

# PATIENT PRIVACY NOTICE

## INTRODUCTION AND SCOPE

TrueSilence Therapeutics Inc., a Delaware corporation, (**we, us, our**) provides a mobile phone software application for tinnitus treatment called QCore, delivered solely through and under the guidance of audiologists, and an audiologist application through which your audiologist can provide you with and monitor your treatment.

This notice explains how and why we collect, use, disclose and protect your personal information collected through your and your audiologist's use of the QCore software (**software**).

In this notice, **personal information** is information about an identifiable individual (a natural person).

For information on how we handle information collected through non-patient use of our products, or when you visit or use our website or contact us using the contact information available on our website, please refer to our Privacy Policy at <https://gettruesilence.com/qcore/public/legal/website-privacy-policy>.

This notice does not limit or exclude any of your rights under applicable privacy and data protection laws.

## UPDATES TO THIS NOTICE

We reserve the right to make amendments to this notice. We recommend that you consult this notice regularly in order to be aware of any changes.

**This notice was last updated on 18 May 2026.**

## HOW AND WHY YOUR PERSONAL INFORMATION IS COLLECTED AND USED

In most cases, your audiologist is the data controller and/or business and/or agency (or equivalent under applicable privacy and data protection laws) when collecting, storing or otherwise processing personal information collected through your and your audiologist's use of the QCore software, and we are your audiologist's data processor and/or service provider and/or agent (or the equivalent under applicable privacy and data protection laws).

There are however instances where we may act as a data controller and/or business and/or agency (or the equivalent under applicable privacy and data protection laws) for specific purposes, as described below.

### *Use of your information by your audiologist to provide you with treatment*

Your personal information may be collected through your use of the QCore patient software and provided to your audiologist, or input by your audiologist into the QCore software, to assist them to provide you with treatment. This includes personal identifiers (e.g., name, DOB, email address and phone number), demographic information (e.g. gender), clinical data (e.g. tinnitus index scores, EEG readouts) and data from your use of the software (e.g. your responses to and feedback on questionnaires, exercises and counselling delivered through the software, the amount of time you spend using the software, and any other comments, questions or concerns relating to the software you provide through the feedback mechanism in the software). Your audiologist may access this data as part of the service we provide to your audiologist. In this notice, we refer to this personal information as **identifiable data**.

Your audiologist determines what and how they collect, use, disclose and transfer your identifiable data. This means that your audiologist's collection and use of your identifiable data is governed by their privacy policy and practices (which may differ from those set out in this Privacy Notice), not ours.

We collect, hold and process your identifiable data for the sole purposes of:

- ▲ providing our products and services to your audiologist, which may include accessing your identifiable data to provide you with support and/or to improve the treatment provided to you through the software, in each case as part of the services we provide to your audiologist, and
- ▲ (except where you opt-out and unless prohibited by your audiologist) generating de-identified personal information for use for our product improvement, research and business purposes as further described below.

We do not use identifiable data for our own business purposes other than (except where you opt-out and unless prohibited by your audiologist) to generate de-identified personal information for use for our product improvement, research and business purposes as further described below.

We do not sell identifiable data and we do not disclose identifiable data to third parties that are not your audiologist, except to the extent that we are required to do so by law, e.g., to meet law enforcement requirements.

### *Use of your information by TrueSilence to improve treatment for you, for R&D and business purposes*

Unless you opt-out and unless prohibited by your audiologist, we may use your personal information that has been de-identified in a manner that meets the requirements of U.S. Health Insurance Portability and Accountability Act (**HIPAA**) 45 C.F.R. §§ 164.514 for product improvement, research and development and other legitimate business purposes.

In this privacy notice, we refer to your personal information that has been de-identified in this manner as your **de-identified personal information**.

Your de-identified personal information may contain non-identifying demographic data (e.g., gender, age), non-identifying clinical data (e.g. de-identified tinnitus index scores and EEG readouts), and non-identifying data from your use of, and feedback on, the software.

Specifically, we may use your de-identified personal information to:

- ▲ improve the treatment that is delivered to you through the software
- ▲ develop general improvements to our products and services
- ▲ train and test machine learning models
- ▲ seek regulatory approvals
- ▲ conduct scientific research
- ▲ create and publishing scientific publications
- ▲ create educational or marketing material

We may disclose your de-identified personal information to:

- ▲ another company within our group
- ▲ any business that supports our services, including any person that hosts or maintains any underlying IT system or data centre that we use to provide the software or underlying systems
- ▲ a person who can require us to supply that information (e.g. a regulatory authority)
- ▲ any other person authorised by applicable law (e.g. a law enforcement agency)
- ▲ professional advisers e.g. accountants, lawyers, auditors
- ▲ any other person authorised by you
- ▲ any other company in the case of a sale, merger, consolidation, liquidation, reorganisation or acquisition.

We may transfer de-identified personal information in the case of a sale, merger, consolidation, liquidation, reorganisation or acquisition.

We do not sell your de-identified personal information and we do not share your de-identified personal information to third parties for use for their own marketing or commercial purposes.

## **STORAGE AND SECURITY OF YOUR PERSONAL INFORMATION**

We take reasonable steps to keep personal information safe from loss, unauthorised activity, or other misuse. We implement appropriate technical and organisational measures to ensure a level of security appropriate to risks inherent in processing personal information.

Your audiologist determines how long they retain your identifiable data. We retain your de-identified personal information only for as long as we need it to fulfill our legitimate business purposes.

## **YOUR RIGHTS IN RELATION TO YOUR PERSONAL INFORMATION**

If you wish to exercise any rights that you have under applicable law relating to the use of your identifiable data, you should contact your audiologist. If we receive any requests relating to your identifiable data, we will forward this request to your audiologist, unless we are prohibited to do so by law.

Where we use your de-identified personal information to improve treatment for you, improve our technology or for other legitimate business purposes (which we will not do if you have opted-out of this), we respect the following rights, regardless of whether you have such rights under applicable law, subject to certain grounds for refusal set out in applicable law and except to the extent required otherwise under applicable law:

- ▲ the right for you to access your readily retrievable personal information that we hold; and
- ▲ the right for you to request a correction to your personal information. If we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

If you would like to exercise any of the rights above, please contact us at [team@gettruesilence.com](mailto:team@gettruesilence.com). In order to respond to your request, we may request additional information from you for the purpose of identity verification.

If you are not satisfied by the way your query is dealt with, you may refer your query to your local privacy or data protection authority.

## **CONTACT US**

If you have any questions about this notice, our privacy practices, or if you would like to request access to, or correction of, personal information about you that we have collected, you can contact us at [team@gettruesilence.com](mailto:team@gettruesilence.com).

If your request is for access to, or correction of, your identifiable data, you should contact your audiologist, and if we receive such a request, we will forward this request to the relevant audiologist, unless we are prohibited to do so by law.

## **MAKING A COMPLAINT**

If you have any concerns about our use of your personal information, you can make a complaint to us at [team@gettruesilence.com](mailto:team@gettruesilence.com).