



## Guidance: Using transcriptionists for recorded interviews

### Overview

Video and audio recordings can be extremely valuable in collecting study data as it often allows investigators to be engaged during data collection without having to simultaneously take notes. It also provides a means by which the investigator can ensure the information the participant shared is accurate. Researchers may either choose to transcribe the recordings manually or use an external transcription service. This guidance includes considerations when using an external transcription service as a sample confidentiality agreement.

### External transcription services

If an external transcriptionist is used, maintaining confidentiality must be ensured. Many of these services retain access to the recorded information. It is recommended that researchers always read the fine print when registering for an account.

### Protocol application & Consent documents

The intended plans for their use and storage of the recorded data must be described in the IRB protocol as well as an informed consent document. Protocol applications should specify:

- who will have access to the recordings;
- where recordings will be retained;
- when recordings be destroyed;
- if an external transcription service is used, describe who they are.

### Confidentiality agreements for transcription services

External transcription personnel are rarely considered members of the research team and therefore, are not required to complete human research use training. However, they will need to assure the research team that the information they process will be kept confidential and secure and that the final disposition of all materials is clearly outlined. It is recommended the research team retain written assurance from the transcriptionist and retain in the protocol folder.

A sample confidentiality agreement follows:



Confidentiality Agreement for use with Transcription Services

Research Study Title: Click or tap here to enter text.

Principal Investigator's Name: Click or tap here to enter text.

I, Click or tap here to enter text. "the transcriptionist", agree to maintain full confidentiality of all research data received from the principal investigator related to this research study.

I will hold in strictest confidence the identity of any individual that may be revealed during the transcription of interviews or in any associated documents.

I will not make copies of any audio-recordings, video-recordings, computerized title of transcribed interviews or other research data, unless specifically requested to do so by the principal investigator.

I will store all study-related data in a safe, secure location as long as they are in my possession. All video and audio recordings will be stored in an encrypted format.

All data provided or created for purposes of this agreement, including any back-up records on my computer or back-up devices, will be returned to the research team or permanently deleted. When I have received confirmation that the transcription work I performed has been satisfactorily completed, any of the research data that remains with me will be returned to the principal investigator or destroyed, pursuant to the instructions of the principal investigator.

I am aware that I can be held legally responsible for any breach of this confidentiality agreement that occurs if I disclose identifiable information contained in the records to which I will have access.

Transcriber's name: Click or tap here to enter text.

Transcriber's signature:

Date: Click or tap here to enter text.

Note: Retain a copy of this agreement in the IRB protocol file.