

Privacy Policy

Effective Date: April 12, 2026

Modern Provider Systems LLC, doing business as LocalScribe (“**LocalScribe**,” “**we**,” “**us**”) provides the LocalScribe desktop application and related websites and services (together, the “**Services**”). This Privacy Policy explains what information we collect, how we use it, and the choices you have.

Contact: support@localscribe.co

Website: www.localscribe.co

1) Definitions

Clinical Content means information you enter, dictate, record, or attach in LocalScribe for care documentation, including: note text, template fields populated with client information, transcripts, uploaded attachments (such as PDFs), dictation audio, session recordings, and derived text created from those materials.

Generated Output means text or documents produced by LocalScribe in response to your inputs (for example, drafted notes, summaries, letters, or other generated text). Generated Output may incorporate or reflect Clinical Content.

Saved Workspace Content means reusable materials you intentionally save for later use in LocalScribe, such as custom templates, custom terminology, writing styles, and similar user-created configuration content.

Administrative Data means information needed to operate the Services that is not Clinical Content, Generated Output, or Saved Workspace Content, such as account/contact information used for licensing/support, purchase identifiers, app version information, and standard network information (for example, IP address).

2) Summary: local-first design and data flow

LocalScribe is designed for local-first operation. Clinical drafting, transcription, attachment processing, and generation are designed to run on your device using local components (including locally run models, where applicable).

We do not automatically transmit Clinical Content or Generated Output to our servers. LocalScribe is not designed to upload Clinical Content or Generated Output to cloud inference services.

Saved Workspace Content is stored locally on your device so you can reuse it across sessions.

LocalScribe processes **Administrative Data** over the internet as needed (for example, communicating with our service providers to support licensing, payments, updates, and customer support).

3) Information we collect

A) Clinical Content and Generated Output

LocalScribe processes Clinical Content and produces Generated Output within the app. Clinical Content and Generated Output are intended to remain on your device, subject to the actions and settings you choose (for example, exports you create or external links you open).

Clinical session materials are designed to be session-scoped. Except for content you intentionally save outside those workflows, LocalScribe is designed to clear session materials when you close the note, close the session, or close the app.

B) Attachments, recordings, and transcripts (local)

Attachments (such as PDFs), dictation audio, and session recordings are processed locally on your device. Derived text (such as transcripts or extracted document text) is generated locally.

C) Saved content, settings, and preferences

LocalScribe stores essential application configuration locally on your device, such as settings and privacy preferences.

LocalScribe also stores Saved Workspace Content locally on your device, including custom templates, custom terminology, writing styles, and similar reusable content you intentionally save for later use.

D) Audit logging and troubleshooting logs (enabled by default)

LocalScribe maintains **audit logs** and **troubleshooting logs** by default to support integrity, traceability, security review, and debugging.

- **Log contents.** These logs are designed to record app events and operational data (for example, feature actions, error codes, and security-relevant events) and are designed to exclude the contents of Clinical Content and Generated Output (for example, note text, attachment contents, transcripts, or audio).
- **Encryption and storage.** Audit and troubleshooting logs are stored locally on your device and are protected using encryption at rest where supported by your configuration and operating system.
- **Controls.** You can disable audit logging in Settings (if your configuration exposes that option). Disabling audit logging may reduce traceability and supportability.

E) Optional usage statistics (off by default)

If you opt in, LocalScribe **records** privacy-safe usage and performance statistics **locally on your device** (such as feature usage counts and timing metrics). When enabled, these usage statistics **persist locally** until you clear them.

Usage statistics are designed to be PHI-free and are designed not to include the contents of Clinical Content or Generated Output.

F) Payments and licensing information

Purchases and payment processing are handled by **Lemon Squeezy**, the Merchant of Record.

- We do **not** receive full payment card numbers or CVC data.
- Once licensing integration is enabled, we may receive limited purchase and licensing information needed to provide access and support (for example: purchaser email, order or license identifiers, plan/status, and related timestamps).

G) Standard network information

When the app or website makes a network request, standard technical information may be processed as part of that connection (for example, IP address and basic device/software metadata). This can occur with: - software update checks (if enabled and internet access is allowed) - user-initiated links you choose to open (for example, payment/order pages) - licensing checks (if enabled) - downloading optional components (for example, locally run model files), if you choose to do so

4) How we use information

We use information to: - provide and operate the Services - store your preferences, settings, and Saved Workspace Content - maintain auditability, integrity, and troubleshooting capability (audit and troubleshooting logs) - support licensing and access controls - provide customer support - improve reliability and performance (for example, by analyzing usage statistics only if you opt in, or by reviewing troubleshooting logs that you voluntarily provide to our support team. These logs contain technical diagnostic data and are designed to exclude all Clinical Content and Generated Output.) - We do not use Clinical Content, Generated Output, or Saved Workspace Content to train AI models.

We do not use Clinical Content or Generated Output for advertising purposes.

5) Privacy safeguards and network access

LocalScribe includes multiple privacy safeguards designed to reduce unnecessary retention and external exposure of sensitive information.

Local processing: drafting, dictation/recording transcription, attachment processing, and generation are designed to run on your device.

Session-scoped handling: LocalScribe is designed to keep sensitive session materials in session state and clear them when you close the note, close the session, or close the app, subject to your actions and settings.

Temporary-file cleanup: LocalScribe may remove leftover temporary working files on a subsequent launch.

Protected local logs: audit and troubleshooting logs are stored locally and are designed to exclude Clinical Content and Generated Output.

Airgap mode: LocalScribe includes an Airgap mode setting designed to block external network connections during sensitive workflows, such as drafting, dictation/recording, transcription, and attachment processing.

Connections to local device services (for example, localhost components) may continue to operate to support on-device processing.

When internet access is allowed, LocalScribe may still perform **non-clinical** network actions such as checking for software updates, opening user-requested external links (for example, payment/order pages), performing licensing checks (if enabled), or downloading optional local components (such as model files) if you choose to do so.

6) What does and does not leave your device

- **Clinical Content and Generated Output:** LocalScribe does not automatically transmit Clinical Content or Generated Output to our servers. The only way we would receive Clinical Content or Generated Output is if you manually and voluntarily share it with us outside of the app's core functionality (for example, by pasting content into a support email).

Saved Workspace Content: LocalScribe stores Saved Workspace Content locally on your device and does not automatically send it to our servers.

- **Audit and troubleshooting logs:** LocalScribe does not upload audit logs or troubleshooting logs to our servers.
- **Exceptions you control:** If you export files, choose a save location, or open external links, those actions may involve third parties under their own terms.
- **Administrative Data:** Administrative Data may be processed by us and our service providers to provide licensing, payment processing, updates, and support.

Crashes and diagnostics. LocalScribe is designed so that it does not automatically upload Clinical Content or Generated Output as part of crash handling. If we ever introduce an optional crash-reporting feature that transmits data off-device, it will be opt-in and designed to exclude Clinical Content and Generated Output.

7) Data storage, retention, and temporary files

A) Local storage

LocalScribe stores certain information locally on your device, including: - application settings and privacy preferences - Saved Workspace Content such as custom templates, custom terminology, and writing styles - audit logs and troubleshooting logs (enabled by default) - optional usage statistics (only if you enable them)

Sensitive secrets (such as license tokens, where applicable) may be stored using your operating system's secure credential storage (for example, Keychain or Credential Manager).

B) Session state and purge behavior

LocalScribe is designed to keep sensitive session materials (such as temporary attachment copies, draft session content, dictation buffers, session recordings, and derived transcripts) in a session state and to remove them when you close the note/session or close the app. LocalScribe may also remove leftover temporary working files on a subsequent launch.

C) Retention

Audit log retention defaults to **30 days** and can be changed in Settings. Troubleshooting logs and other local records may have separate retention settings depending on configuration.

D) Exports and encryption

When you export documents, you control where they are saved. If you enable encrypted PDF export, LocalScribe will apply encryption to the exported PDF.

To complete certain exports (including encrypted PDF export), LocalScribe may create temporary working files on your device and then delete them automatically.

8) Sharing and disclosure

We do not sell your Clinical Content, Generated Output, or Saved Workspace Content.

We may share **Administrative Data** only in the following limited circumstances: - **Service providers**: to operate the Services (for example, Lemon Squeazy for payments/licensing) - **Legal and safety**: if required by law or to protect rights, safety, and security - **Business transfers**: if we are involved in a merger, acquisition, or asset sale (we will use reasonable efforts to provide notice)

9) Your choices and controls

You can: - manage privacy and usage options in **Settings > Privacy** - manage logging options (including audit logging, where available) in Settings - clear or purge local data using in-app cleanup controls (where available) - uninstall the app; LocalScribe performs best-effort cleanup of local app data and clears locally stored license secrets where supported by your operating system

10) Privacy rights (Administrative Data)

Depending on where you live, you may have rights regarding your **Administrative Data**, such as the right to request access, correction, or deletion.

To make a request, contact support@localscribe.co and include enough information for us to verify your request (for example, the email used for purchase/licensing). We may need to retain certain Administrative Data for legal, tax, fraud-prevention, and recordkeeping purposes.

If you are a California resident, you may have additional rights under the California Consumer Privacy Act (CCPA/CPRA). If you are in the European Economic Area (EEA), United Kingdom, or Switzerland, you may have rights under GDPR, including the right to object or restrict certain processing. We process Administrative Data to provide the Services and to comply with legal obligations.

11) Children's privacy

LocalScribe is not directed to children under 13, and we do not knowingly collect personal information from children under 13.

12) Security

We use reasonable safeguards designed to protect information handled by the Services. No method of storage or transmission is 100% secure, and you are responsible for maintaining the security of your device.

13) HIPAA and Business Associate Agreements (BAAs)

LocalScribe is a local-first software tool and does not provide medical or clinical services. Your use of LocalScribe may involve information that is protected under HIPAA or other laws.

LocalScribe is designed so that Clinical Content, Generated Output, and Saved Workspace Content are processed or stored locally on your device and are not automatically transmitted to, accessed by, or stored on our servers, except for the limited Administrative Data processing described in this Privacy Policy. Because of this design, Modern Provider Systems LLC does not offer Business Associate Agreements (BAAs).

You remain responsible for securing your local device and configuring and using the app in a way that meets your legal and professional obligations.

14) International users

If you access the Services from outside the United States, Administrative Data may be processed in the United States or other locations where we or our service providers operate.

15) Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The "Effective Date" above shows when it was last updated. If we make material changes, we will provide notice through the website and/or an in-app notice at or before the change takes effect.

16) Contact

Questions or requests: support@localscribe.co

Important: Do not include Protected Health Information (PHI), patient details, Clinical Content, or Generated Output in emails or support requests to us. Our support team only requires technical details or Administrative Data to assist you.