

COMPUTER SYSTEMS PLUS, INC.

SentraCaptions Security and accessibility packet

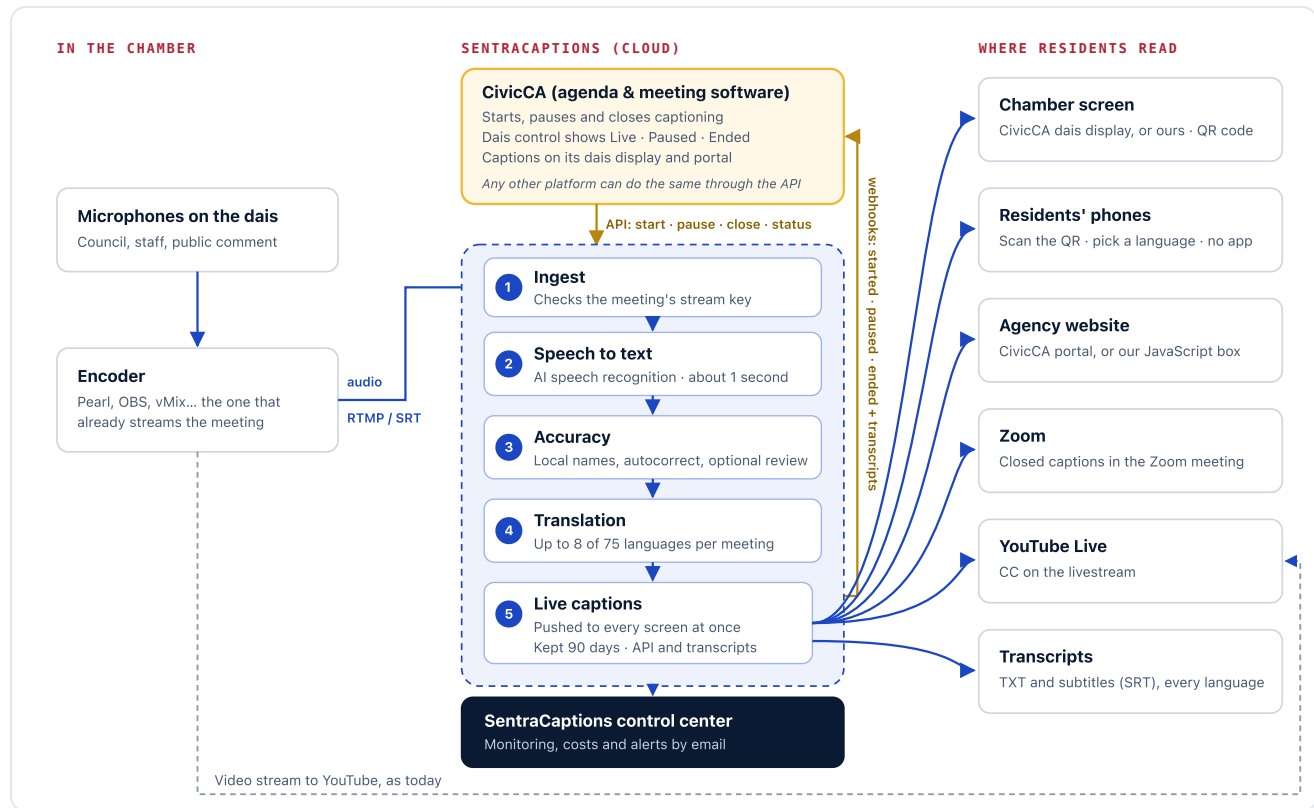
For IT, security and procurement reviews · October 29, 2026

Contents: 1. How it works · 2. Security, reliability and support · 3. Data handling and subprocessors · 4. Accessibility statement · 5. Accessibility Conformance Report (VPAT 2.5)

2134 North Fine Ave, Fresno, CA 93727 · sales@civicca.com · (559) 251-7767 · sentracaptions.com

1. HOW IT WORKS

From the encoder to every screen



Security, reliability and *support*

Everything an IT or procurement review asks for, in one place: where data lives, how it's protected, what we commit to, and the current status of our certifications.

AT A GLANCE

How meetings are *handled*

HOSTING

Amazon Web Services, United States only: Northern California (us-west-1), with speech recognition in Oregon (us-west-2).

ENCRYPTION

HTTPS (TLS 1.2 or 1.3, with HSTS) for every website, screen, phone page and API call. Encoder audio is encrypted in transit when sent over RTMPS or encrypted SRT (AES-256); plain RTMP remains available for older encoders. Data encrypted at rest (AES-256).

AUDIO AND VIDEO

Converted to text in real time and never recorded or stored.

CAPTION RETENTION

90 days, then deleted automatically. Download transcripts to keep them.

CLOSED SESSION

While captioning is paused, nothing is captioned, translated, stored or billed.

SEPARATION

Each customer has its own API keys; each meeting its own stream key and view token. No customer can read another's meetings.

KEYS

API keys are shown once and stored only as SHA-256 fingerprints.

STAFF ACCESS

Named CSP staff only, through single sign-on with Clerk; every change is recorded with who made it.

BACKUPS

Continuous backup of the caption database with 35 days of point-in-time restore.

LOGS

Application logs 30 days; an audit log of meetings, failures and staff actions 90 days.

RELIABILITY AND SUPPORT

What we *commit* to

Availability

99.9% monthly availability target for captioning and the API, excluding scheduled maintenance. Maintenance is never scheduled during a customer's scheduled meeting, and our deployment tooling refuses to update the service while any meeting is live. We report monthly availability to customers on request, and current status is always on our system status page.

Monitoring and alerts

The stream server, captioning, translation, outside deliveries (YouTube, Zoom, webhooks) and server health are checked every few seconds. Failures alert our team by email immediately: captioning stopping, a live meeting's stream being lost, captions being dropped, a webhook failing, or the server restarting.

Automatic recovery

If captioning fails it restarts on its own while the encoder keeps sending; if the encoder reconnects, the meeting continues where it left off. A paused meeting stays paused through restarts.

Recovery targets

- **Recovery point:** captions are saved as they are produced, so at most the sentence in progress is lost; the database can be restored to any point in the last 35 days.
- **Recovery time:** under 4 hours to rebuild the service from our infrastructure code if a server is lost entirely.

Incidents

We notify affected customers promptly when an incident affects their meetings, and send a written summary of what happened and what we changed for any significant incident.

Support

HOURS	Monday to Friday, 8:00 a.m. to 5:00 p.m. Pacific
MEETINGS	An engineer on call during each customer's scheduled meetings, evenings included
LIVE MEETING PROBLEM	Response within 15 minutes during covered hours
OTHER QUESTIONS	Response within 1 business day
PHONE	(559) 251-7767
EMAIL	sales@civicca.com

Customers receive the on-call contact for their meetings during setup.

CERTIFICATIONS

Independent assurance: *current status*

Computer Systems Plus does not currently hold a SOC 2 Type II report or ISO/IEC 27001 certification. We state this plainly rather than imply an assurance we don't hold. What we offer instead:

- **A SOC 2 readiness program** is under way, with third-party penetration testing scheduled to complete by the end of Q4 2026. We will share the results on request. Our target is a

SOC 2 Type II report by the end of Q2 2027.

- **Infrastructure assurance.** Amazon Web Services, which runs the infrastructure SentraCaptions uses, maintains SOC 2 Type II, ISO/IEC 27001 and FedRAMP attestations for its services. Clerk, which handles staff sign-in, maintains a SOC 2 Type II attestation. These cover those providers, not CSP itself.
- **Your security questionnaire**, or an industry-standard one such as the CSA CAIQ or SIG Lite, completed at no cost within your evaluation timeline.
- **Architecture, incident response and disaster recovery details** available for review through a confidential process.
- CSP is a SeedPod Certified Partner (independently vetted cybersecurity partner).

ACCESSIBILITY

Built to WCAG 2.1 *AA*

Our website, chamber screen, phone page, JavaScript caption box and control center are built and tested to WCAG 2.1 Level AA. See the Accessibility Conformance Report (VPAT 2.5) and our accessibility statement. Captions support WCAG 2.1 Success Criterion 1.2.4 for the meetings you caption; they don't by themselves make an agency's website or apps meet ADA Title II.

DATA AND SUBPROCESSORS

Who handles *what*

Amazon Web Services (hosting, speech recognition, translation, storage), Resend (email), Clerk (staff sign-in) and Cloudflare (DNS only). Meeting content stays in the United States. SentraCaptions doesn't use meeting content to train AI models. Details, retention periods and your rights are in the privacy policy; contract terms are in the terms of service.

Privacy policy

LAST UPDATED: OCTOBER 29, 2026

SentraCaptions is a service of Computer Systems Plus, Inc. ("CSP", "we"). This policy explains what we collect through sentracaptions.com and through the SentraCaptions service, how we use it, how long we keep it, and the choices you have.

Two roles

- **For meetings we caption**, we act on behalf of the public agency or platform that uses SentraCaptions (our customer). We process meeting content only to provide the service to that customer, under our agreement with them. Requests about a specific meeting are best sent to the agency that held it; we will help them respond.
- **For our website and our own business** (for example, demo requests), we decide how information is used, as described below.

Our website

- **No cookies, analytics or advertising trackers.** sentracaptions.com doesn't set cookies or use analytics or ad networks.
- **Demo requests.** When you use the contact form, we receive the name, organization, email address and, if you give them, phone number, meeting video link and message you enter, plus your IP address (to prevent abuse). We use them to reply to you and arrange a demo. The request is emailed to our sales team and kept for up to two years, then deleted, or sooner if you ask.
- **Server logs.** Like any website, our servers record technical information about requests (such as IP address, browser and pages requested) for security and troubleshooting. Application logs are kept for 30 days.

Meetings we caption

Information	What happens to it	How long we keep it
Meeting audio and video	Received from the agency's encoder and converted to text in real time. Never recorded or stored by us.	Not kept
Captions, translations and transcripts	Shown on the chamber screen, phones, the agency's website, Zoom and YouTube as the agency chooses; available to the agency as transcripts.	90 days, then deleted automatically
Corrections and speaker names	Typed by the agency's or our operators to correct captions or show who is speaking.	With the captions (90 days)
Meeting records	Title, times, languages, settings and usage (minutes), for operating and billing the service.	For the customer relationship, then as required for financial records
Event logs	What happened in the service (meetings starting and ending, errors, staff actions), for reliability and security.	90 days
Recordings uploaded for testing	Used only to run that test.	Deleted when the test ends

Customers decide which meetings to caption and are responsible for sending only meetings that are open to the public. Captioning can be paused for closed session; while paused, nothing is captioned, translated or stored.

Residents reading captions don't sign in or create an account. The phone page may remember your chosen language and text size in your own browser; it doesn't use cookies.

SentraCaptions does not use meeting content to train AI models, and we don't sell or share personal information for advertising.

Service providers (subprocessors)

Provider	What it does for us	Location
Amazon Web Services	Hosting, storage, speech recognition (Amazon Transcribe) and translation (Amazon Translate)	United States (California and Oregon)
Resend	Sending email: demo requests to our team, and service alerts	United States
Clerk	Sign-in for CSP staff to the SentraCaptions control center (staff accounts only)	United States
Cloudflare	Domain name service (DNS) only; website and caption traffic doesn't pass through it	Global

When an agency connects YouTube Live, Zoom or CivicCA, captions are sent to those services at the agency's direction, under the agency's own agreements with them. We will update this list before adding a provider that processes meeting content.

Security

Information is encrypted in transit (HTTPS) and at rest, access is limited to staff who need it and requires sign-in, and each customer and meeting has separate keys. See our Security page for details.

Your choices and rights

You can ask us to tell you what personal information we hold about you, correct it, or delete it. California residents have these rights under the California Consumer Privacy Act; we honor them for everyone. We won't treat you differently for using them. For meeting content, we'll forward your request to the agency that held the meeting and help them answer it.

To make a request, contact us using the details below. We may need to confirm your identity before acting on it.

Public agencies and public records

Public meetings and their records may be subject to public records laws, such as the California Public Records Act. Agencies decide what to keep as part of their records; the captions we hold are deleted after 90 days.

Children

Our website and service aren't directed to children under 13, and we don't knowingly collect their personal information.

Changes to this policy

If we make material changes, we'll update this page and the date above, and notify customers before the change takes effect.

Contact

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Accessibility statement

LAST UPDATED: OCTOBER 29, 2026

SentraCaptions exists to make public meetings accessible, so our own website and product have to be accessible too. This statement covers sentracaptions.com, the chamber screen, the phone caption page, the JavaScript caption box, and the SentraCaptions control center.

Our standard

We design, build and test to the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, the standard the U.S. Department of Justice adopted for state and local government web content under ADA Title II, and the basis of Section 508.

Conformance status

Based on our most recent evaluation (October 29, 2026), sentracaptions.com and the SentraCaptions product **conform to WCAG 2.1 Level AA**, with the limitations listed below. The details, criterion by criterion, are in our Accessibility Conformance Report (VPAT 2.5).

What the product does, and doesn't do, for your compliance

SentraCaptions provides live captions and translated text for meetings, which supports WCAG 2.1 Success Criterion 1.2.4 (Captions, Live) for the meetings you caption, and supports language access for residents. Captions are one part of accessible meetings. On their own they don't make an agency's website, apps or documents meet the ADA Title II rule; those need their own review. The Department of Justice currently lists compliance dates of April 26, 2027, for governments serving 50,000 or more people, and April 26, 2028, for smaller governments and special districts.

Captions are produced automatically and may contain errors, and every screen says so. If a resident who is deaf or hard of hearing asks for human captioning (CART) or another

accommodation, the agency should consider that request under the ADA's effective communication rules.

Accessibility features

- **Phone page:** no app or sign-in; choice of language; larger and smaller text; works with screen readers and zoom; right-to-left display for Arabic, Persian, Dari, Pashto, Urdu and Hebrew.
- **Chamber screen:** large, high-contrast text in light or dark themes; adjustable text size; a QR code with a written web address beside it.
- **JavaScript caption box:** new captions are announced to screen readers as they arrive (the sentence in progress isn't, so it doesn't chatter); keyboard scrolling; restylable with CSS for your site's contrast.
- **Website and control center:** keyboard access to every control with a visible focus indicator, skip links, headings and landmarks, light and dark themes in the control center, and no reliance on color alone.
- Animations stop on their own within five seconds or have a pause button, and respect the "reduce motion" setting.

How we test

- Automated testing with axe-core against WCAG 2.0 and 2.1 Level A and AA rules on every page of the website, on desktop and phone widths, and on every screen of the product.
- Scripted checks for what automated tools miss: keyboard-only use and focus visibility, reflow at 320 pixels wide, text enlarged to 200%, WCAG text spacing, contrast of text, focus indicators and form borders, language of parts, and moving content.
- Fixes are retested before release. We repeat the evaluation when we make significant changes, and at least once a year.

Known limitations

- **Automatic captions.** Speech recognition and machine translation can make mistakes, especially with names, crosstalk and poor audio. Glossaries, autocorrect, optional live review and transcript corrections reduce them.
- **Control center sign-in.** Staff sign in through Clerk, a third-party service. It passed our automated testing, but we don't control its code.
- **Diagram.** On very narrow screens the "How it works" diagram scrolls sideways; a full text version is provided with it.

- **Test lab video.** In the control center's test lab, the recording plays next to its live captions rather than with captions inside the video.
- We have not yet completed a full manual review with screen readers (NVDA, JAWS and VoiceOver); it is scheduled, and this statement will be updated.

Feedback and other formats

If something doesn't work for you, or you need information in another format (large print, plain text, or a phone walk-through), contact us. We reply within one business day and will work with you on an accessible alternative while we fix the problem.

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Accessibility Conformance Report

VPAT® VERSION 2.5 REV (SECTION 508 EDITION, INCLUDING WCAG 2.1) · OCTOBER 29, 2026

[Download this report \(PDF\)](#)[Security & accessibility packet \(PDF\)](#)

Name of product / version

SentraCaptions, release 2026.10: chamber screen, phone caption page, JavaScript caption box, control center, website and documentation

Report date

October 29, 2026

Product description

Live captions and translated text for public meetings, shown on chamber displays, residents' phones, agency websites, Zoom and YouTube Live, with an operator control center and API.

Contact information

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Notes

Staff sign-in to the control center is provided by a third party (Clerk); it was included in automated testing but is not under our control. Captions are produced automatically and may contain errors; the accuracy of captions is a content-quality matter separate from the accessibility of the product's interface. A full manual review with screen readers (NVDA, JAWS, VoiceOver) is scheduled and not yet complete; this report will be updated when it is.

Evaluation methods used

Self-evaluation by Computer Systems Plus. Automated testing with axe-core 4 (WCAG 2.0/2.1 A and AA rules) of all 65 website pages at desktop and phone widths and of every product screen in light and dark themes; scripted testing of keyboard operation and focus visibility, reflow at 320 CSS pixels, 200% text, WCAG text spacing, contrast of text, focus indicators and form borders, language of parts and moving content; and code review of semantics. Issues found were fixed and retested before this report.

Applicable standards and guidelines

Standard / guideline	Included in report
Web Content Accessibility Guidelines 2.0	Level A (Yes) · Level AA (Yes) · Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) · Level AA (Yes) · Level AAA (No)
Revised Section 508 standards (January 18, 2017; corrected January 22, 2018)	Yes

Terms

- **Supports:** the functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** some functionality of the product does not meet the criterion.
- **Does Not Support:** the majority of product functionality does not meet the criterion.
- **Not Applicable:** the criterion is not relevant to the product.

Summary: **44 criteria supported, 6 not applicable, none partially supported or not supported** across WCAG 2.1 Levels A and AA.

Table 1: WCAG 2.1 Success Criteria, Level A

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content	Supports	Images have text alternatives; decorative images are hidden from assistive technology. The "How it works" diagram has a full text version. QR codes are accompanied by the written web address. Charts in the control center have text descriptions.

Criteria	Conformance level	Remarks and explanations
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	The product and website contain no prerecorded audio-only or video-only content.
1.2.2 Captions (Prerecorded)	Not Applicable	No prerecorded synchronized media. (Transcripts and SRT subtitle files the product produces help customers caption their own recordings.)
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	No prerecorded synchronized media.
1.3.1 Info and Relationships	Supports	Headings, landmarks, lists, tables with header cells, labeled form fields and fieldsets. Caption areas use a live log region.
1.3.2 Meaningful Sequence	Supports	Reading order follows the visual order on all screen sizes.
1.3.3 Sensory Characteristics	Supports	Instructions don't rely on shape, size, position or sound alone.
1.4.1 Use of Color	Supports	States (live, paused, error) are shown with text as well as color.
1.4.2 Audio Control	Supports	Nothing plays sound automatically. The test lab recording in the control center starts muted.
2.1.1 Keyboard	Supports	All functions work with a keyboard, including scrolling caption areas. The chamber screen has no controls; full screen is available through the browser.

Criteria	Conformance level	Remarks and explanations
2.1.2 No Keyboard Trap	Supports	Tested by tabbing through every screen; dialogs close with Escape.
2.1.4 Character Key Shortcuts	Not Applicable	No single-character keyboard shortcuts.
2.2.1 Timing Adjustable	Supports	No time limits on users. On the optional live correction desk, an operator can hold any caption indefinitely. Error messages stay until dismissed.
2.2.2 Pause, Stop, Hide	Supports	Animations stop within five seconds or have a pause button and respect the reduce-motion setting. Control center screens that refresh themselves have a "Pause updates" button. Live captions updating as people speak is the essential purpose of the caption views.
2.3.1 Three Flashes or Below Threshold	Supports	No flashing content.
2.4.1 Bypass Blocks	Supports	"Skip to content" links on the website and control center. The phone page and chamber screen have no repeated navigation blocks before the captions.
2.4.2 Page Titled	Supports	Every page and control center screen has a descriptive title.
2.4.3 Focus Order	Supports	Focus follows the visual and logical order; dialogs receive focus when opened.
2.4.4 Link Purpose (In Context)	Supports	Link text, or link text with its surrounding context, describes the destination.

Criteria	Conformance level	Remarks and explanations
2.5.1 Pointer Gestures	Supports	No path-based or multipoint gestures are required.
2.5.2 Pointer Cancellation	Supports	Actions run on release (standard buttons and links).
2.5.3 Label in Name	Supports	Accessible names include the visible label text (for example, the "A-" and "A+" text-size buttons are named "A- smaller text" and "A+ larger text").
2.5.4 Motion Actuation	Not Applicable	No functions are operated by device motion.
3.1.1 Language of Page	Supports	Each page declares its language; the phone page switches it to the language the reader chooses.
3.2.1 On Focus	Supports	Focus never triggers a change of context.
3.2.2 On Input	Supports	Changing a setting doesn't move the user to another page; selections are applied with a button.
3.3.1 Error Identification	Supports	Errors are described in text next to the field and summarized in a status message.
3.3.2 Labels or Instructions	Supports	All fields have visible labels and, where needed, instructions (for example, glossary format).
4.1.1 Parsing	Supports	For WCAG 2.1, this criterion is treated as always satisfied for HTML (WCAG errata); pages also pass automated markup checks.

Criteria	Conformance level	Remarks and explanations
4.1.2 Name, Role, Value	Supports	Native HTML controls are used throughout; toggle buttons expose their pressed state; dialogs use the native dialog element.

Table 2: WCAG 2.1 Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
1.2.4 Captions (Live)	Supports	Providing live captions is the product's purpose. Captions are produced automatically and may contain errors; every caption view says so. In the control center test lab, captions are shown beside the recording rather than inside it.
1.2.5 Audio Description (Prerecorded)	Not Applicable	No prerecorded synchronized media.
1.3.4 Orientation	Supports	Works in portrait and landscape; orientation is never locked.
1.3.5 Identify Input Purpose	Supports	Personal-information fields on the contact form use autocomplete attributes (name, organization, email, telephone).
1.4.3 Contrast (Minimum)	Supports	Text meets 4.5:1 (3:1 for large text) in light and dark themes, including earlier caption lines on the chamber screen.
1.4.4 Resize Text	Supports	Tested with text enlarged to 200%: no loss of content or function.

Criteria	Conformance level	Remarks and explanations
1.4.5 Images of Text	Supports	Text is real text, including in the diagram; the only image of text is the logo.
1.4.10 Reflow	Supports	Tested at 320 CSS pixels wide with no horizontal scrolling, except the diagram and data tables, which are two-dimensional content WCAG allows to scroll (the diagram has a text version).
1.4.11 Non-text Contrast	Supports	Form field borders and focus indicators meet 3:1 against adjacent colors.
1.4.12 Text Spacing	Supports	Tested with WCAG text-spacing overrides: no clipped or overlapping text.
1.4.13 Content on Hover or Focus	Supports	No custom content appears on hover or focus; chart bars use the browser's own tooltips.
2.4.5 Multiple Ways	Supports	Website pages are reachable from the main navigation, the footer and the blog index; the control center has a persistent menu.
2.4.6 Headings and Labels	Supports	Headings and labels describe their topic or purpose.
2.4.7 Focus Visible	Supports	Every focusable element shows a visible focus indicator (tested by tabbing through each screen).
3.1.2 Language of Parts	Supports	Captions and translations are marked with their language (and right-to-left direction where needed) on the chamber screen, phone page, caption box and control center.

Criteria	Conformance level	Remarks and explanations
3.2.3 Consistent Navigation	Supports	The same header, navigation and footer appear on every website page; the control center menu is the same on every screen.
3.2.4 Consistent Identification	Supports	Components with the same function are labeled the same way.
3.3.3 Error Suggestion	Supports	Error messages say how to fix the problem (for example, the expected format of an email address or glossary rule).
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	Actions that delete or cut off access (closing a meeting, revoking a key, disabling a customer, replacing a webhook secret) ask for confirmation; caption corrections keep the original text.
4.1.3 Status Messages	Supports	Form results and control center confirmations use status regions announced by screen readers without moving focus; new captions are announced through a log region.

Level AAA criteria were not evaluated.

Revised Section 508 report

Chapter 2: Scoping requirements. Web content and software user interfaces are evaluated against WCAG 2.1 Level A and AA above (E205.4, E207.2).

Chapter 3: Functional Performance Criteria

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Supports	Semantic HTML, labeled controls and live regions work with screen readers; captions are text that screen readers and braille displays can read.
302.2 With Limited Vision	Supports	Text resizes to 200% and reflows; adjustable caption text size on the phone page and chamber screen; light and dark themes; high contrast.
302.3 Without Perception of Color	Supports	Color is never the only way information is shown.
302.4 Without Hearing	Supports	The product's purpose: live captions and translated text of spoken meetings. No information is conveyed by sound alone.
302.5 With Limited Hearing	Supports	As above; captions don't depend on hearing.
302.6 Without Speech	Supports	No function requires speech.
302.7 With Limited Manipulation	Supports	Full keyboard operation; no fine pointer gestures or time-critical input.
302.8 With Limited Reach and Strength	Supports	No physical requirements beyond a standard device.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Plain-language interface and content; captions in the reader's language; consistent layouts; no time limits.

Chapter 4: Hardware — Not applicable: SentraCaptions is software; it runs on the customer's existing displays, phones and computers.

Chapter 5: Software

Criteria	Conformance level	Remarks and explanations
501.1 Scope	Supports	SentraCaptions is web software; its user interfaces are evaluated against WCAG 2.1 above, as Section 508 E205.4 and 501.1 provide.
502 Interoperability with Assistive Technology	Not Applicable	Applies to platform software; the product runs in standard web browsers, which provide accessibility services.
503.2 User Preferences	Supports	Follows the system light/dark preference and reduce-motion setting, and the browser's text size and zoom.
503.3 Alternative User Interfaces	Not Applicable	The product doesn't provide an alternative user interface that functions as assistive technology.
503.4.1 Caption Controls	Supports	Caption views offer language selection and text-size controls at the same level as the captions themselves.
503.4.2 Audio Description Controls	Not Applicable	The product doesn't play video with audio description.
504 Authoring Tools	Not Applicable	The product isn't an authoring tool for web content. (Caption corrections edit text only.)

Chapter 6: Support Documentation and Services

Criteria	Conformance level	Remarks and explanations
602.2 Accessibility and Compatibility Features	Supports	The accessibility statement and this report describe accessibility features and how to use them.
602.3 Electronic Support Documentation	Supports	The website, API reference and guides conform to WCAG 2.1 AA as described above.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation is electronic; other formats are provided on request.
603.2 Information on Accessibility and Compatibility Features	Supports	Support staff can explain the product's accessibility features.
603.3 Accommodation of Communication Needs	Supports	Support by email and phone, including relay services; we accommodate other communication needs on request.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI). This report follows the VPAT 2.5 Rev Section 508 template.