# Privacy Notice – Use of Heidi AI Medical Scribe

**Ainsdale Village Surgery uses an AI-powered tool called Heidi AI Scribe to help clinicians accurately document patient consultations.**

**Heidi AI is a secure, NHS-compliant tool that listens during your consultation (with your consent) and generates a written summary for your clinician. This helps reduce admin time and lets your doctor focus more on you**

**This notice explains how your personal data is used when Heidi AI is involved in your care.**

**What Data is Collected**

**If you agree to use Heidi AI during your consultation, it may process:**

* **What is spoken during your consultation**
* **Your name and date of birth (to confirm identity)**
* **Clinical information you discuss (e.g. symptoms, treatment plans)**

**Heidi AI does not access your full medical record or use your data for any other purpose.**

**How Your Data is Protected**

* **Data is stored securely by Heidi AI and automatically deleted after 7 days.**
* **Heidi AI is only used by trained Ainsdale Village Surgery clinicians involved in your care.**
* **All access is protected by multifactor authentication.**
* **We have completed a full Data Protection Impact Assessment (DPIA) and contractually control how Heidi handles your data.**

**Our Legal Basis for Using Your Data**

**We process your personal data:**

* **Under Article 6(1)(e) (public task: providing healthcare)**
* **And Article 9(2)(h) (health and social care)**

**However, because identifiable information is shared with a third-party processor (Heidi), the Common Law Duty of Confidentiality also applies. This means:**

* **In accordance with the Common Law Duty of Confidentiality, patient information may be processed without explicit consent if the patient is informed and given the opportunity to object.**
* **You are free to opt out at any time.**
* **Patients are notified in advance (via clinic posters, online materials, or appointment messages) that Heidi Scribe may be used to assist the clinician in documenting the consultation. This use is clearly explained, including how data is managed and stored temporarily.**
* **At the start of the consultation, the clinician will inform the patient that Heidi Scribe is in use and check they are happy to proceed. If the patient objects, Heidi Scribe will not be used, and the clinician will record notes manually in EMIS, or the clinician will confirm within the Heidi interface that the patient did not object, by selecting 'Proceed'. Where a patient does object, this will be documented in the clinical record.**
* **If you choose not to use Heidi, your clinician will write up your notes manually. Your care will not be affected in any way.**

**Who Can See Your Data?**

**Only your treating clinician and the Heidi AI system can access your information — and only for the purpose of producing your consultation notes.**

**Heidi does not use your data to train its AI and does not share your information with anyone else.**

**How Long is Data Kept?**

**Data within Heidi AI is:**

* **Deleted automatically after 7 days.**
* **Notes are then saved in your NHS clinical record (EMIS) as usual.**

**Your Rights**

**You have the right to:**

* **Be informed about how your data is used**
* **Access your health records**
* **Correct inaccurate data**
* **Object to the use of Heidi AI at any time**

**To exercise these rights, please contact the Practice Manager or email our Data Protection Officer.**

**DPO Contact: IG-Health, Umar.sabat@ig-health.co.uk  
Practice contact: Debbie Walton or Kellie Mason**

**If you’re unhappy about how your data is handled:**

* **Contact the Practice Manager or our Data Protection Officer**
* **Or contact the Information Commissioner’s Office (ICO):**[**www.ico.org.uk**](http://www.ico.org.uk)

**Tel: 0303 123 1113**