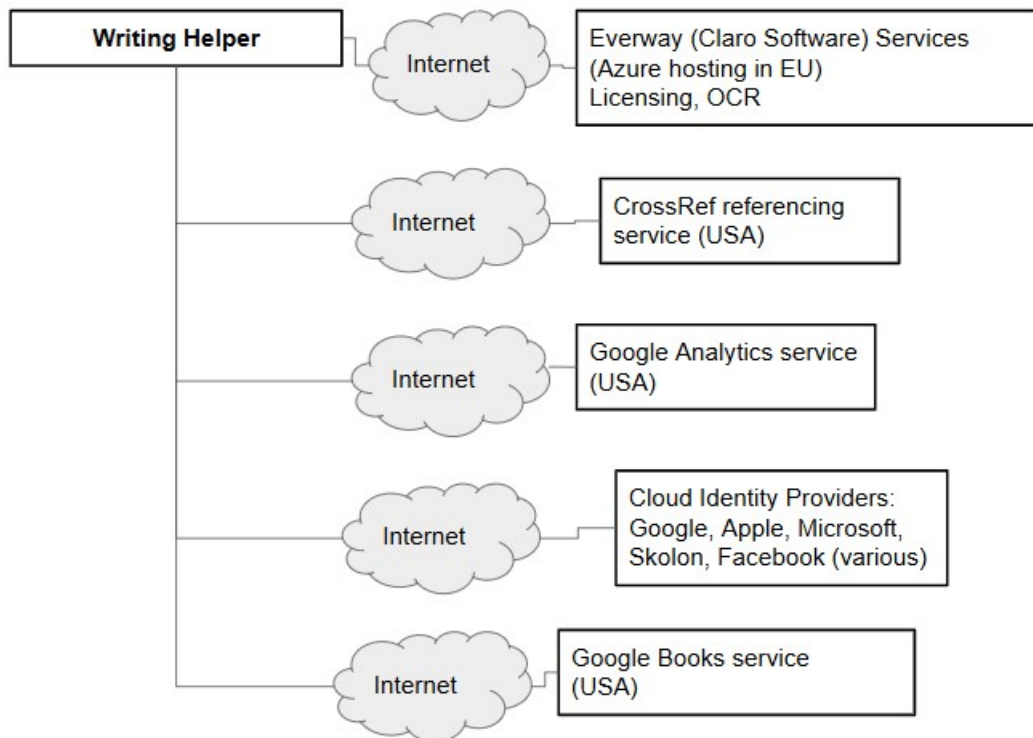# User Data and Internet Access (Writing Helper)

Internet access and encryption

- All connections use HTTPS to encrypt data in transit.
- Writing Helper uses Google Analytics in accordance with their usage policies – so we cannot individually-identify any users.
- Writing Helper calls our online Texthelp licensing system to make licensing decisions. Depending on how the user licenses – a licence key, SSO – we may have some information on the user: at most this is an email address.
- Writing Helper calls a Texthelp server to import PDFs (performing OCR). This is anonymous and is not stored.
- Writing Helper calls Google Books in the USA to obtain references for publications.
- Writing Helper call CrossRef in the USA to obtain references for publications.

All our servers are at one of:

- *.texthelp.com (main application)

- *.clarodownloads.com (licensing)

- *.claroreadocr.com (OCR)

Internet Access Diagram

```
Writing Helper ─── Internet ─── Everway (Claro Software) Services
                                 (Azure hosting in EU)
                                 Licensing, OCR

             ─── Internet ─── CrossRef referencing
                               service (USA)

             ─── Internet ─── Google Analytics service
                               (USA)

             ─── Internet ─── Cloud Identity Providers:
                               Google, Apple, Microsoft,
                               Skolon, Facebook (various)

             ─── Internet ─── Google Books service
                               (USA)
```

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Local Data

- Writing Helper stores local data on the local device: this consists of user settings and other data relevant to the user (e.g. "preferred text-to-speech voice") but not personal data (e.g. date of birth, sex, name).
- User data might sometimes include an email address (e.g. alasdairking@westhaven.edu) to store log-in information.
- Writing Helper may be used to create work that might contain personal information (e.g. you create an essay about your personal history) and this will be stored on the local device.

Writing Helper ── Internet ── Everway (Claro Software) Services
(Azure hosting in EU)
Licensing, OCR

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