

Privacy Statement

Last updated: September, 29th 2020

Your privacy is of the utmost importance to us. At VoiceToScript we appreciate the trust you are showing in us and our services. We will do everything reasonably possible to not damage this trust. We are a Dutch company working in compliance with the “Algemene Verordening Gegevensbescherming (AVG)” and the “General Data Protection Regulation (GDPR)” rules and regulations.

In this document we explain what we do with your privacy-related data, which we collect. This policy applies to all information VoiceToScript collects via the website, newsletters or any other way.

Personal Data Collected by Us

We collect the minimum amount of necessary data only. If you register, buy or use our services, we need to collect more data about you:

- When visiting our website, your IP address will be logged along with the HTTP referrer, user agent and the dates of access (log data). This data is used to prevent abuse of our services and for broad demographic analysis.
- When registering on the website for our services as a minimum your email and PIN code will be stored. Optionally you can leave us your address details, company name and VAT number.
- When uploading a file that contains audio, this will be stored for the duration of the (transcription) process and deleted immediately after successful completion.
- We use Google Analytics to store information about how visitors use our website so that we may make improvements and give visitors a better user experience.
(Note: Google Analytics is a third-party information storage system by Google that records information about the pages you visit, the length of time you were on specific pages and the website in general, how you arrived at the site and what you clicked on. You can [opt out](#) of the usage of Google Analytics on this and all other websites using a browser plugin.)

We will not share your data with other parties, other than needed for the execution of the services we deliver to you. In practice this means that we can share the uploaded audio data with companies such as Google and Amazon Web Services. However no reference to personal data will be shared with them in any circumstances.

Your email, address details or other account data will not be shared with anyone, other than required by law.

Your Rights

You have the right:

- to be given a copy of all data held by us about you. We will provide the requested information to you within 30 calendar days of the receipt of a valid request in writing.
- to request the removal of all personal data held by us about you. We will remove the data within 30 calendar days of the receipt of a valid request in writing.

Note: we might request you to provide additional information to enable us to identify your personal data and/or to verify your identity.

Security

- We are committed to protect your personal data and your files.
- We keep your files within the European Union.
- We take all necessary measures to keep your personal information and your files private and secure. Our staff is trained in order to properly handle your data.
- We maintain a secure IT environment and all security measures are constantly adjusted to technical progress.
- All transfers from and to VoiceToScript are SSL encrypted. All VoiceToScript servers are located in the European Union and have the appropriate measures in place to prevent unauthorised access (i.e. hacking).

Cookies

We need a limited number of cookies for VoiceToScript to work properly. We limit the amount and duration of cookies as much as possible. All cookies used by VoiceToScript will be removed from your system upon closing your browser session.

Third party websites

This statement does not apply to third party websites that are linked to our website by means of links. We cannot guarantee that these websites will handle your personal data in a reliable or secure manner. Always read the privacy statement of this website before using the website in question, for more information about the way in which they handle your data.

Complaints

In the case you might wish to raise a complaint about our use of your personal data, please send an email to info@voicetoscript.com. We will respond to you within 30 calendar days of the receipt of the complaint.

If you are of the opinion that we are not complying to the laws and regulations in relation to your personal data you can raise a formal privacy complaint with the Dutch authority: "[Autoriteit Persoonsgegevens \(AP\)](#)"

Contact

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