

Privacy Policy

Last updated: June 15, 2026

Introduction

This Privacy Policy explains how FormaGuru ("we", "us", "our") collects, uses, and protects your personal information when you use our service. As a practitioner using FormaGuru, you are a data controller. FormaGuru acts as a data processor on your behalf. This policy describes our practices and your rights under applicable privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. Information We Collect

Account Information: When you create an account, we collect your email address, username, country of practice, and whether you are a medical professional (for compliance with healthcare regulations).

Client Information: You may add client details (name, contact information, and other information relevant to your consultations).

You are responsible for obtaining client consent before providing their information to us.

Session Data: When you create a session, we collect:

- Audio recordings are transcribed and immediately deleted
- Transcripts generated from audio
- Field mappings and extracted values (metadata for form generation)
- Timestamps and metadata about the session

Consent Information: We record when you have obtained and certified client consent for each session.

2. How We Use Your Information

We use your information to:

- Provide and maintain the FormaGuru service
- Transcribe session audio and generate form outputs
- Store and retrieve your sessions, clients, and templates
- Comply with legal and professional obligations
- Prevent fraud and unauthorized access

Important: All data is stored and processed within Australia on AWS. Audio is transcribed using a local speech recognition model running within our own infrastructure — no third-party transcription service is used. AI form-filling is performed by FormaGuru using AWS AI services. All processing stays entirely within AWS's secure Australian infrastructure. AWS is contractually prohibited from using your data for AI model training.

3. Data Sharing and Processing

AWS (AI Processing and Session Storage): Session transcripts are stored in AWS Australia until the session is marked as reviewed; after review the transcript is deleted and only field mappings are retained. AI form-filling is performed by FormaGuru using AWS AI services within Australia. All processing stays entirely within AWS's secure Australian infrastructure. AWS is contractually prohibited from using your data for AI model training.

Cloud Infrastructure (Account and Client Data): Account information and client records are stored with cloud infrastructure providers in Australia. No session content (transcripts or audio) is held in this layer.

No Other Sharing: We do not share your data with other third parties except as required by law. We do not sell your data.

4. Data Retention and Deletion

Audio Files: Audio files are immediately deleted after transcription.

Transcripts: Transcripts are retained until the session is marked as reviewed. Once reviewed, the transcript is automatically deleted and only the extracted field mappings are retained. You can delete sessions at any time, which permanently removes all remaining session data immediately.

Filled Forms: Completed forms are not stored. Forms are generated on-the-fly when you click the download button. We only store field mappings (metadata about where to place extracted values in form templates).

Client Data Deletion: If a client requests deletion of their personal information, you can delete the client record from your account, which permanently removes the client and all associated sessions, transcripts, and field mappings immediately. You are responsible for handling client deletion requests in accordance with your professional and legal obligations.

Account Deletion: You can delete your account and all associated data (all clients, sessions, audio, transcripts, and templates) at any time through your account settings. This deletion is permanent and cannot be undone.

5. Your Professional Responsibility

Client Consent: You are responsible for obtaining informed consent from clients before recording any session. You must explain that:

- The session will be recorded and transcribed locally
- Audio files are deleted immediately after transcription
- Transcripts are processed by FormaGuru using AWS AI services to automatically fill forms — all processing stays entirely within AWS's secure Australian infrastructure
- Transcripts are stored in Australia on AWS until the session is marked as reviewed — after which the transcript is deleted and only field mappings are retained
- Filled forms are generated on-demand when downloaded and are not stored
- Data will not be used to train AI models

- The AI-generated forms may be inaccurate (see section 7 below)

Medical Users: If you are a medical professional, you must obtain explicit consent for processing health information in accordance with Australian privacy standards. FormaGuru is only available in Australia for medical practitioners.

AI Output Responsibility: You acknowledge that AI-generated transcripts and form outputs may be inaccurate, incomplete, or inappropriate. You are responsible for reviewing and verifying all output before relying on it or sharing it with clients. You must exercise independent professional judgment and not rely solely on AI output for clinical or professional decisions.

6. Security Measures

We implement security measures including:

- Encryption of data in transit and at rest
- Secure authentication and access controls
- Security event logging to detect and respond to unauthorised access and anomalous activity
- Limited access to data based on need-to-know principles

7. Your Rights

You have the right to:

- **Access:** Request a copy of your personal information and your clients' data we hold
- **Correction:** Request correction of inaccurate or incomplete information by contacting us at privacy@formaguru.ai. Please include your name, the specific information you believe is incorrect, and what the correct information should be. We will respond within **30 days**.
- **Deletion:** Delete your account and all associated data at any time
- **Complaint:** If you believe we have mishandled your personal information, you may lodge a complaint by emailing

privacy@formaguru.ai. Please include your name, a description of your concern, and any relevant details. We will acknowledge your complaint within **5 business days** and provide a written outcome within **30 days**. If you are not satisfied with our response, you may escalate your complaint to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

To exercise any of these rights, contact us at the email address below.

8. Children

FormaGuru is not intended for persons under 18 years of age. We do not knowingly collect information from children.

9. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes via email or through your account. Continued use of the service constitutes acceptance of the updated policy.

10. Contact

If you have questions about this Privacy Policy, wish to exercise your rights, or have concerns about our privacy practices, please contact us at:

Email: privacy@formaguru.ai

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

We aim to acknowledge all privacy enquiries within **5 business days** and resolve them within **30 days**. If we cannot resolve your request within 30 days, we will notify you of the reason and the expected timeframe.