SALT Transcription Services –Terms and Conditions

FEES

SALT transcription services is a fee-based service. We charge $39/hour for transcription services with an additional $25 charge for rush jobs. You will be emailed a standard SALT transcript. There is an additional $15 charge to also include a set of customized analysis reports. These rates may be adjusted for customers who contract with us for large transcription projects, e.g., school districts, researchers.

CONFIDENTIALITY

It is the responsibility of the customer to exclude sensitive information within recorded language samples and when uploading samples (files) to SALT Services for transcription. SALT Services takes every reasonable precaution to protect speaker identity. All of our transcribers are provided information on dealing with issues of privacy and confidentiality, and are required to have a signed confidentiality agreement on file. The codes of conduct and ethical standards to which we adhere require the dutiful protection of all sensitive information.

SITE SECURITY

We have reasonable and appropriate security measures in place to attempt to protect against the loss, misuses, and alteration of your personally identifiable information under our control. In all cases, we have taken reasonable steps to confirm the information is retained in secured facilities and that reasonable measures have been implemented for protection from unauthorized access. However, no security system is impenetrable. We cannot guarantee the security of our website or databases, nor can we guarantee that information you supply will not be intercepted while being transmitted to us over the Internet. We ask that you do your part by maintaining the strict confidentiality of any computer passwords you use to access the Internet or this website.

DATA RETENTION Unless otherwise specified, digital audio and video files uploaded for transcription services are deleted within thirty (30) days of completion, along with any transcripts, reports, spreadsheets, or databases created as part of the transcription process.

COST SALT transcribers are trained to work as efficiently as possible. We are conscientious about and dedicated to keeping costs to our customers as low as possible. There are many variables that affect the time of transcription. These include, but are not limited to, length of sample, audio quality/ambient noise, context of sample, age of speaker(s), language or dialect of speaker(s), number of speakers, number of unintelligible segments, overlaps, interruptions, mazes, pauses, and errors within the language samples. Samples we most frequently receive take 6-9 minutes per minute of recording for transcription. Additional time is necessary for sample checks, macrostructure analysis, SALT analysis, and requests for special coding.

PAYMENT Customer agrees to pay for all services rendered via credit card, check, or money order within 30 days of receipt of invoice.