

# Hedy Privacy Settings Explained: From Maximum Security to Full Features

Your complete guide to configuring Hedy for your privacy comfort level. Learn how each setting affects your data, and find the right configuration for attorneys, healthcare providers, coaches, and other privacy-conscious professionals.

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Woman and man having a private conversation in a cozy lounge with a laptop open on a small table

Most AI meeting tools ask you to trust them with your conversations. Hedy takes a different approach: you decide exactly how much data leaves your device.

This guide walks through every privacy-relevant setting in Hedy, explains what each one does, and helps you choose the right configuration for your situation—whether you're handling sensitive client conversations or just want the full AI coaching experience. For organizations with formal compliance requirements, see Hedy's GDPR compliance framework (</post/hedy-ai-gdpr-compliance/>), our GDPR checklist for AI meeting tools (</post/gdpr-checklist-ai-meeting-tools/>), and the EU data residency (</post/eu-data-residency/>) options.

## Why Privacy-Conscious Professionals Choose Hedy

Unlike cloud-first transcription tools, Hedy starts with local speech recognition and lets you control which additional features you enable. While most AI meeting assistants require your audio to leave your device for transcription, Hedy's on-device speech recognition means your conversation audio stays private by

default.

When you do use AI features like summaries and coaching, your data is processed transiently—used to generate your insights, then discarded. No storage, no training, no retention.

## Hedy's Privacy-First Architecture

Hedy is built on a foundation of local-first processing. Here's what that means:

- Speech recognition runs locally on your device. Using on-device AI models, your audio is transcribed without leaving your phone or computer.
- Audio recordings are off by default. You can enable recording for specific sessions, but it's not automatic.
- No AI training on your data. Your conversations are never used to train AI models unless you explicitly opt into a feature that requires such processing.

Some AI features are enabled by default to give new users the full Hedy experience:

- Automatic Suggestions (Live AI Coaching) is set to "Selective" mode by default, meaning Hedy will provide periodic insights during your conversations.
- AI-generated summaries are available after sessions.

If you want maximum privacy, you'll need to adjust a few settings. This guide shows you exactly what to change and why.

Important note for web users: The web version at [web.hedy.ai](https://web.hedy.ai) always requires cloud sync since there's no local storage available in browsers. If you need fully local operation, use the native iOS, Android, macOS, or Windows apps.

## Understanding Each Privacy Setting

### Session Audio Recording

Default: Off

This setting saves the actual audio from your conversations.

What it does: Stores a complete audio file of your session on your device. You can enable this per-session or set it as your default.

Privacy considerations: Audio recordings contain voice biometrics—unique identifiers that can identify individuals. Under GDPR, this qualifies as sensitive personal data (Article 9). These recordings are stored locally on your device and never uploaded to the cloud unless you explicitly share them.

When to enable: When you need to verify transcripts against original audio, or when regulations require you to retain recordings.

When to keep off: Client conversations involving confidential information, healthcare discussions, any situation where participants haven't explicitly consented to recording.

### Cloud Synchronization

Default: Off on native apps, Always On for web

This setting syncs your sessions across devices.

What it does: Uploads your transcripts, summaries, and session data to secure cloud servers. This allows you to start a session on your phone and review it on your desktop.

Privacy considerations: Your data is stored on servers protected by AES-256 encryption at rest and TLS 1.3 for data in transit. Our cloud infrastructure is certified under the EU-US Data Privacy Framework, providing legal protections for EU residents.

Platform note: On the web version (web.hedy.ai), cloud sync is always enabled because browsers don't provide persistent local storage. If you require fully local operation, use the native mobile or desktop apps.

When to enable: When you regularly switch between devices, work with a team, or want backup protection for your session data.

When to keep off: If you're a professional bound by strict confidentiality requirements (attorneys, healthcare providers), or if your organization prohibits US-based cloud storage.

## **Automatic Suggestions (Live AI Coaching)**

Default: On (Selective mode)

This setting enables real-time AI insights during your conversations.

What it does: Sends portions of your conversation to AI services for analysis, which then return suggestions, questions, and insights. In Selective mode, suggestions appear periodically when Hedy identifies high-value moments.

Privacy considerations: Data is sent anonymously to our AI processing partners and is not stored or used for training. Cloud analysis happens in memory and is not retained after processing.

Frequency options:

- Off: No live coaching, no data sent during sessions
- Selective: Periodic suggestions at key moments (default)
- Balanced: More frequent suggestions
- Frequent: Maximum coaching intensity

When to enable: When you want Hedy's coaching capabilities—smart follow-up questions, strategic suggestions, real-time guidance.

When to disable: Conversations involving highly classified information, trade secrets, or situations where any external data transmission is prohibited.

To disable: Go to Meeting Settings and set Suggestion Frequency to "Off."

## **AI-Generated Summaries and Notes**

Always On (Core Feature)

Hedy automatically generates intelligent summaries after your sessions.

What it does: Processes your transcript through AI to generate summaries, key points, action items, and detailed notes. This is a core part of how Hedy works and cannot be disabled.

Privacy considerations: Transcript data is processed transiently—used to generate your summary, then discarded. The generated summary is stored according to your cloud sync settings (locally or in the cloud).

Why it's always on: AI-generated summaries are fundamental to Hedy's value—turning your conversations into actionable insights. The transient processing model ensures your data isn't retained by AI providers while still delivering the intelligence you need.

## Summary via Email

Default: Off

This setting emails your meeting summary automatically.

What it does: Sends your AI-generated summary to your email address (and optionally to other recipients) when a session ends.

Privacy considerations: Email travels through multiple servers and may be stored by email providers according to their retention policies. Consider whether the summary contents are appropriate for email delivery.

When to enable: For routine meetings where you want immediate access to summaries, or when you need to share summaries with team members quickly.

When to keep off: Sessions involving personal data, health information, financial details, or any content you'd prefer to keep out of email archives.

Tip: You can generate summaries in-app without enabling email delivery, then share them manually when appropriate.

## External Speech Recognition (Cloud Transcription)

Default: Off (local transcription via on-device model)

This setting uses cloud services for transcription instead of on-device processing.

What it does: Sends your audio to cloud services for transcription. This can provide higher accuracy, especially for non-English languages or specialized terminology.

Privacy considerations: Your audio is processed by the selected provider according to their data handling practices. You can bring your own API keys to route through your existing enterprise agreements.

When to enable: When you need maximum transcription accuracy, or work primarily in languages where on-device recognition struggles.

When to keep off: When local processing meets your accuracy needs, or when audio transmission is prohibited by your organization or professional obligations.

Note: The web version cannot perform local transcription, so cloud transcription is required for web users.

## Session Sharing

Requires: Pro subscription + Cloud Sync enabled

This setting lets you share sessions with others.

What it does: Generates shareable links or email invitations that give others access to specific sessions or topics.

Privacy considerations: You're extending access to your conversation data to the people you invite. They'll be able to view the shared content from their own devices.

When to enable: Collaboration with colleagues, sharing meeting notes with clients, team knowledge management.

When to keep off: Sessions containing information that should remain strictly confidential to you.

## **API Access and Webhooks**

Requires: Pro subscription + Cloud Sync enabled

This setting enables programmatic access to your Hedy data.

What it does: Allows external tools (like Zapier or workflow automation platforms) to access your sessions, summaries, and to-dos. Webhooks can notify external systems when sessions complete or highlights are created.

Privacy considerations: Your Hedy data flows to whatever systems you connect. Webhooks are cryptographically signed so you can verify requests actually came from Hedy.

When to enable: Workflow automation—automatically creating tasks in your project management tool, logging meetings to your CRM, triggering follow-up sequences.

When to keep off: If you haven't evaluated the security of connected systems, or if your data governance policies restrict automated data flows.

## **Privacy Configurations for Specific Professions**

### **For Attorneys and Legal Professionals**

Client confidentiality is non-negotiable. Hedy's on-device speech recognition means your conversation audio never leaves your device for transcription. While AI features like summaries do require transient cloud processing, this data is processed anonymously and discarded immediately—no storage, no retention, no discovery risk from stored data on external servers.

For maximum discretion, disable cloud sync to keep transcripts and summaries stored only on your device. Always verify compliance with your bar association's specific technology guidelines.

### **For Healthcare Providers and Patients**

Medical conversations require extra protection. With HIPAA certification expected Q2 2026, Hedy is building toward healthcare-grade compliance. The on-device transcription keeps your audio local, and transient AI processing ensures conversation data isn't retained by our providers.

For patients recording their own appointments, Hedy helps you capture important medical information without your audio being stored in the cloud—just remember to get your provider's consent before recording.

### **For Coaches and Consultants**

Client trust depends on discretion. Hedy lets you capture detailed session notes and action items while keeping your audio local. AI-generated summaries help you follow up effectively, and you control whether transcripts stay on your device or sync across your devices.

For your most sensitive client engagements, disable cloud sync to ensure session records remain solely on your device.

## For Financial Advisors

Fiduciary conversations demand security. Hedy's local speech recognition keeps client audio off external servers, while transient AI processing means your conversation content isn't stored by third parties. Disable cloud sync for client meetings involving sensitive financial details, or enable it selectively for internal team discussions.

## For Journalists and Researchers

Source protection matters. Hedy's on-device transcription means interview audio stays on your device. Disable cloud sync for sensitive source conversations, or use it selectively when the content doesn't require confidentiality. AI-generated summaries can help you identify key quotes and themes without manual review of hours of recordings.

# Configuration Recommendations by Use Case

## Maximum Privacy (Sensitive Client Work)

For attorneys, healthcare professionals, financial advisors, or anyone handling confidential information:

```
.hedy-config-table { width: 100%; border-collapse: collapse; margin: 1.5rem 0; font-family: inherit; } .hedy-config-table th, .hedy-config-table td { padding: 12px 16px; text-align: left; border-bottom: 1px solid #e5e7eb; } .hedy-config-table th { background-color: #f9fafb; font-weight: 600; color: #374151; } .hedy-config-table tr:hover { background-color: #f9fafb; } .hedy-config-table td:last-child { color: #059669; font-weight: 500; }
```

### Setting | Configuration

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Audio Recording | Off  
Cloud Sync | Off  
Automatic Suggestions | Off  
AI Summaries | Always On (required)  
Email Summaries | Off  
External Speech Recognition | Off  
Sharing | Off (unavailable without cloud sync)  
API Access | Off (unavailable without cloud sync)

What you get: Local transcription with on-device speech recognition. Your audio never leaves your device, and transcripts are stored only locally. AI summaries are generated via transient cloud processing (data is not stored).

Important: This configuration is only available on native apps (iOS, Android, macOS, Windows). The web version cannot operate in this mode.

To configure: Disable cloud sync, then go to Meeting Settings and set Suggestion Frequency to "Off."

## Balanced Configuration (General Business Use)

For typical business meetings, sales calls, and team collaboration:

```
.hedy-config-table { width: 100%; border-collapse: collapse; margin: 1.5rem 0; font-family: inherit; } .hedy-config-table th, .hedy-config-table td { padding: 12px 16px; text-align: left; border-bottom: 1px solid #e5e7eb; } .hedy-config-table th { background-color: #f9fafb; font-weight: 600; color: #374151; } .hedy-config-table tr:hover { background-color: #f9fafb; } .hedy-config-table td:last-child { color: #059669; font-weight: 500; }
```

## Setting | Configuration

---

Audio Recording | Off  
Cloud Sync | On  
Automatic Suggestions | On (Selective or Balanced)  
AI Summaries | Always On  
Email Summaries | Selective  
External Speech Recognition | Optional  
Sharing | As needed  
API Access | As needed

What you get: Full AI coaching and cross-device access. Your data is protected by agreements preventing AI training, encrypted cloud storage, and the EU-US Data Privacy Framework.

## Full Features (Personal Productivity)

For individual learning, personal note-taking, or situations without confidentiality constraints:

```
.hedy-config-table { width: 100%; border-collapse: collapse; margin: 1.5rem 0; font-family: inherit; } .hedy-config-table th, .hedy-config-table td { padding: 12px 16px; text-align: left; border-bottom: 1px solid #e5e7eb; } .hedy-config-table th { background-color: #f9fafb; font-weight: 600; color: #374151; } .hedy-config-table tr:hover { background-color: #f9fafb; } .hedy-config-table td:last-child { color: #059669; font-weight: 500; }
```

## Setting | Configuration

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Audio Recording | Optional  
Cloud Sync | On  
Automatic Suggestions | On (Balanced or Frequent)  
AI Summaries | Always On  
Email Summaries | On  
External Speech Recognition | On (for best accuracy)  
Sharing | On  
API Access | On

What you get: Everything Hedy offers—real-time coaching, automated workflows, maximum transcription accuracy, full cross-device experience.

## Additional Security Measures

Beyond the main settings, a few choices can strengthen your overall security:

### Use Google or Apple Sign-In

Logging in with Google or Apple provides two-factor authentication by default. This is more secure than email/password login and protects your account if your password is compromised elsewhere.

### Enable EU Data Protection Region

Found in your account settings under Privacy, this option disables marketing attribution tracking and sets GDPR mode for API requests.

### Review Connected Integrations Regularly

If you've connected Hedy to automation tools, periodically review what's connected. Remove integrations you no longer use.

## Set a Data Retention Practice

Decide how long you need to keep sessions and delete older ones regularly. Hedy doesn't impose retention limits—that's your choice—but data minimization is a good privacy practice.

## How Hedy Protects Your Data

Regardless of which features you enable, certain protections are always active:

- No AI training on your data. Your conversations are never used to train AI models unless you explicitly opt into a feature that requires such processing. We have strict agreements with all AI providers prohibiting the use of your data for training purposes.
- Transient AI processing. Data sent to AI services is processed in memory only—used to generate your insights, then discarded. It is not stored by our AI partners.
- Encryption everywhere. All data transmission uses TLS 1.3. Data stored in the cloud uses AES-256 encryption.
- Zero-trust access model. Hedy employees have no default access to production data. Any access requires business justification, security approval, and is logged for audit.
- EU-US Data Privacy Framework. Our cloud infrastructure provider is certified under this framework, providing legal protections for EU residents.
- Transparent documentation. Our Trust Center at [trust.hedy.ai](https://trust.hedy.ai) (<https://trust.hedy.ai>) provides complete documentation: Data Processing Agreement, Standard Contractual Clauses, Technical and Organizational Measures, and sub-processor lists.

## Frequently Asked Questions

### Is Hedy GDPR compliant?

Yes. Hedy provides Data Processing Agreements, Standard Contractual Clauses, and technical measures to support GDPR compliance. Full documentation is available in our Trust Center (<https://trust.hedy.ai>).

### Does Hedy work offline?

Hedy's speech recognition runs on-device, so transcription works without an internet connection. However, AI features like summaries and live coaching require transient cloud processing. Your audio stays local; only transcript excerpts are sent for AI analysis when those features are enabled.

### Does Hedy train AI on my conversations?

No. Your conversations are never used to train AI models unless you explicitly opt into a feature that requires such processing. We have strict agreements with all AI providers prohibiting training on user data.

### Is Hedy secure enough for attorney-client privileged conversations?

Hedy's on-device transcription keeps your audio local, and AI processing is transient with no data retention. With cloud sync disabled, your transcripts remain only on your device. This configuration may be suitable for privileged communications—always verify with your bar association's specific technology guidelines.

## How does Hedy compare to Otter.ai for privacy?

Unlike cloud-first tools, Hedy's default speech recognition runs entirely on your device—your audio never leaves your phone or computer for transcription. You choose whether to enable cloud features like sync and sharing. Otter.ai processes audio in the cloud by default.

## Can therapists and counselors use Hedy?

Yes, with appropriate configuration. Hedy's on-device transcription keeps session audio local, and AI processing is transient. With cloud sync disabled, session records remain only on your device. Always verify compliance with your licensing board's requirements and obtain proper client consent before recording.

## Where is my data stored?

Audio recordings: Only on your device (if you enable recording)

Transcripts and summaries: On your device by default. If you enable cloud sync, also stored in encrypted cloud storage.

Account data: Encrypted in cloud data centers certified under the EU-US Data Privacy Framework.

## How do I delete all my data?

Go to Account Settings then Delete Account. All your session data on our servers will be permanently removed within 30 days. Local data on your devices can be removed by deleting the app.

## Making Your Choice

The right configuration depends on your situation:

- What you're recording. A team brainstorm has different requirements than a client consultation.
- Who's in the conversation. Have participants consented? What are their expectations?
- Your professional obligations. Some industries have specific data handling requirements.
- Your platform. Web users have different options than native app users.

Hedy gives you the controls. You make the call.

## Questions?

If you're unsure which configuration fits your situation, our support team can help you think through the options. We'd rather you use Hedy confidently with fewer features than feel uncertain about your setup.

For organizations requiring formal compliance verification, our GDPR documentation is complete and available in the Trust Center. SOC2 Type I and HIPAA certifications are expected in Q2 2026.

Hedy is designed to make you brilliant in every conversation—and you get to decide exactly how it works for you.

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