

Scribeberry Notice of Privacy Practices (NPP)

Scribeberry is a healthcare tool tailored to meet the needs of healthcare professionals. Our primary function is to create detailed chart notes and letters from audio or text input.

I. How We Handle PHI

Purpose of Collecting PHI:

The sole reason we gather and process PHI is to generate comprehensive notes and letters that can aid healthcare professionals in their practice. We do not use this information for any other purposes. The PHI gathered is end-to-end encrypted and stored temporarily in an encrypted state on Microsoft Azure, our cloud provider

Processing via Microsoft Azure:

We have partnered with Microsoft Azure, an industry-leading cloud provider who already has safeguards in place for its commitment to privacy compliance. This partnership ensures that the PHI undergoes processing in a secure environment that meets privacy standards. We have a HIPAA business associate agreement with Microsoft to safeguard any data and prevent any unwarranted access of data.

Storage Practices:

We do not store any PHI once deleted by the clinician. This means that once the necessary processing is completed and the clinician deletes their data, we do not ever retain any of your data, ensuring maximum privacy. Even when data is temporarily stored (ie. the clinician has created "scribes"), it is end-to-end encrypted, preventing ourselves or third-parties from directly accessing any data.

II. Safeguarding Your PHI

Encryption During Transfer:

Recognizing the vulnerabilities that can arise during data transfer, we use state-of-the-art encryption technologies at both rest and in transit. This ensures that the PHI remains shielded from potential breaches or cyberattacks when it is being sent to and received from Microsoft Azure's service. Encryption Used: TLS AES256, SHA256, RSA, Key rotation/management protocols

Returning Processed Data:

Once the PHI processing is complete, we ensure that it is sent back directly to the healthcare professional's specific device in an encrypted format for display only to the physician/healthcare provider on their account.

III. Collaborating with Microsoft Azure

Why Microsoft Azure?:

For optimum security, we have chosen Microsoft Azure's service as our third-party processor. This decision is based on ensuring a safe processing environment for sensitive data. We are a Microsoft for Startups Partner, which allows additional benefits and direct communication with many of Azure's privacy and technical staff to ensure compliance. Our partnership is cemented with a Business Associate Agreement (BAA).

Canadian Compliance:

In addition to our HIPAA adherence, we recognize the importance of Canadian privacy standards. Thus, we have undergone a thorough review with a Canadian-based privacy auditor. This review has led to a comprehensive privacy impact assessment and a TRA/SRA - a privacy related audit. This is to ensure our compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and provincial health and data privacy laws. Concerning data storage and transfer protocols, when the service is used in Canada, data never leaves Canada and any processing occurs within Canada. Safeguards as discussed above remain in place. Further information can be found on <https://trust.scribeberry.com>