

Appen

ACADEMIC & RESEARCH

Supporting Researchers With Accurate, Secure and Ethical Data Handling

Academic research relies on high-quality data and that means ensuring every interview, focus group, or discussion is captured accurately and handled with absolute care.

Appen partners with universities, research institutions, academics, and clinical teams across the UK and internationally to provide secure transcription, translation, and note-taking services that meet strict ethical, regulatory and data-protection standards.

From health sciences and psychiatry to social sciences, business, medicine, and clinical trials, we support research across all disciplines with reliable, flexible services tailored to your methodology and protocols.

Simple, fast, accurate and secure

- **Quality:** ISO 9001 certified services underpinned by rigorous training and a formal quality assurance and audit process, ensuring accuracy, consistency and continuous improvement.
- **Information security:** ISO 27001 certified information management systems that are also approved by the UK Government's Cyber Essentials Plus scheme.
- **Confidentiality:** We take security and confidentiality very seriously here at Appen. We understand the importance of Non-Disclosure Agreements in ensuring your confidentiality. Our delivery team sign confidentiality agreements and comply with our Code of Conduct.



Trusted by Leading Universities

Appen is proud to support world-class institutions, academic research teams, and clinical departments. Our rigorous standards ensure sensitive research data is handled responsibly, ethically, and securely.

"The service and protocol are truly excellent... I will certainly let other researchers know about Appen and the level of care you take to protect data in alignment with Oxford's data protection protocols. Thank you again for all your work on this contract."

— University of Oxford

We act as a trusted extension of your research team, providing dependable support, safeguarding participant data, and delivering high-quality outputs that stand up to academic and regulatory scrutiny.

Where we can help

We support qualitative and mixed-methods research by producing clear, accurate, and confidential written records from:

- **Research Interviews:** Participant, expert, stakeholder, clinical or structured interviews.
- **One-to-One Interviews:** Academic, observational, or exploratory sessions.
- **Focus Groups:** Multi-speaker discussions, community research, workshops and cohort studies.
- **Clinical & Medical Research:** Sensitive healthcare recordings requiring stringent data protection.
- **Foreign Language Recordings:** Transcription, translation and interpreting across 180+ languages.
- **Video & Audio Data:** High-quality transcripts from any digital audio or video file.
- **Live Note-Taking:** For sessions where recording is not permitted or not suitable.

Whether you're conducting a small pilot study or a large multi-year research programme, Appen ensures your data is handled safely, accurately, and in full compliance with your institution's requirements.

Bespoke to Your Needs

- A dedicated and friendly Client Services team to manage your project from start to end
- A choice of transcriptions and turnaround times to meet your exact requirements
- Skilled and experienced transcribers matched to your content
- Secure information data management to meet with compliance for handling sensitive and confidential recordings
- Competitive rates
- Appen is an ethical supplier; we treat and pay our transcribers fairly



Crown
Commercial
Service
Supplier

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To discuss how Appen can support your needs:
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