

Purpose of This Consent

As part of our commitment to maintaining accurate clinical records and improving documentation quality, Haven Therapy uses Heidi Health, an AI-assisted clinical documentation platform, to transcribe counselling sessions and assist in preparing clinical notes.

Heidi Health is designed for healthcare professionals and operates in accordance with *Australian Privacy Principles (Privacy Act 1988)* and applicable healthcare privacy requirements.

Heidi Health maintains recognised security standards, including *ISO 27001 and SOC 2 certification*, with regular external security audits and testing.

How Your Information Is Managed

During your counselling session:

- Session audio is processed securely to generate a transcript and is not retained by Heidi Health after transcription is completed.
- Generated transcripts and documentation may be stored securely by Heidi Health for up to 90 days, after which they are automatically deleted in accordance with Heidi Health's retention policies.
- Consult information is accessible only by your treating practitioner and authorised practice personnel where required.
- Reasonable technical and organisational safeguards are used to protect your information from unauthorised access, use, or disclosure.
- Heidi Health states that Australian customer data is stored and managed in accordance with applicable Australian privacy laws. In some circumstances, data may be processed using secure infrastructure located outside Australia.

All AI-generated documentation is reviewed by your practitioner, edited, and approved before being added to your clinical record. Heidi Health is used solely to assist with documentation and does not make clinical decisions or provide treatment recommendations.

Privacy and Confidentiality

We are committed to protecting your privacy and confidentiality in accordance with professional and legal obligations. Reasonable safeguards are in place to protect your information from unauthorised access, misuse, or disclosure. AI-generated documentation forms part of your clinical record and is stored in accordance with our record-keeping obligations.

While Heidi Health uses industry-standard security measures, no electronic system can be guaranteed to be completely free from risk.

For more information about how Haven Therapy collects, uses, stores, and discloses personal information, please refer to our Privacy Policy or visit our website.

Your Choice

Your consent to the use of this technology is entirely voluntary.

You may:

- Ask questions about how this system works
- Decline consent without affecting your access to counselling services
- Withdraw consent at any time by informing your therapist

If consent is declined, session notes will be documented manually using standard clinical processes.

Consent Declaration

Please select **one** option below:

I CONSENT to the use of Heidi Health during my counselling sessions for AI-assisted clinical documentation, and I understand that I may withdraw this consent at any time by informing my therapist.

I DO NOT CONSENT to the use of Heidi Health. I understand my session notes will instead be documented manually and that I am able to update my preferences at any time.

I confirm that:

- I have read and understood the information above
- I have had the opportunity to ask questions
- I understand my choice will not affect my access to counselling services

Client Name: _____

Parent / Guardian (If applicable): _____

Client Signature: _____

Date: _____