

Privacy Policy

Effective Date: 09/01/2025

SwiftDoc AI (“we,” “our,” or “us”) respects your privacy and is committed to protecting the security and confidentiality of your information. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you use our platform and services. By creating an account or using our services, you acknowledge that you have read and agree to this Privacy Policy.

1. Information We Collect

When you use SwiftDoc AI, we may collect:

- **Account Information:** Name, email address, organization, billing details, and login credentials.
 - **Protected Health Information (PHI):** Information uploaded by providers, staff, or billers that may include patient identifiers, medical history, and treatment details.
 - **Usage Data:** Device information, IP address, browser type, and interactions with our platform.
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2. How We Use Your Information

We use collected information to:

- Provide and improve our AI-driven document generation services.
 - Process appeal letters, letters of medical necessity, and operative reports.
 - Maintain compliance with HIPAA, security regulations, and applicable laws.
 - Communicate with you about your account, updates, and support.
 - Analyze service performance and enhance user experience.
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3. HIPAA Compliance

SwiftDoc AI is a **HIPAA-compliant platform**. All PHI uploaded is encrypted in transit and at rest. Access is restricted to authorized personnel only, and we maintain administrative, physical, and technical safeguards to protect PHI in accordance with HIPAA regulations.

We act as a **Business Associate** when handling PHI on behalf of healthcare providers, and Business Associate Agreements (BAAs) are available upon request.

4. Information Sharing

We do not sell, rent, or trade your information. We may share information only in the following cases:

- With service providers who assist in operating our platform (bound by confidentiality agreements).
 - To comply with legal obligations, law enforcement requests, or court orders.
 - To protect against fraud, security threats, or misuse of our services.
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5. Data Security

We use industry-standard security measures, including encryption, access controls, and monitoring systems, to safeguard your information. However, no system is completely secure, and you acknowledge that transmission of data is at your own risk.

6. Data Retention

- **PHI:** Retained only as long as necessary to provide services or as required by law.
- **Account Information:** Retained while your account remains active and as required for compliance or auditing.

You may request deletion of your account and associated data by contacting us at [Insert Contact Email].

7. Your Rights

Depending on your jurisdiction and HIPAA regulations, you may have rights to:

- Access and obtain a copy of your information.
- Request corrections to inaccurate information.
- Request restrictions or deletion of your data (subject to legal requirements).
- Receive an accounting of disclosures of PHI.

8. Children's Privacy

Our services are intended for healthcare professionals and are **not directed to individuals under 18**. We do not knowingly collect personal information from children.

9. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Effective Date." Continued use of our services after changes indicates your acceptance.

10. Contact Us

If you have questions about this Privacy Policy or your data, please contact us via the website contact form.