



American Transcription Services has taken stringent measures to ensure that any exchange of information between the company and its clients in any format is secure. Hence, we have deployed several internal and external measures. We also perform timely updates as per technological developments in the IT world. For more details, kindly refer to the measures listed below:

Internal Measures:

- ✔ **Strong Passwords:** We have a robust policy for securing passwords. To ensure that our passwords are not easily cracked, we use a mix of alphabets (capital and small), 8 to 12 characters long, using symbols, do not use any personal data, characters or numbers that are close together. We change our password every 90 days if not sooner.
- ✔ **Robust Firewall:** We use McAfee firewall for ensuring network security. This keeps a check on the secure inflow and outflow of Internet traffic.
- ✔ **Antivirus/Anti-Malware Protection:** We have installed McAfee antivirus and anti-malware software as a last line of defence from unwanted attack to our network.
- ✔ **Regular Updates:** We understand the relevance of data protection hence we keep our devices and applications up-to-date with latest security updates.
- ✔ **Diligent Monitoring:** We have installed data-leakage prevention software installed at key touch points to keep a tab on specific information coming out from the internal network. This is done to ensure there is no breach.

External Measures:

We have also taken a number of external measures to ensure there are no social or physical threats to your data. This is done by -

- ✔ **Restricting Access:** All our computers on-premise have restricted access. The employee can browse only secure HTML pages and pre-approved websites. Uploading and downloading of files is restricted along with access to e-mails and IM software. We use a number of networking tools to keep a tab on the work log of each computer as well as the time frame.
- ✔ **Securing Laptops:** We provide laptops only to our managerial staff. We do not permit them to store the transcription data on their hard drives. We deploy encryption passwords to restrict access to sensitive information.
- ✔ **Regular Backups:** We ensure safety of our data by maintaining regular backups in hard drives.
- ✔ **Employee Awareness:** Our employees are trained and updated regularly on data security measures to ensure that they understand the importance of it and practise it with minimal intervention from the IT security staff.



- ✓ **On-Premise Surveillance:** We have installed CCTV cameras to keep a tab on everything on the property. We do not allow mobile usage on the production floor.

Others Measures:

- ✓ File transfer via 128 bit encryption based platforms.
- ✓ Developing educational/training systems for managers and supervisors in Techno-Legal Compliancy.
- ✓ Trail of accountability in case of any legal issues.
- ✓ Most of the hiring is through referrals from current employees. This helps in hiring people whose credentials can be readily verified.
- ✓ Employee checks from university records to the last employment.
- ✓ We sign non-disclosure agreements with clients as and when required.

