



How does it work?

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



Do I have to give consent?

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



Who has access to my medical information?

We employ robust and strict access controls meaning only your clinician has access to sensitive information. We are GDPR and NHS compliant and our information management systems are also ISO27001 accredited for data security.



Do you store recordings of my appointment?

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



How is my data used?

Our approach to data collection is threefold:

- **Be Transparent:** We clearly explain how we use your data in our Privacy Policy and Terms and Conditions.
- **Limit Collection:** We only collect data that is essential for providing you our services or enhancing Heidi's effectiveness.
- **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 product you love or to improve Heidi's performance and accuracy.

Where is my data stored?

We prioritise data sovereignty by ensuring all our data is locally hosted within the UK. This practice enhances data security while also ensuring compliance with UK data protection regulations.

Any questions?

Get in touch at hello@heidihealth.com or visit heidihealth.com

