

# How Does Heidi Work?

Heidi is a helpful tool that allows your practitioner to focus entirely on you during their visit while still allowing them to accurately capture information, ensuring a comprehensive and precise record of your services.



## Do I have to give consent?

Your consent is crucial. All practitioners are encouraged to obtain consent before using Heidi. You can withdraw your consent at any time.



## Who has access to my information?

Your practitioner and secure clinical systems used by ESA. We use strict access controls and comply with Australian privacy laws. Our systems are certified to global standards like SOC 2 and ISO 27001, ensuring the highest levels of data security and confidentiality.



## Where is my data stored?

All data is locally hosted in Australia. This is how we prioritise data sovereignty and enhance data security, while also ensuring compliance with Australian data protection regulations.

## How is my data used?

Our approach to data collection is threefold:

1. Be Transparent: We clearly explain how we use your data in our Privacy Policy.
2. Limit Collection: We only collect data that is essential for providing you our services or enhancing Heidi's effectiveness.
3. Ensure Security: We restrict the disclosure, retention, and use of your data, ensuring it is safeguarded.

Our commitment ensures that every piece of information collected has a clear purpose, either to deliver the service you love or to improve Heidi's performance and accuracy.

## Do you store recordings of my appointment?

No. Conversations are transcribed simultaneously while they happen, meaning no recordings are ever stored. Notes that a practitioner saves from the appointment will be added to your Electronic Health Record in your practitioner's Customer Management System.

For more information visit [heidihealth.com](https://heidihealth.com)

# Client Informed Consent

Before we proceed with your appointment, I want to inform you about an important aspect of how we document our sessions. We use a note taking tool called Heidi to accurately and efficiently capture the details of our discussions and the outcomes of our appointments. Heidi ensures that we can focus more on our conversation and less on manual note taking, enhancing the quality of service you receive.

Your consent is crucial for us to use this technology. Please understand that your information will be handled with the utmost care, and Heidi's use is aimed solely at improving your experience.

## What You Need to Know

### Purpose of Heidi

- Heidi is used to assist with documenting your session, capturing only what is necessary for accurate records.
- Heidi supports but does not replace your practitioner's professional judgment. All decisions are co-developed with you and your practitioner.

### Your Data

- Your data will be handled in accordance with our Privacy Policy, The Australian Privacy Act and other applicable legislation.
- Your identifiable personal information is not used for secondary purposes. De-identified data may be used by Heidi Health to improve system performance and accuracy.
- Data undergoes a rigorous de-identification process to remove personal identifiers.
- Data is handled securely, with encryption and regular audits to ensure compliance.

### Your Rights

You can choose to opt-out of the use of Heidi at any time.

### Consent

Do you consent to the collection and processing of your personal information by Heidi and associated third party systems, and the transcription of your session by Heidi?