Guidance for Third Party Recording and Transcription Services

**Background:**

The IRB is charged with ensuring research data, particularly identifiable research data (audio recordings are identifiable data), are maintained in a secure and confidential manner. Mechanisms for recording and transcribing research information (e.g. audio recording a participant interview) should have the appropriate cybersecurity measures in place to protect against a breach in confidentiality. Transcription services must utilize appropriate technology to ensure confidentiality and privacy of identifiable research data so that the IRB can appropriately assess and determine research data is maintained in a secure and confidential manner.

\*This guidance document will be updated regularly as 3rd party transcription services are reviewed and approved by VUMC and VU IT.

**For research studies conducted by VUMC researchers:**

VUMC Cybersecurity has reviewed and approved the following recording and transcription services for use in research based on their assessment of the security of these tools:

1. **Microsoft Teams -** Offers audio/video recording and transcription services. As long as the researcher is using their VUMC account, it is secure and acceptable for use.

VUMC researchers seeking to utilize a 3rd party recording/transcription service that has not yet been reviewed/approved by VUMC IT should submit a request to VUMC IT at:  <https://pegasus.vumc.org/request/discover/info/?id=4742>

\*The Qualitative Research Core (QRC) has received approval to use Rev.com. Use of Rev.com by researchers not affiliated with the QRC must still receive their own approval from VUMC IT prior to use.

**For research studies conducted by VU researchers:**

VU Office of Cybersecurity has released a guide for recording and transcription, which can be found [here](https://cdn.vanderbilt.edu/vu-URL/wp-content/uploads/sites/398/2024/03/27154222/Vanderbilt-Video-Conference-Recording-Sharing-Guidance_PDF_March2024.pdf).

The following recording and transcription services are approved for use in research based on an assessment of the security of these tools:

1. **VU Microsoft Teams and Zoom** - allowable with access controls (i.e., ensure confidential information is not available to anyone with a link).

**Unique Use Cases**

Other videoconferencing or transcription tools can be used in exceptional situations. However, Vanderbilt's Office of Cybersecurity must evaluate and approve them through the Vendor Risk Assessment (VRA) Process [here](https://login.microsoftonline.com/ba5a7f39-e3be-4ab3-b450-67fa80faecad/oauth2/v2.0/authorize?client_id=3e62f81e-590b-425b-9531-cad6683656cf&scope=https%3A%2F%2Fservice.powerapps.com%2F%2F.default%20openid%20profile%20offline_access&redirect_uri=https%3A%2F%2Fapps.powerapps.com%2Fauth%2Fv2&client-request-id=b599f8ac-0681-4931-bc56-ce32e1686957&response_mode=fragment&response_type=code&x-client-SKU=msal.js.browser&x-client-VER=2.18.0&x-client-OS=&x-client-CPU=&client_info=1&code_challenge=0kbfeyflzEdYZpEc0dpZ0AkEmKyICcTKcdyQhUJKvtc&code_challenge_method=S256&nonce=97f1e4cf-51b3-4f47-be8a-54cf77be620a&state=eyJpZCI6IjhmOTk0NjM3LThlNjktNDUxOC1hZTE1LTliMzcwYTNhNmQzYiIsIm1ldGEiOnsiaW50ZXJhY3Rpb25UeXBlIjoicmVkaXJlY3QifX0%3D&claims=%7B%22access_token%22%3A%7B%22xms_cc%22%3A%7B%22values%22%3A%5B%22CP1%22%5D%7D%7D%7D&sso_reload=true).

**Additional Options**

Alternative approved options are available for specific situations. Please contact the Office of Cybersecurity for more information.

**Additional Guidance:**

* The Cybersecurity review process may range from a few days to a few weeks. If a researcher does not want the Cybersecurity review of a 3rd party recording/transcription service to hold up the approval of their IRB application, they have the option change their application to indicate they will utilize one of the approved services. Once their Cybersecurity review is complete and the 3rd party service they want to use is approved, they can submit an amendment to change their IRB application.