# nVoq Platform Data Persistence

# FAQs

**Can nVoq dictation data be persisted?**

The answer is Yes, and it is completely configurable by customer need. Each customer's tenant database within the nVoq production platform will default to save dictation data, but this can be changed as required. Therefore, customers can choose to save end user dictation audio and transcribed text for up to a full year or decide to not persist data at all. Also, persistence intervals for tenant data can be updated at any time.

**nVoq recommends persisting data for all users for 1 year, to improve dictation accuracy and troubleshoot end user concerns.**

**Why would I want my data persisted?**

By persisting the audio and text for a speaker on the nVoq platform, additional steps can be taken to improve dictation accuracy for the speaker. Specifically, a Review and Correct function can be applied to the end user's account, if requested. This feature improves dictation accuracy by correcting transcription errors and applying the corrections to the speaker's voice profile. The corrections can also be crowd sourced by the nVoq system and applied to dictation topics to further improve dictation accuracy for speakers using that topic.

**Who has access to my data?**

Access to customer data is closely controlled and highly configurable. By deciding who has administrative access to their tenant, each customer controls who has access to their end user data. By default, the nVoq System Administration team will have access to persisted data in your tenant for data administration purposes, but they can be instructed to not view your data, as required.

**How is my data secured?**

Data is transmitted to and from nVoq servers using industry standard SSL/TLS encryption. nVoq uses a minimum of 128-bit encryption for any data in motion and 256-bit encryption for any data at rest. This is the same level of security employed by major financial institutions, and compliant with HIPAA and HITECH requirements.

Each nVoq tenant has its own independent database. In the United States, nVoq systems are hosted within US-based data centers and are backed up to other US facilities for disaster recovery purposes. All nVoq backup data is also encrypted with AES-256. Any nVoq service provided tocustomers outside of the US is subject to similar local data security laws and requirements.

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**Is the nVoq platform HIPAA compliant?**

Yes, the nVoq platform conforms to standards that comply with HIPAA and the HITECH Act as well as the Canadian requirements under PIPEDA. Both HIPAA and PIPEDA are included in nVoq's annual SOC2 Type 2 compliance. System and Organization Controls 2 (i.e., SOC2) is a comprehensive reporting framework maintained by the American Institute of Certified Public Accountants (AICPA) in which independent, third-party auditors (i.e., CPA's) engage in an assessment and subsequent testing of controls relating to 5 Trust Services Criteria (TSC). nVoq tests under the TSCs of Security, Availability, Confidentiality and Privacy.

Both a SOC2 Type 2 report which includes the audit for HIPAA and PIPEDA and a Business Associate Agreement (BAA) are available from nVoq.

**Where is nVoq platform data stored?**

nVoq platform data is stored in the country of origin. Therefore, for US based customers, the data is stored on US-based servers and backup facilities. For Canadian customers, the data is stored on Canadian servers and backup facilities. All nVoq platform data stays within the borders of the respective country of origin, throughout its lifetime.

**Can I self-host the nVoq platform?**

No, we do not generally offer SayIt in a self-hosted configuration for end-customer deployment.

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