Automated transcription of recordings: Information governance and security

Automated transcription of audio/video recordings typically requires sending data to 3rd party servers for processing. This can open up many unknowns relating to data protection and information security. For example:

- In which country the server processing the recording is physically located.
- Whether the provider will store and use the recording to improve their own service.
- Whether a server has access to the recording for quality assurance.

The guidance below describes two approaches to automated transcription of recordings using institutionally approved solutions: **Transcribing recordings using Microsoft Stream** and **Transcribing recordings using Microsoft Word 365**. Although primarily aimed at researchers, it will be of benefit to anyone transcribing recordings.

If these solutions are unsuitable, other services can be used, provided that the supplier has been through the **Supplier Cyber and Data Assessment** process. Please contact dpa@abdn.ac.uk for guidance, or refer to the Supplier Assessment information on our webpages.

Note also that, while the solutions below have been approved by Information Governance and Information Security, their use does not exempt the user from other due diligence such as establishing whether a Data Protection Impact Assessment (DPIA) or Data Management Plan (DMP) should be in place **before** data is recorded, as these decisions are based on the detail of what data is being processed on each occasion.

> ⚠️ **A note on the use of Dictaphones for recording interviews**
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> Dictaphones are common and often necessary for recording interviews in the field. However, they also present information governance and security risks. For example, if the device is lost or stolen, how do you prevent the recording of an interview from falling into the wrong hands.
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> Therefore, **before** using a Dictaphone, we recommend you carefully consider whether it is the best approach for conducting interviews, or whether using MS Teams (with its integrated record function) might be a more more sensible option. If, after consideration, the use of a Dictaphone is still the best option for you, then we strongly recommend that you use an encrypted password protected device to ensure the security of your recordings.

Transcribing recordings using Microsoft Stream[1]

This process is suitable for transcribing a video file that has been recorded using Microsoft Teams.

To create a transcription in Microsoft Stream:

1. Follow the instructions in our Toolkit guide MS Stream: Working with Teams meeting recordings. This will step you through:

   - Opening your recording in Stream.

   - Editing the video settings.

   - Creating a transcription, and editing it if required.

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[1] Microsoft **Stream** is a video service which is part of Microsoft 365 and includes automated transcription of videos.

2. If you have downloaded the recording and transcript, you should remove the recording mp4 file from your University OneDrive (or Team SharePoint site). The files can be transferred to secure storage such as a project shared drive for future use.

Transcribing recordings using Microsoft Word 365

This process is suitable for transcribing an audio file that has been recorded using a Dictaphone, or a video file that has been recorded using Microsoft Teams.

Note that you will not see any video content using this method. If you think seeing the video synchronized with the transcription would be beneficial, then the Microsoft Stream solution may be more suitable. Also, if you use Microsoft Stream then you won't need to upload the recording file before creating the transcript.

1. Log into your University Microsoft 365 account (www.office.com), open the web version of Microsoft **Word**, and create a new document.

2. At the top right of the screen, click on the **Dictate** drop-down menu and select **Transcribe**.
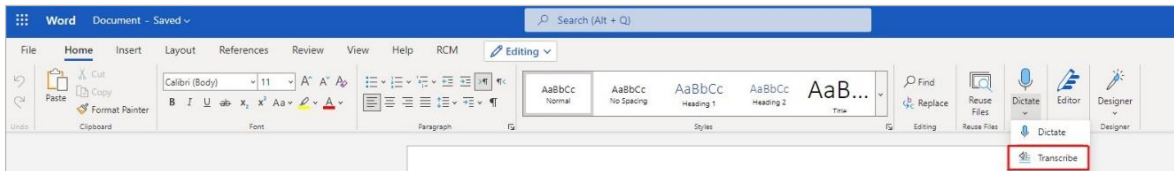
3. The **Transcribe** pane opens on the right. Select the language for your transcript. Select **Upload audio** to upload your recording to the **Transcribed Files** folder in your OneDrive.
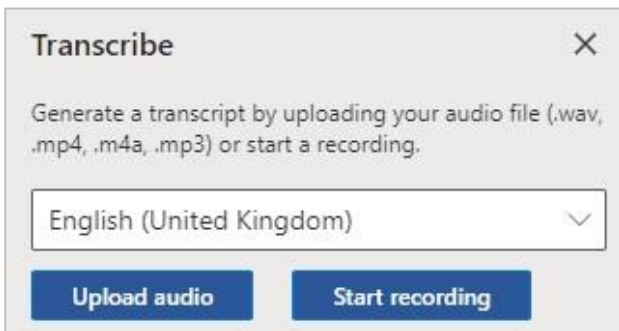

Note: If you used Teams to conduct your interview, the recording will be stored in the **Recordings** folder on your University OneDrive (unless you made the recording within a Team channel meeting, in which case it will be stored in the recordings folder on your Team SharePoint site).
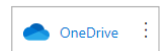
4. Once processed, your transcript will appear in the Transcribe pane for review.

5. If necessary, you can make corrections to each section of the transcript by clicking on the **pencil icon** beside the section of text.

   - Click the tick icon to confirm any changes, or the cross icon to cancel.
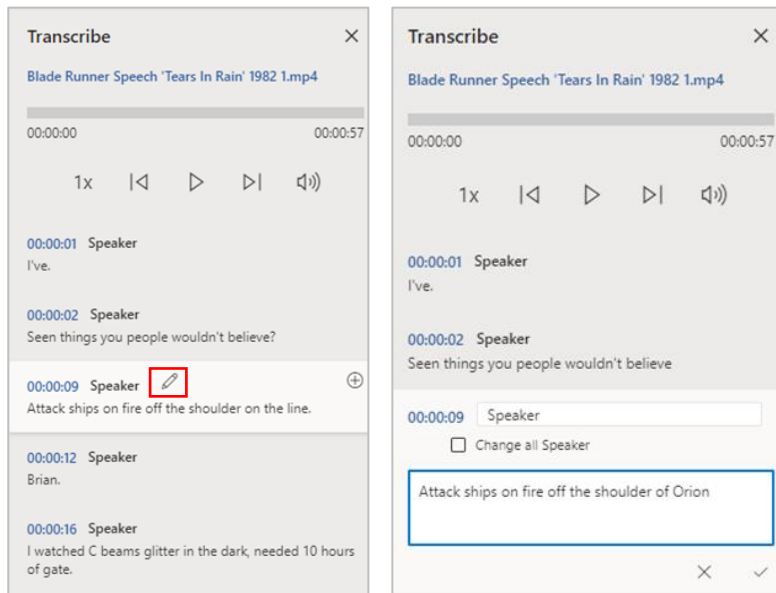
6. Once you have completed any editing, click **Add to document** at the bottom of the Transcribe pane and choose your preferred option to transfer the transcription to the body of the Word document.
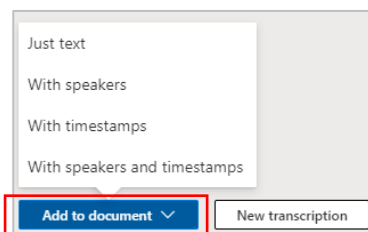
7. Finally, if the recording was made in MS Teams, you should download it from your University OneDrive (or Team SharePoint site) and then remove the mp4 file from the Transcribed Files and Recordings folders. You should also download a copy of the Word transcript file, and then remove it from your OneDrive.
   If needed, the recording and transcript files can be transferred to secure storage such as a project shared drive for future use.

Help and Support

For further guidance on recording a Teams meeting, see our Toolkit guide: MS Teams: Recording Meetings.

Or contact the IT Service Desk: myit.abdn.ac.uk.