

# PRIVACY POLICY

## INTRODUCTION

TrueSilence Therapeutics, Inc, a Delaware corporation (**we, us, our**) complies with applicable privacy and data protection laws.

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

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

This policy was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. We are happy to provide any additional information or explanation needed. Any request for further information should be sent to [team@gettruesilence.com](mailto:team@gettruesilence.com).

## CHANGES TO THIS POLICY

We may change this policy by uploading a revised policy onto our website. The change will apply from the date that we upload the revised policy.

**This policy was last updated on 20 July 2026.**

## WHEN DOES THIS PRIVACY POLICY APPLY

This policy sets out:

- ▲ how we will collect, use, disclose and protect your personal information when you access and use our website ([gettruesilence.com](https://gettruesilence.com)), including if you contact us using the contact information available on our website; and
- ▲ if you are an audiologist or deal with us on behalf of an audiologist, how we will collect, use, disclose and protect your personal information for purposes such as marketing, sales, account management, and service provision.

We also collect, hold and process 2 other categories of personal information:

- ▲ personal information about patient users of our QCore app that is collected in the course of the patient's use of the app (**Patient App Data**); and
- ▲ personal information that our audiologist users upload or input into our QCore dashboard service (**Audiologist Data**). including personal information about audiologists' patients.

In most cases, our audiologist users are the data controller and/or business and/or agency (or equivalent under applicable privacy and data protection laws) when collecting, storing or otherwise processing Patient App Data and Audiologist Data, and we are our audiologist users' data processor and/or service provider and/or agent (or the equivalent under applicable privacy and data protection laws) in processing that data. Our audiologist users determine what and how they collect, use, disclose and transfer Patient App Data and Audiologist Data. This means that our audiologist users'

collection and use of Patient App Data and Audiologist Data is governed by their privacy policies and practices, not ours.

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) of Patient App Data and Audiologist Data about patients for specific purposes, as described in our Patient Privacy Notice at <https://gettruesilence.com/qcore/public/legal/patient-privacy-notice>.

We only process Patient App Data and Audiologist Data about patients in accordance with our Patient Privacy Notice, and we only process Patient App Data and Audiologist Data as authorised by our audiologist users in our QCore Dashboard Services Terms of Use (available at <https://gettruesilence.com/qcore/public/legal/dashboard-tou>) and/or other agreements with our clients that govern the processing of Patient App Data and/or Audiologist Data (as applicable).

For more information on how we handle Patient App Data and Audiologist Data about patients, please refer to our Patient Privacy Notice at <https://gettruesilence.com/qcore/public/legal/patient-privacynotice>.

**The remainder of this privacy policy does not apply to Patient App Data or Audiologist Data.**

## **WHO DO WE COLLECT YOUR PERSONAL INFORMATION FROM**

We collect personal information about you from:

- ▲ you, when you provide that personal information to us, including via our website and dashboard service, through any registration or product/service purchasing process, through any contact with us (e.g. telephone call or email) or when you access or use our dashboard service; and
- ▲ third parties where you have authorised this (e.g. where you use a third party authentication service to login to our dashboard service ) or the information is publicly available (e.g. on your website or LinkedIn profile). If possible, we will collect personal information from you directly.

When you visit or use our website or dashboard service, we may collect information about you:

- ▲ by recording clickstream data, which is non-personal information that is recorded when you click anywhere on a webpage and is used for the purposes of collecting, analysing and reporting data about how you use our website and dashboard service; and
- ▲ through the use of cookies, web beacons and similar storage technologies. Please refer to the Cookie section of this policy for further information, including information on how you can disable these technologies.

## **HOW WE USE YOUR PERSONAL INFORMATION**

We may use your personal information:

- ▲ to verify your identity
- ▲ to provide our website, products and services to you
- ▲ to market our products and services to you, including contacting you electronically (e.g. by text or email for this purpose). You can stop receiving our marketing emails by following the unsubscribe instructions included in those emails
- ▲ to improve our products and services
- ▲ to bill you and to collect money that is payable to us, including authorising and processing credit card transactions. We use Stripe to process credit card transactions. We do not have

access to your credit card information. You can see further information about how Stripe processes your credit card information in their privacy notice at [stripe.com/privacy](https://stripe.com/privacy)

- ▲ to respond to communications from you, including enquiries and complaints
- ▲ to conduct research and statistical analysis (on an anonymised basis)
- ▲ to tailor website content or advertisements to you
- ▲ to protect and/or enforce our legal rights and interests, including defending any claim
- ▲ to respond to lawful requests by public authorities, including to meet law enforcement requirements
- ▲ for any other purpose authorised by you or applicable privacy and data protection laws.

We may transfer your information in the case of a sale, merger, consolidation, liquidation, reorganisation or acquisition.

## **DISCLOSING YOUR PERSONAL INFORMATION**

We may disclose your personal information to:

- ▲ another company within our group
- ▲ any business that supports our services or business operations, including any person that hosts or maintains any underlying IT system or data centre that we use to provide our website or services, that we use to process payments, or that we use to fulfil and ship product orders
- ▲ other third parties (for anonymised statistical information)
- ▲ a person who can require us to supply your personal 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.

## **PROTECTING YOUR PERSONAL INFORMATION**

We will take reasonable steps to keep your 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.

If you are a user of our dashboard services, you play an important role in keeping patient records that are accessible using your account, and your own personal information secure by maintaining the confidentiality of any password and accounts used in relation to our services. Please do not disclose your password or other access credentials to third parties. Please notify us immediately if there is any unauthorised use of your account or any other breach of security.

## **ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION**

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.

Subject to applicable law, we may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

## **INTERNET USE**

While we take reasonable steps to maintain secure internet connections, if you provide us with personal information over the internet, the provision of that information is at your own risk.

If you follow a link on our website to another site, the owner of that site will have its own privacy policy relating to your personal information. We suggest you review that site's privacy policy before you provide personal information.

## **COOKIES**

We use cookies (an alphanumeric identifier that we transfer to your computer's hard drive so that we can recognise your browser) to monitor your use of our website and dashboard service. You may disable cookies by changing the settings on your browser, although this may mean that you cannot use all of the features of our website or dashboard service.

We use Google Analytics to collect information about visitors to our website. Google Analytics collects information related to your device, browser, IP address, network location, and website activities to measure and report statistics about your interactions on our website. We use this information to help us manage the performance and design of our website and to improve our website.

We may use Google Ads and/or Google Analytics Advertising Features (e.g. Remarketing with Google Analytics, Google Display Network Impression Reporting and/or Google Analytics Demographic and Interests).

For further information on how Google uses your personal information when you use our website and how to opt out of Google's use of cookies, see [here](#) and [here](#).

## **CONTACT US**

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