

Comprehend PT Privacy Policy

Last Updated: 9/15/2025

Introduction

Comprehend PT is committed to protecting the privacy and security of our users' data. This privacy policy outlines how we collect, use, disclose, and safeguard your information when you use our Product, including any media form, media channel, mobile website, or mobile application related or connected thereto. By using our services, you consent to the data practices described in this policy.

Information We Collect

We may collect personal and health-related information necessary to provide our services, including but not limited to:

- Personal identification information (Name, email address, phone number, etc.)
- Health information as part of the medical documentation process
- Any other information users choose to provide

Use of Your Information

The information we collect is used to:

- Provide, operate, and maintain our services
- Improve, personalize, and expand our services
- Understand and analyze how you use our services
- Develop new products, services, features, and functionality
- Communicate with you for service updates, customer service, and marketing purposes
- Process your transactions
- Find and prevent fraud

Disclosure of Your Information

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information unless we provide users with advance notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential.

Data Retention & Deletion

We retain PHI only as long as required to deliver services or as required by law. Audio recordings and transcripts are securely deleted once they are no longer needed for note generation (unless otherwise required under your clinic's agreement). Clinics may request deletion of data, subject to HIPAA and applicable medical record retention laws.

HIPAA Compliance

We adhere strictly to HIPAA guidelines to ensure the confidentiality, integrity, and security of protected health information (PHI). Each user is required to sign a Business Associate Agreement (BAA) with us, which further reinforces our commitment to safeguarding health information. Data is encrypted in transit and at rest, access is role-based and audited, and systems are regularly tested and monitored.

Changes to This Privacy Policy

We reserve the right to make changes to this privacy policy at any time and for any reason. We will alert you about any changes by updating the "Effective Date" of this privacy policy. You are encouraged to periodically review this privacy policy to stay informed of updates.

Contact Us

If you have questions or comments about this Privacy Policy, please contact us at: contact@comprehendpt.ai.