



Retention Policy – Audio Recordings and Transcription

We get asked about our company file & data retention policy more than any of our other policies.

Audio & Video File Upload Retention Policy

All audio & video file uploads are permanently deleted after a month. We also provide NIST approved file deletion services via third party software (BitRaser) and Certificates of Erasure on request.

Transcription Retention Policy (Document Retention)

We keep a copy of all transcripts for at least 12 months. If you would like us to delete transcripts sooner, please let us know. We can offer NIST approved Certificates of Erasure on request once transcripts have been deleted.

Optional Deletion

We are more than happy to be flexible with file deletion – we can delete any document, video and audio files at any time to fit with external organisation requirements on request.