:** Manage interest-based ads on mobile devices using platform-specific settings, such as "limit ad tracking" on iOS or "opt-out of interest-based ads" on Android.

Opting Out of Interest-Based Advertising

- Explore the DAA's resources or the NAI's guidelines to understand more about interest-based advertising and to find out how to opt out from such advertising on websites and mobile apps.

- Note that opting out does not mean you will not see any advertisements; it simply means that the ads you see will not be based on your interests.

Responsibility for Third-Party Opt-Outs

- We inform users about third-party opt-out options and programs, but we do not control their effectiveness or compliance. Moreover, third parties may still collect information for analytics, fraud prevention, and other permissible purposes despite your opt-out selections.

Compliance with Law

Service-Related Data Collection

Within the scope of our Service, we provide a platform where clients may upload data, which may include Customer Data. We collect and process Customer Data strictly to deliver our Services under the terms of our customer agreements.

Talkscriber strives to offer all of its Services in strict compliance with all applicable laws including all relevant laws regulating data privacy, and specifically including but not limited to GDPR, CCPA and others. Applicable laws, including but not limited to HIPAA, may require the use of additional agreed documentation prior to your use of our Services. This site is not designed for use by minors.

8. Data Retention Policy, Data Security, and External Links

Duration of Personal Data Retention

- **Purpose-Driven Retention:** We maintain your personal information only for as long as is necessary to fulfill the purposes for which it was collected and to satisfy our business operations, except where extended retention is mandated or authorized by law.

Handling of Customer Data

- **Customer Agreement Compliance:** Data provided by our clients is subject to retention periods as stipulated in our contractual agreements with each client. These agreements outline specific terms for retention, storage, and deletion, ensuring that data handling aligns with both our and our clients' legal and regulatory obligations.

Geographic Location of Data Storage

- **U.S.-Based Servers:** All data we collect is stored on servers located within the United States. This localization is significant for compliance with U.S. laws and regulations and may have implications for clients located outside of the U.S. in terms of international data transfer considerations.

Data Security

Talkscriber maintains a documented information security policy and an established security risk management process to continually assess and evaluate new security risks, and it manages them through adequate security controls and safeguards. Talkscriber's systems and protocols will maintain confidentiality, integrity, and availability of the data disclosed to it by way of assets that store, process and transmit such data with adequate technical and organization measures including but not limited to data encryption, physical and logical access control, strong password control, malware and content protection, security vulnerability assessment and patching, secure hardening, and network/data segregation controls. Talkscriber employs

comprehensive business continuity and disaster recovery plans, and will provide timely notice to its clients in the case of confirmed data breaches.

External Links

- Our Service may include hyperlinks that direct you to websites and digital platforms operated by third parties not under Talkscriber's ownership or control. These are provided for your convenience to access additional information, products, or services that may be of interest. Talkscriber assumes no responsibility for the content or practices of such sites.

9. Updates and Inquiries

We may modify or amend this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. You should review this Privacy Policy frequently for updates. You should review this Privacy Policy frequently for updates. For questions or concerns regarding this Privacy Policy, please contact us at info@Talkscriber.com.