



Note Taker — Fact Sheet for Clients

Clinicians at our practice use NovoNote, an AI tool designed to assist with taking notes during your session. This fact sheet explains how it works and how your privacy is protected.

Purpose

An AI note taker lets us focus more on you and your care during sessions, rather than on writing. It also helps us produce more accurate and detailed documentation.

Your consent and your choice

Before using NovoNote, your clinician will ask for your consent. Consent is provided for a set period and is reviewed if the terms of the service change. You can withdraw your consent at any time, and doing so will not affect the quality of your care in any way.

What is recorded and saved

The audio of your session is cached transiently and deleted immediately after a successful transcription. If a transcription does not complete, the audio is held securely until the note can be recovered. The audio is converted into a written transcript, which is used to create a summary of the session. The summary is reviewed and edited by your clinician and saved to your file.

Depending on your clinician's settings, the session transcript is either deleted once the summary is created, or kept securely as part of your record to support your ongoing care. Your clinician can tell you which applies.

Privacy by design

- **Identifiable details are redacted** before processing, so the underlying AI models never receive personally identifiable information.
- **Your data is never used to train AI models.**
- **Data is encrypted** in transit (TLS 1.2 or higher) and at rest (AES-256), and stored on secure servers in Australia.
- **Independently certified** to ISO 27001 and SOC 2 Type II standards, with role-based access controls.
- **Compliant** with HIPAA standards, AHPRA and the Australian Privacy Principles.

About NovoNote

NovoNote is made by NovoPsych, an Australian company founded in 2012 and trusted by over 75,000 clinicians worldwide.

Questions? Please ask your clinician at any time. For full details of NovoNote's security measures, see novopsych.com/novonote-security or email NovoNote@novopsych.com.