

CHIRONOTE PRIVACY POLICY

Effective August 29, 2026 | HEALTECH LLC

This Privacy Policy explains how HEALTECH LLC ("ChiroNote," "we," "us," or "our") collects, uses, discloses, and protects information when you use ChiroNote websites, web and mobile applications, the ChiroNote Chrome extension, and related support services (collectively, the "Services").

ChiroNote helps clinicians prepare, review, and transfer clinical documentation. It is a documentation tool and does not provide medical advice, diagnosis, or treatment. The clinician remains responsible for obtaining required consent and reviewing all generated text before placing it in a patient record.

1. SCOPE AND ROLES

This Policy applies to information processed through the Services. A healthcare provider may submit patient information to ChiroNote. Depending on the circumstances, that provider may be the controller or covered entity and HEALTECH LLC may act as its service provider, processor, or business associate. Where an executed Business Associate Agreement or other data-processing agreement applies, that agreement also governs the covered information.

The availability of technical safeguards or a Business Associate Agreement does not, by itself, make every use of ChiroNote compliant with HIPAA or other healthcare laws. Customers are responsible for configuring and using the Services lawfully, including obtaining recording consent and limiting the information they submit.

2. INFORMATION WE PROCESS

Account and authentication information

- Name, email address, account identifier, organization or practice information, and subscription status.
- Authentication tokens and temporary credentials used to sign you in and authorize service requests. ChiroNote does not need access to your plaintext password.

Clinical and user-provided content

- Microphone audio that you choose to record, together with transcription and processing status.
- Transcripts, clinical notes, note instructions, edits, templates, and other content you submit or generate.
- Information that may appear in clinical content, including patient names, symptoms, medical history, diagnoses, procedures, and other health or identifying information.

Preferences, support, and operational information

- Product settings and note-format preferences stored in your account or locally on your device.
- Messages and information you provide when requesting support or communicating with us.

- Technical information needed to operate, secure, and troubleshoot the Services, such as device and browser type, IP address, request time, error and security events, and service-response metadata.

Payments

Payment providers process payment-card and transaction information for paid plans. We may receive subscription, billing-status, and transaction-reference information, but we do not intentionally store full payment-card numbers in ChiroNote application systems.

3. CHROME EXTENSION DATA USE

The ChiroNote Chrome extension has the single purpose of helping a signed-in user record a visit, review generated or recent notes, and transfer user-selected note text into the user's documentation workflow.

Side panel and ChiroNote services

- The side panel connects only to the ChiroNote authentication, storage, transcription, note-generation, and synchronization services needed for this purpose.
- Microphone audio is accessed only after you start recording and grant browser permission.
- The extension retrieves only notes associated with the signed-in ChiroNote account.

Clipboard transfer

- When you select Copy, the extension writes the note text you selected to the clipboard.
- The extension does not read unrelated clipboard contents.

Direct insertion into an active page

A version of the extension that visibly offers an Insert or Paste into page action may, only after an affirmative user action, temporarily access the active browser tab and the user-selected editable field to insert note text chosen by the user. This access is limited to completing that user-facing action.

- The feature may process limited page information on the device to identify the active editable field and place the selected text.
- It is not designed to collect browsing history, monitor keystrokes, scrape the page, read unrelated page content, or transmit the parent page's contents to ChiroNote.
- ChiroNote does not automatically insert text without a user command. Users must review the note and remain responsible for the resulting record.

If direct insertion is introduced or materially changed, the extension will request only the narrowest Chrome permissions needed for the feature and will provide any additional notice and consent required before handling new categories of website data.

Chrome Web Store Limited Use

ChiroNote's use and transfer of information received through Chrome extension APIs will comply with the Chrome Web Store User Data Policy, including the Limited Use requirements. We use such information only to provide or improve the extension's disclosed user-facing purpose; we do not use it for personalized advertising, creditworthiness, lending, or sale to data brokers.

4. HOW WE USE INFORMATION

- Provide authentication, recording, transcription, note generation, note history, review, copying, insertion, account, and support features.
- Maintain, secure, troubleshoot, and improve the reliability and safety of the Services.
- Administer plans, usage allowances, transactions, and customer relationships.
- Respond to support requests and communicate service, security, legal, or account notices.
- Comply with law, enforce agreements, prevent abuse, and protect users, patients, ChiroNote, and others.

We do not use clinical content, website content accessed for direct insertion, or Chrome browsing activity for targeted advertising or to determine creditworthiness.

5. WHEN WE DISCLOSE INFORMATION

We may disclose information only as needed for the following purposes:

- Service providers and subprocessors that support hosting, authentication, storage, transcription, artificial-intelligence processing, communications, payments, security, and customer support. These may include AWS, AssemblyAI, OpenAI, Anthropic, Stripe, and their relevant affiliates or infrastructure providers.
- A customer's authorized users and administrators, according to the customer's account settings and agreements.
- Legal, compliance, safety, and security purposes when disclosure is required by law or reasonably necessary to protect rights, safety, systems, or users.
- A merger, financing, acquisition, reorganization, or sale of assets, subject to applicable notice, consent, contractual, and legal requirements.

We do not sell clinical content or Chrome extension user data. We do not permit service providers to use that information for their own advertising or unrelated purposes. Human access to clinical content is restricted to circumstances permitted by applicable agreements and law, such as specific user-authorized support, security investigation, legal compliance, or appropriately protected operational review.

6. RETENTION AND DELETION

We retain information for the time reasonably necessary to provide the Services, maintain security and business records, meet contractual commitments, and comply with law. Retention varies by information type, account settings, processing stage, customer instructions, and applicable agreement.

- Local capture may stop when you discard a recording or close the extension, but that action is not necessarily a server-side deletion request for information already uploaded or accepted for processing.
- Account holders may request access, correction, export, or deletion using the contact information below, subject to identity verification and legal, contractual, security, backup, and recordkeeping limits.
- A healthcare provider may need to handle patient requests under its own privacy process. Patients should ordinarily contact the provider that submitted their information.

7. SECURITY

We use administrative, technical, and physical safeguards designed to protect information, including access controls and encrypted network transmission. No system is completely secure, and we cannot guarantee that unauthorized access, loss, or misuse will never occur. Users must protect their credentials, devices, browser profiles, and patient-record workflows.

8. COOKIES, LOCAL STORAGE, AND ANALYTICS

The Services may use cookies, browser storage, and similar technologies for authentication, preferences, security, and essential operation. Our websites may use analytics or marketing technologies as separately disclosed and consented to where required. The Chrome extension does not use clinical content, parent-page content, or browsing activity for advertising analytics.

9. CHILDREN

The Services are intended for adult professionals and authorized workforce members, not for children to create their own accounts. Clinical information about a minor may be processed when submitted by an authorized healthcare provider in accordance with applicable law and agreement.

10. PRIVACY RIGHTS

Depending on your location and relationship with ChiroNote, you may have rights to request access, correction, deletion, restriction, portability, or information about disclosures, or to appeal a response. These rights may be limited by applicable law and by ChiroNote's role as a service provider or business associate. We may verify identity and authority before acting on a request.

11. INTERNATIONAL PROCESSING

ChiroNote and its service providers may process information in the United States and other locations where they operate. Where required, we use contractual or other safeguards for cross-border transfers.

12. CHANGES TO THIS POLICY

We may update this Policy as the Services, law, or our practices change. We will post the revised Policy with a new effective date and provide additional notice when required. Material changes to extension data practices will also be disclosed through the Chrome Web Store listing or extension interface as required.

13. CONTACT US

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