AI Use and Privacy Fact Sheet

How n1.care uses AI models with patient data, and the rules that apply

Version	1.0, October 2026

N1.care uses AI models to help patients and clinicians work with medical records: reading and organizing uploaded documents, and answering questions in the chat assistant. This fact sheet explains what happens to patient data when it reaches an AI model and where the data is kept.

N1.care is provided by **N1 Research, LLC**, a Delaware company that contracts with customers.

1. Rules for Patient Data

These commitments apply to all protected health information (PHI) n1.care handles.

- n1.care never sells PHI.
- n1.care never uses or shares PHI for marketing.
- n1.care does not use PHI to train AI models.
- n1.care staff view patient data only inside n1.care's systems.

2. How Patient Data Reaches AI Models

Every AI provider n1.care uses is covered by a BAA.

Provider	Role and agreement
OpenAI OpCo, LLC (OpenAI API)	AI models. Covered by the OpenAI BAA.
Google LLC (Google Cloud Vertex AI)	AI models on Vertex AI. Covered by the Google Cloud BAA.

Prompt and response content is not written to n1.care's logs.

3. Where Patient Data Is Held

Production runs on Google Cloud in the United States, under the Google Cloud BAA.

Data	Location
Uploaded files	The region chosen at registration (see the Subprocessor Register).
Databases and logs	United States, for every patient.
AI model requests	Processed by the providers in section 2, in their locations.

Data is encrypted at rest and in transit.

Security and privacy questions: security@n1.care. Further documents: https://trust.n1.care.