Transcription News for February 2026 from TP Transcription and University Transcriptions

Specialist academic and business transcription and translation services for all languages, established in 2001, a B Corp company and 1% For the Planet member. Our company donates 10% of annual profits to charity and is a member of the Ten Percent Group of websites and companies. For details of our company please visit **www.tptranscription.co.uk**. We produce a monthly news round up of our research projects, charity donations and work.

ISO 27001 - Vital for Transcription & Translation Services?

ISO 27001 - secure information management system certification – vital for academic transcription services? An article by TP Transcription Limited, a company with a UKAS ISO 27001 accredited system and survivors of rather a lot of annual external audits!

ISO27001 and AI Transcription

For busy academics under pressure to publish, teach and meet funding deadlines, the appeal of AI transcription is obvious - its faster and cheaper (although very inaccurate in a range of circumstances including multi-speaker recordings) . But alongside speed and convenience comes a growing set of risks – particularly around data security, accuracy and regulatory compliance. In this environment, UKAS-audited ISO 27001 certification is no longer a "nice to have" for academic transcription services. It is becoming essential and we are being asked to provide our certificates, statement of applicability and evidence of our annual audits increasingly often when working with researchers on ongoing projects.

Data Security Issues

Protection of data is the main concern, alongside ethical considerations and the hallucination discussed below. When audio files are uploaded to AI transcription platforms, they are transferred to third-party servers, usually at an unspecified location, and often outside the UK. In some cases, the data may be retained for model training, quality improvement or simply to bank for future use.

This creates issues with UK GDPR obligations and university data handling policies - academics are regularly working with personal data, special category data, or confidential research interviews. Once uploaded to an AI company's infrastructure, researchers will have no control over where that data is stored, how long it is retained, and who can access it.

ISO 27001 Protection

This is where UKAS-audited ISO 27001 becomes critical. ISO 27001 is an internationally recognised information security management standard. When audited by UKAS, it demonstrates not only that policies exist, but that they are independently verified. For universities with strict procurement and data governance requirements, that independent oversight provides reassurance. It means that external suppliers are compliant with internal ethics approvals, data management plans and research governance frameworks that demonstrate control over data.

ISO 27001 audits are intense and if you have never been through one we are very envious! An external auditor looks at every aspect of the business from an information security management perspective. We invest £000s both in the audit, the time it takes to maintain the system and the additional time spent ensuring compliance.

University Restrictions

A number of UK universities have already issued guidance restricting or warning against the use of generative AI tools for sensitive data. The University of Oxford has advised staff not to input confidential, personal or commercially sensitive information into public AI systems. The University of Cambridge has published similar guidance, warning that data entered into generative AI platforms may be stored or reused. UCL has also cautioned against uploading personal data to AI tools without formal approval and safeguards in place.

While these institutions have not banned AI outright, their policies reflect a clear concern: once data leaves controlled systems, institutional risk increases. For academic transcription, this places responsibility squarely on service providers. Universities expect suppliers to demonstrate compliance with GDPR, secure handling procedures, and robust technical and organisational measures.

Each time we test AI transcription services, we find the hallucination lurking somewhere in the text. Generative AI wants to please the user, so if it cannot detect a word in a recording, it tries to come up with something instead of saying it doesn't know or a word is unclear. Studies have shown this issue has not yet been resolved when it comes to audio transcription.

AI Usage Policy

We are due to be audited in a few days time for our ISO 27001 and we are anticipating the requirement to have a strict AI usage policy in place and also provide evidence of it being applied. Our transcribers are prohibited from using AI to produce transcripts and our quality control systems ensure that all our work is prepared solely by humans.

You can read our AI Policy online here.

ISO 27001 Reassurance

ISO 27001 certification – particularly when UKAS audited and accredited – provides full evidence of secure data. The assessment covers risk assessment, access management, encryption, incident response, supplier oversight and continual improvement. In short, it shows that data protection is embedded in the business and tested systems are in place to ensure the safety of personal data.

There is also a reputational dimension. Research participants trust universities to protect their information and ethics committees in particular scrutinise data handling processes carefully. A secure, human-led transcription service operating under ISO 27001 provides clarity. It enables researchers to state, with confidence, that their data is handled within a certified information security framework and under the control of the researcher at all times. UKAS ISO 27001 certification offers a practical, independently verified safeguard. For academic transcription services serving UK institutions, it is not simply a competitive advantage. It certainly was the case until c2023, but now we are being asked for a copy of our certification from virtually every client. Not only that, but we also have to demonstrate GDPR compliance (we are Cyber Assurance certified - a UK government certification - and we hold Cyber Essentials Plus). On the ethical side we are B Corp certified, which is yet another external audit.

We are going through our ISO 27001 audit next week, and most of our spare time between now and then will be checking our systems, testing our processes, updating our information. Gone are the days when small, one person bands could provide transcription and other services - full data protection is now the norm.

Charity Donation - £500 to Human Rights Solidarity

Every year, TP Transcription Limited & University Transcriptions donate 10% of net profits to charity via the Ten Percent Foundation . This year our donations have included £500 to Human Rights Solidarity.

Human Rights Solidarity (HRS) is focused on migrants, refugees, asylum-seekers and vulnerable young people. Each year, the charity directly supports around 850 individuals and families, offering legal guidance, employability advice, cultural integration workshops and education programmes.

More than 250 people annually benefit from its targeted training sessions designed to help newcomers navigate life in the UK with confidence.

"Rights only matter if people can actually access them, our role is to make sure they can."

The charity operates with 2 full-time and 3 part-time staff, backed by 30 volunteers. Its nine-member management committee — entirely from BAME backgrounds, with a near-even gender split — reflects the diversity of the communities it serves. The organisation has delivered the following projects: Empowering Immigrant Youth — supporting 80 young people with employability and cultural adaptability skills. Humanity Cartoons International Competition — attracting 768 artists worldwide to raise awareness of migration and refugee issues. For further details about the HRS, please visit their website - https://www.hrsolidarity.org/

What is this all about?

TP Transcription Limited donates 10% of annual net profits to charity via the Ten Percent Foundation, a charitable trust set up by our group of companies to distribute monies to charities in the UK and Africa. We have been doing this for over 25 years. The Foundation never incurs any administration costs (other than Triodos bank charges, which are minimal). All monies donated are distributed to charities and community organisations. www.tenpercentfoundation.org

Donation Suggestions Sought by The Ten Percent Foundation

Suggest a Charity

We are open to donation suggestions for 2026, with the next round of decision making due in March/April 2026, so plenty of time to make suggestions. We tend to distribute donations in the region of £500-£2000 to each charity and we usually have around £20,000 to give away. We get more suggestions from academic staff at universities than we do from any clients in other sectors, which we are incredibly grateful for, and we like supporting ongoing projects. Cure Parkinson's (see our website) is a good example of this and we hope to continue donating for some years to come.

To suggest a charity for us to support, please click this link. Takes about 30 seconds.

Recent Articles

- **Beat The Deadlines**

- This is just a quick reminder that if you have funding that needs spending before the end of the university financial year, we are always happy to invoice in advance for any transcription & translation work.

- [AI & Multi Speaker Recordings](#)
- [The True Cost of Meetings](#)
- [A Guide to Apple Transcription for Voice Memo Recordings](#)
- [Surviving the ISO 27001 Remote Surveillance audit](#)
- [Anonymising Interviewees in Video Research Interviews: A Practical Guide](#)
- [Scottish accents](#) - our guide
- [English Accents](#) - which are the hardest to understand?
- [Google Meet transcription](#) - How to Get a Transcription from a Google Meet: A Comprehensive Guide.
- [Zoom Teams How to Improve the Quality of Zoom Transcriptions](#)
- [TP Transcription & University Transcriptions Nominated Charities for the Ten Percent Foundation in 2024](#)
- [Looking after the welfare of transcribers - a study](#)

Peaceful Shropshire Getaways

St Milburga Chapel in the Shropshire Hills is a cosy 4 person, Grade 2 listed holiday home in open countryside overlooking the Clee Hills. Renovated in 2022, it is approximately 10 minutes' drive from Ludlow with its highly regarded restaurants, cafes and independent shops. The chapel is perfectly located for family holidays (Ironbridge & Church Stretton nearby), weekend breaks and walking holidays. 10% of profits from the chapel lettings are donated to the Ten Percent Foundation. Rated 4 star accommodation by Visit England.

Website: **https://www.stmilburgachapel.co.uk**

The Transcription Society - providing professional accreditation to academic and business transcribers

The Transcription Society is a not-for-profit organisation dedicated to improving standards in the transcription industry and providing accreditation to both individual and corporate members. The organisation is run on a not for profit basis. The society offers individual transcribers the chance to obtain professional recognition for their standards of work and provides corporate members with recognition that they subscribe to a professional level of industry standards for quality and ethics. For details of the transcription standards the Society promotes, please visit **www.transcriptionsociety.org**.

We hope you have enjoyed reading our monthly newsletter and look forward to hearing from you if we can assist further.

Kind regards
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Part of the Ten Percent Group of websites, donating 10% of annual profits to charity
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