

# Interpreter GDPR and data protection overview

## Overview

Interpreter provides a real-time transcription and translation platform for over-the-phone interpreters. The platform converts spoken audio into text across 60+ languages and delivers live translations during interpreting sessions.

Interpreter is designed so that audio and transcript data never reach Interpreter's servers. Audio streams directly from the user's browser to the speech recognition provider and is discarded after processing. Transcripts are rendered in the user's browser only.

The personal data Interpreter stores is limited to basic account information. This document describes how that data is handled in accordance with the EU General Data Protection Regulation (GDPR).

## Roles and responsibilities

For the account data it holds, Interpreter acts as a data controller. For audio that passes through the speech recognition provider, the customer is the data controller and the speech provider is the data processor. Interpreter is not in the audio data path.

## Categories of data stored

Interpreter stores only the following:

- Account information (email address, name)
- Session metadata (duration, language pair)
- Usage and billing records

Interpreter does not store audio, transcripts, or any content from interpreting calls.

Payment card data is handled by the payment processor (Dodo Payments) and is not stored by Interpreter.

## Data processing principles

Interpreter processes data according to core data protection principles:

- Purpose limitation: account data is used only for authentication and billing
- Data minimization: only the data necessary for service delivery is collected
- Integrity and confidentiality: data is protected using appropriate security measures
- Storage limitation: account data is retained only while the account is active; users can delete their account at any time
- Transparency: users have visibility into what data is collected and how it is used

## Data security

Interpreter maintains a security program to protect account data.

Security measures include:

- Encryption in transit using TLS
- Access controls based on Google OAuth 2.0
- Session-based authentication with automatic expiry
- Rate limiting on all API endpoints

- Logging and monitoring of system activity
- Secure software development practices

Infrastructure is hosted with managed cloud providers that maintain physical and environmental security controls.

## Data retention

**Audio and transcripts** — Not applicable. Interpreter does not store audio or transcripts.

**Account data** — Retained while the account is active. When a user deletes their account, all associated data is removed.

**Payment data** — Handled by the payment processor (Dodo Payments). Interpreter does not store payment credentials.

**Session metadata** — Duration and language pair, used for billing. Removed upon account deletion.

## International data transfers

Interpreter's account data may be processed in the United States. Where personal data is transferred outside the European Economic Area (EEA), Interpreter implements appropriate safeguards, including Standard Contractual Clauses (SCCs) where applicable.

For audio processing (which Interpreter is not involved in), the speech recognition provider operates infrastructure in the United States, European Union, and Japan. Customers may choose regional deployments based on their data residency requirements.

## Subprocessors

Interpreter uses the following third-party service providers to deliver the platform:

Subprocessor	Purpose	Location
Speech recognition provider	Speech recognition and translation	US, EU, Japan
Google	OAuth authentication, translation API	US
Dodo Payments	Payment processing	US
Cloudflare	Cloud infrastructure	Configurable
Resend	Transactional email delivery	US
Infisical	Secrets management	US

All subprocessors are subject to contractual data protection obligations.

None of these subprocessors receive audio or transcript data from Interpreter. Audio goes directly from the user's browser to the speech recognition provider.

## Data subject rights

Under GDPR, individuals have rights regarding their personal data:

- Right of access

- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to object to processing

Users can delete their account directly through the application settings. Since Interpreter holds only account data, deletion removes everything.

For other requests, contact Interpreter's privacy team.

## **Data Processing Agreement (DPA)**

Interpreter offers a Data Processing Agreement that governs the processing of personal data under GDPR.

Customers can request a DPA by contacting [privacy@useinterpreter.com](mailto:privacy@useinterpreter.com).

## **Security program**

Interpreter's speech recognition provider maintains independent certifications:

- SOC 2 Type II
- ISO/IEC 27001:2022

## **Contact**

For privacy or data protection inquiries:

Interpreter Privacy Team [privacy@useinterpreter.com](mailto:privacy@useinterpreter.com)