Privacy Policy

Privacy Policy for TECdoc Scribe

Effective Date: 1 Jan 2025

Last Updated: 10 Mar 2025

Welcome to TECdoc Scribe! Your privacy is important to us. This Privacy Policy explains how **TECdoc, Inc.** ("Company," "we," "us," or "our") collects, uses, and protects your information when you use our AI-powered medical scribe software, TECdoc Scribe.

By using TECdoc Scribe, you agree to the practices outlined in this Privacy Policy.

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1. INFORMATION WE COLLECT

When you use TECdoc Scribe, we may collect the following types of information:

1.1. Information You Provide

- **Account Information:** Name, email address, phone number, and other details you provide when creating an account.

- **Billing Information:** Payment details if you subscribe to a paid plan.

1.2. Information Automatically Collected

- **Usage Data:** Information about how you interact with TECdoc Scribe, including features used, timestamps, and session details.

- **Device Information:** IP address, browser type, operating system, and device settings.

- **Cookies & Tracking Technologies:** We may use cookies or similar tracking tools to improve your experience.

1.3. AI Processing & Temporary Data Handling

- **Audio & Transcription Data:** TECdoc Scribe may process recorded audio to generate medical documentation.

- **Image Processing:** Users may upload medical images (e.g., rashes, EKGs) for AI analysis.

- **HIPAA Compliance:** While TECdoc Scribe is HIPAA-compliant, **users should avoid inputting protected health information (PHI) unless necessary.**

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2. HOW WE USE YOUR INFORMATION

We use your information to:

- Provide, improve, and personalize TECdoc Scribe.

- Process transactions and manage subscriptions.

- Ensure compliance with security and legal obligations.

- Detect, prevent, and address security threats or abuse.

- Send important service updates and customer support communications.

We do NOT use AI-generated content or user data for training our AI models.

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3. DATA SECURITY & HIPAA COMPLIANCE

We take privacy and security seriously. Our safeguards include:

✅ **Encryption**: All transmitted data is encrypted.

✅ **Secure Storage**: Limited user data is stored securely.

✅ **Access Control**: Only authorized personnel can access necessary data.

✅ **HIPAA Compliance**: We follow HIPAA guidelines, but users should not input PHI unless necessary.

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4. DATA SHARING & DISCLOSURE

We do **NOT** sell, trade, or rent your personal data. However, we may share information in the following cases:

- **Service Providers:** We work with third-party vendors for payment processing and technical support.

- **Legal Compliance:** If required by law or in response to a legal request.

- **Business Transfers:** In case of a merger, acquisition, or sale of assets.

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5. USER RESPONSIBILITIES

- **Data Protection:** Users should avoid entering PHI into the system unless necessary.

- **Account Security:** Users must keep their login credentials confidential.

- **Review of AI-Generated Content:** Users are responsible for verifying and approving AI-generated documentation before using it clinically.

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6. YOUR RIGHTS & CHOICES

You have the right to:

- **Access & Correct Your Information**: Update your account details at any time.
- **Request Data Deletion**: Request account closure and data removal.
- **Opt-Out of Marketing**: Unsubscribe from promotional emails.

To exercise these rights, email **[Your Support Email]**.

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7. THIRD-PARTY LINKS & INTEGRATIONS

TECdoc Scribe may integrate with third-party **Electronic Medical Record (EMR) systems**. These services have separate privacy policies, and we encourage users to review them before use.

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8. CHANGES TO THIS PRIVACY POLICY

We may update this policy periodically. The latest version will always be available at **https://tecdoc.ai**. Continued use of TECdoc Scribe after changes constitutes acceptance of the updated terms.

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9. CONTACT US

For privacy-related questions, contact us at:

✉ **Email:** info@tecdoc.ai

📞 **Phone:** 480-42-2328

📍 **Address:** 70 S. Val Vista Dr., Ste A3-624, Gilbert, AZ 85296

By using TECdoc Scribe, you acknowledge that you have read and understood this Privacy Policy.