



Statement of Services: HelpTalk

Our Service

Our platform offers an on-demand AI powered conversational interpreting service in over 30 languages. Users can add speak in their own language (or type in their own language) and have the interpreted audio played back in a different language, enabling two people with no shared language to have a conversation. There are no platform fees; payment is based on a per-minute usage model with no minimum duration requirements. Our service is accessible through iOS or Android applications and web browsers, with certain system requirements similar to those of popular communication platforms like Teams or Zoom. Our commitment is to provide a reliable and accessible platform for seamless communication across languages, supported by user-friendly features and flexible payment options. We strive to ensure compatibility across various devices and operating systems, empowering users to connect with interpreters anytime and anywhere.

Hosting & Availability

The platform operates on a fully cloud-based architecture, ensuring high availability and incorporating disaster recovery measures as inherent design features. Hosted within the United Kingdom by AWS (Amazon Web Services), our infrastructure leverages robust cloud technology for reliability and scalability. Scheduled maintenance windows are typically brief, lasting approximately 10 minutes, occurring at 2 am on Sundays once every three months. Users receive advance notice of these maintenance windows, typically with a two-week lead time, to minimize disruption. To enhance transparency and user experience, we provide a service availability dashboard. This dashboard allows users to monitor service status, including any potential degradation or outage events. In the event of service issues, the dashboard offers real-time updates to keep users informed of progress and resolution efforts. Our commitment to operational excellence ensures that the platform remains resilient and responsive, supported by proactive maintenance practices and transparent communication with our user community.

Onboarding & Support

Our onboarding process is streamlined and user-friendly, facilitated by our dedicated support team who assist with initial account setup, including administrative accounts for managing user provisioning and decommissioning. Our system is designed for

intuitive use, complemented by comprehensive training resources such as instructional videos and reference documents. For ongoing support, users can leverage our Jira ticketing system to log and update tickets efficiently. Our support services encompass setup, configuration, day-to-day troubleshooting, platform navigation guidance, and resolution of technical issues (excluding device-specific support). Our team of application support engineers oversees the service, with access to tier 2 and 3 support resources as needed. Support is available during business hours from 8 am to 6 pm, Monday through Friday, ensuring timely assistance for our users. Additionally, upon user request, access to user data can be provided upon exiting the platform, reflecting our commitment to data transparency and user privacy. We prioritise user satisfaction and operational excellence through accessible onboarding, comprehensive training materials, responsive support channels, and proactive management of user data access requests.

Security

All data stored within our systems is secured with AES-256 encryption, ensuring robust protection of data at rest. Key management utilizes RSA 2048 for enhanced security measures. Data transmitted over networks is safeguarded with TLS 1.2 encryption, leveraging HTTPS protocols with enforced HTTP Strict Transport Security (HSTS) policies to bolster confidentiality and integrity during transit. To validate the effectiveness of our security controls, regular penetration testing is conducted at least annually to identify and address potential vulnerabilities. Internally, we conduct routine audits to maintain compliance standards, supplemented by independent external audits from recognized bodies such as ISO (International Organization for Standardization) and CE+ (Certification Europe), ensuring continuous adherence to industry regulations and best practices. Our commitment to data security extends beyond encryption, encompassing proactive testing, audits, and compliance measures to uphold the confidentiality, integrity, and availability of our services and the data entrusted to us by our users.