

# ITRS Privacy Statement

## We're a regulated service

As a regulated service, we have to comply with strict guidelines and criteria that apply to all providers of relay services. ComReg regularly reviews our performance. We also keep all our employees up to date with mandatory training on data protection and privacy and information security.

## Knowledge and Experience of Data protection

We are fully compliant with the General Data Protection Regulation (GDPR), which means that your data is completely safe. Our relay service is also covered by the eir Privacy Policy.

## Keeping personal information secure

Be assured when providing personal information over the relay service, that we take the security of this information very seriously. Conversations are encrypted when passed to and from your relay agent and are then deleted after a conversation has finished.

## Relay Assistant Compliance

Our relay agents are very experienced and we screen everyone very carefully before we employ them. Agents are required to adhere to strict confidentiality rules, including stringent policies to prevent the noting down of anything from relay conversations.