Privacy Policy for Perspectives Health Chrome Extension

Effective Date: February 1, 2025

1. Introduction

Perspectives Health ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how our Chrome Extension ("Extension") collects, uses, and protects your information when automating workflows in behavioral health electronic medical records (EMRs) using speech-to-text technology. By using our Extension, you agree to the collection and use of information in accordance with this policy.

2. Information We Collect

a. Automatically Collected Information

- Audio data: Speech-to-text technology transcribes conversations into structured data fields. Audio recordings are securely transmitted to our cloud-hosted servers and processed using AssemblyAI. AssemblyAI does not retain user data after transcription.

- Document data: Any uploaded document is transmitted securely to our cloud-hosted servers for extraction and stored in DigitalOcean Spaces object storage, which is HIPAA-compliant and encrypted using AES-256.

- Transcription data: Speech-to-text transcripts and extracted information from documents are stored in an AWS database along with corresponding links to the original files stored in DigitalOcean Spaces object storage.

- Usage data: Interaction logs, timestamps, and non-identifiable metadata to improve performance and troubleshoot issues.

- System information: Browser type, operating system, and extension version.

b. Information You Provide

- User-generated content: If you enter text manually or use voice inputs, that information is processed to generate clinical notes.

- Authentication data: If required, we may collect login credentials or API keys to integrate with EMRs (only if explicitly authorized).

c. Data from Integrated EMRs

Perspectives Health does not have direct access to patient EMR records. However, the Extension stores transcriptions and extracted document data in a secure AWS database for clinicians to access, with links to the corresponding files stored in DigitalOcean Spaces object storage.

3. How We Use Your Information

- Transcribe conversations into structured behavioral health documentation (e.g., ASAM assessments, DAP notes).

- Autofill EMR fields to reduce administrative burden.

- Process uploaded documents to extract structured data.

- Maintain compliance with HIPAA and other relevant regulations.

4. Data Storage and Security

- Cloud-based storage: Audio files and uploaded documents are stored in DigitalOcean Spaces object storage, which is HIPAA-compliant and encrypted using AES-256.

- AWS database: Transcriptions and extracted information from documents are stored in an AWS database, with corresponding links to the DigitalOcean Spaces storage.

- Retention policy: Data is retained until a clinician or patient requests deletion.

- Restricted access: Only authorized clinicians can access stored data. Perspectives Health does not access, sell, or share patient data.

- Encryption standards: All data is encrypted using AES-256 encryption at rest and TLS 1.2+ in transit.

- Secure transmission: All data transfers between users, our extension, and cloud services are protected using HTTPS (TLS 1.2 or higher) to prevent interception or unauthorized access.

- HIPAA compliance: Perspectives Health has signed a Business Associate Agreement (BAA) with AWS and DigitalOcean, ensuring HIPAA-compliant security measures.

5. Third-Party Services

- The Extension interfaces with third-party EMRs. Users should review their EMR provider's privacy policies to understand how their data is handled.

- Audio transcriptions are processed via AssemblyAI, a third-party speech-to-text service. AssemblyAI does not retain user data after processing.

- All stored data is protected under HIPAA-compliant security protocols.

6. User & Patient Controls

- Microphone access: The Extension requires microphone permissions for speech-to-text functionality. Users can disable this access at any time through browser settings.

- Document uploads: Users control which documents are uploaded via the Extension.

- Data deletion requests:

   - Clinicians can request deletion of stored documents, audio files, and transcriptions by contacting eshan@perspectiveshealth.ai.

   - Patients may also request deletion of their data by emailing eshan@perspectiveshealth.ai with identifying details for verification.

7. Compliance with HIPAA & Data Protection Laws

- Perspectives Health follows industry best practices to comply with HIPAA, GDPR (if applicable), and other relevant privacy regulations.

- Data is encrypted in transit and at rest.

- Only authorized clinicians can access stored information.

- Data is never shared with third parties beyond what is necessary for processing.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted here with an updated effective date. Continued use of the Extension constitutes acceptance of the revised policy.

9. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

Email: eshan@perspectiveshealth.ai

Website: perspectiveshealth.ai

By using the Perspectives Health Chrome Extension, you acknowledge that you have read and understood this Privacy Policy.