

# Your Privacy Matters: Confidentiality and Safety with Remote Video Interpreting



We understand that families utilizing interpretation services may have specific and valid concerns about the privacy and security of their personal information during interpreted sessions. Here's how **Video Remote Interpreting (VRI)** protects your privacy:

- **Your Information Is Private**



All interpreters follow strict confidentiality rules and never share what is said. They are trained to keep all information private, just like doctors and teachers do.

- **Interpreters Are Professionally Trained**



Interpreters receive specialized training in U.S. privacy laws, including HIPAA. They understand how important it is to keep your family's information safe.

- **Interpreter Location Doesn't Affect Your Safety**



The Remote Video Interpretation service doesn't share where interpreters are located, but no matter where they are, all interpreters must follow the same U.S. rules to protect your privacy.

- **Every Session Is Tracked Securely**



Each session is logged with special ID numbers (no names are used), and access is limited to approved staff. This helps to ensure that your session is secure and confidential.

- **Remote Video Interpretation Follows U.S. Laws**



Remote Video Interpretation Services follow these important U.S. laws:

- HIPAA (health privacy)
- ADA (disability access)
- Title VI (language access)
- Section 1557 (non-discrimination in healthcare)

