PRIVACY POLICY

Medicidiom and the Dr. SpeakBetter app
Last updated: 27 October 2026

Data protection at a glance

Who is responsible	Talithia Richards, trading as Medicidiom (self-employed, Spain). Contact: info@medicidiom.com
Why we use your data	To run your account and the Dr. SpeakBetter app, deliver classes and research editing, take payments, answer your messages and, if you agree, send you news and measure how the website is used.
Legal basis	Our contract with you, your consent, our legal obligations (such as invoicing) and our legitimate interests (such as keeping the service secure).
Who else sees it	Only service providers that work for us (hosting, payments, AI processing, email). We never sell your data.
Your rights	Access, correct, delete, restrict, object, take your data with you, and withdraw consent. You can also complain to the Spanish Data Protection Agency (AEPD).
More detail	Read the full policy below.

1. Who we are

Medicidiom is the trading name of **Talithia Richards**, a self-employed professional (autónoma) registered in Spain. We provide medical English training, exam preparation, conference coaching and research editing, and we run the Dr. SpeakBetter app.

- Data controller: Talithia Richards (Medicidiom)
- Tax ID (NIF): Y3715104-C
- Address: C/ Ciutat Cooperativa, 90, bajos 2, 08830 Sant Boi de Llobregat (Barcelona), Spain
- Email for anything about your data: **info@medicidiom.com** (subject: "Data protection")
- Website: www.medicidiom.com

We have not appointed a Data Protection Officer, as the law does not require one for a business of our size and type. Write to the email above with any question.

2. What this policy covers

This policy applies when you visit our website, use the Dr. SpeakBetter app, book or attend classes (private, group or online), send us a manuscript for editing, subscribe to our newsletter, contact us, or when we contact you on behalf of your institution.

3. The data we collect

Type of data	Examples	Where it comes from
Account	Name, email address, password (stored encrypted), preferred language	You, when you sign up
Professional profile	Profession, specialty, career stage, English level, learning goals, title	You
Practice data	Voice recordings of your practice, transcripts, pronunciation and fluency scores, feedback, scenarios completed, progress, streaks, points and badges	Created when you use the app
Classes and bookings	Booked sessions, attendance, class notes and homework. Recordings of online classes, only if you agree.	You and your teacher
Research support	Manuscripts, abstracts, cover letters and other documents you send for editing	You
Payments and invoices	Billing name and address, tax ID (for invoices), what you bought, payment status. Card payments are handled by Stripe: we never see your full card number. For Bizum or bank transfer: payer name and payment reference.	You, Stripe, your bank
Messages	Emails, contact form messages, chat messages, notes from consultations	You
Newsletter	Email address, subscription status, whether you open or click our emails	You, our email provider

Type of data	Examples	Where it comes from
Technical and usage	IP address, device and browser type, pages visited, how you use the app, cookies (see section 12)	Your device
Institution contacts	Work name, job title, institution, work email and phone of staff at hospitals, universities and research centers	You, your institution, or public professional sources such as institution websites and LinkedIn

4. Voice, patient and health information

- **Your voice.** We use your voice recordings only to give you feedback on your pronunciation and speaking. We do not use your voice to identify you (no voiceprints or biometric identification).
- **Patient information.** The app's clinical scenarios are fictional. Please do not say or type real patient names or details. If you discuss a real case in a class, keep it anonymous.
- **Manuscripts.** Please send research documents with patient data removed or anonymised. If a manuscript contains personal data about other people, you confirm you are allowed to share it with us for editing. We use it only to edit it, and we keep it confidential.
- **Your own health.** We do not ask for information about your health. If you tell us something about your health (for example, to ask for accessibility adjustments), we use it only for that purpose.

5. Why we use your data and our legal basis

Purpose	Legal basis (GDPR)
Create and manage your account and give you access to the app	Contract (Art. 6.1.b)
Give you automated feedback, scores and progress tracking	Contract (Art. 6.1.b)
Deliver classes, bookings, consultations and research editing	Contract, or steps you ask for before a contract (Art. 6.1.b)
Take payments, issue invoices and keep accounting and tax records	Contract (Art. 6.1.b) and legal obligation (Art. 6.1.c)
Record online classes so you can watch them again	Your consent (Art. 6.1.a)
Use your recordings to train or improve AI	Only with your explicit opt-in consent (Art.

Purpose	Legal basis (GDPR)
models	6.1.a). You can withdraw it at any time.
Answer your messages and enquiries	Your request and our legitimate interest in replying (Art. 6.1.b and 6.1.f)
Send our newsletter and offers	Your consent (Art. 6.1.a). If you are already a client, we may email you about similar services under Art. 21.2 of Spain's LSSI; you can unsubscribe in every email.
Measure website use with analytics cookies	Your consent (Art. 6.1.a), given through the cookie banner
Improve the app using combined, anonymised usage statistics	Legitimate interest (Art. 6.1.f)
Keep the website and app secure and prevent misuse	Legitimate interest (Art. 6.1.f)
Contact staff at hospitals, universities and research centers about our services	Legitimate interest (Art. 6.1.f). You can object at any time and we will stop.

Some data is needed to provide the service (for example, your email to create an account). If you don't give it, we can't provide that service.

6. Automated feedback

Dr. SpeakBetter scores your pronunciation and fluency automatically. These scores are there to help you practise. They are not used to make decisions about you that have legal or similarly significant effects. If you think a score is wrong, write to us and a person will review it.

7. Who we share your data with

We use service providers (data processors) who handle data only on our instructions and under a data processing agreement. **We never sell your data.**

Provider	What they do for us	Where data is processed
Vercel Inc.	Hosts the website and app	EU / USA
Supabase Inc.	Database, user accounts and file storage	EU / USA
OpenAI	Speech recognition and the AI conversation coach	USA. Under OpenAI's API terms, data sent through the API is not used to train their models by default.
Stripe	Card payments	EU and USA
HubSpot	Contact management, contact	EU / USA

Provider	What they do for us	Where data is processed
	forms and newsletter	
Google	Website analytics (Google Analytics) and email (Google Workspace)	EU and USA
Otter.ai	Recording and transcribing online classes, only with your consent	EU / USA
n8n	Automatically passes sign-up details from the website to our contact system	EU / USA
Video-call platform	Online classes	EU / USA
Our accountant (gestoría)	Accounting and tax	Spain
Banks and Bizum	Bank transfer and Bizum payments	Spain

- **If your institution pays for your access,** your institution's administrator can see what is needed to manage your access (your name, email and whether you have activated your account) and, if agreed with your institution, your usage and progress. We never share your voice recordings with your institution. We will tell you what your institution can see before it gets access.
- **Authorities.** We share data with tax authorities, courts or police only when the law requires it.

8. Transfers outside the EU

Some of our providers are based in the USA or may process data there. When that happens, we make sure the transfer is protected: either the provider is certified under the EU–US Data Privacy Framework, or we use the European Commission's Standard Contractual Clauses. Write to us for a copy of the relevant safeguards.

9. How long we keep your data

Data	How long
Account and practice data, including voice recordings	While your account is active. If you don't use your account or buy any service for 2 years, we delete it after emailing you a warning. If you close your account, we delete it within 30 days.
Client data (bookings, classes, notes and messages)	2 years after your last class, purchase or contact with us
Recordings of online classes	2 years after the class, or sooner if you ask us

Data	How long
	to delete them
Documents (manuscripts and other documents you send for editing, and class materials)	5 years after we finish the work
Invoices, payments and accounting	6 years, as Spanish tax and commercial law requires
Newsletter	Until you unsubscribe
Institution contacts	Until you object, or 2 years without contact
Cookies	See section 12

After these periods, we delete the data or anonymise it so it can no longer identify you. Some data may be kept blocked, with access restricted, only for as long as needed to deal with possible legal claims.

10. Your rights

You can ask us at any time to:

- **Access** the data we hold about you, and get a copy.
- **Correct** data that is wrong or incomplete.
- **Delete** your data when we no longer need it or you withdraw consent.
- **Restrict** how we use it in certain cases.
- **Object** to how we use it, including for marketing and institutional contact.
- **Take your data with you** in a common format (portability).
- **Withdraw your consent** at any time. This doesn't affect what we did before you withdrew it.

To use any of these rights, email **info@medicidiom.com** with the subject "Data protection". We may ask you to confirm your identity. We will reply within one month.
If you are not happy with how we handle your data, you can complain to the **Spanish Data Protection Agency (Agencia Española de Protección de Datos)**, C/ Jorge Juan 6, 28001 Madrid, www.aepd.es. We would appreciate the chance to sort it out with you first.

11. How we protect your data

Data is encrypted when it travels between your device and our services (HTTPS), and our hosting providers store it encrypted. Only people who need access to do their work can see your data, and everyone who works with us, including interns, signs a confidentiality agreement. We review our providers' security before we use them.

12. Cookies

We use cookies that are needed for the website and app to work (for example, to keep you logged in). With your consent, we also use analytics cookies from Google Analytics to understand how the website is used. Vercel Analytics, which we also use, does not use cookies.

You can accept or reject analytics cookies in the cookie banner and change your choice at any time.

13. Age

Our services are for adults. We do not knowingly collect data from anyone under 18. If you believe a minor has given us their data, please contact us and we will delete it.

14. Changes to this policy

We may update this policy when our services or the law change. The date at the top shows the latest version. If we make important changes, we will tell you by email or in the app before they take effect.

15. Contact

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