

Privacy Notice

What information TrialON collects, how we use it, and the choices you have.

Last updated: October 16, 2026

01 Who we are

TrialON helps clinical research sites prepare study startup documents. This Notice covers the trialontechnology.com website, the TrialON Word Add-in, and the TrialON platform.

This Notice describes TrialON's current practices and is provided for transparency. It does not form part of or amend a customer agreement. If this Notice conflicts with an applicable customer agreement, that agreement controls.

02 Information we collect

- **Account and contact information:** we collect information you or your organization provides, such as your name, business contact details, job title or role, organization, account information, preferences, and communications with us.
- **Your content:** we collect documents and other materials you upload or connect; questions, instructions, comments, and other inputs you provide; and information generated, extracted, reviewed, or recorded through your use of TrialON, including drafts, workflow activity, tasks, decisions, and integration data.
- **Cookies and browser storage:** we collect cookies and browser storage used for session management.
- **Server logs:** we collect technical logs for auditing application use, which may include your IP address and actions performed in the system.

03 How we use it

We use this information to run and improve TrialON, manage access, evaluate the quality of outputs, send product updates, and monitor security. We do not use your content to train AI models, and our AI processing providers are not permitted to use your content to train their models. We may evaluate output quality using aggregated or de-identified information. Only authorized TrialON personnel may access your content, and only as needed to provide support, investigate issues, maintain security, comply with law, or act on your request.

04 With whom we share it

We use trusted service providers to support functions such as cloud hosting and storage, authentication and access management, security and monitoring, communications, customer support, document processing and

conversion, AI processing, and integrations with productivity or business tools. They may process information only as needed to provide services to us and subject to applicable contractual protections. We treat your content, including protocols, budgets, and other study sponsor materials, as confidential and do not disclose it except as described in this Notice. We do not sell your data or use it for advertising.

05 Health information

Do not submit patient or other protected health information (PHI) to TrialON. TrialON is not designed to process PHI. If PHI is submitted to TrialON, contact us at contact@trialontechnology.com and we will take reasonable steps to delete it.

06 Security

Data is encrypted in transit (HTTPS, TLS 1.2+) and at rest (AES-256). We restrict access to customer data to authorized personnel based on role. If we become aware of a security incident affecting your information, we will notify affected customers or users as required by applicable law or agreement. No method of transmission or storage is completely secure.

07 Retention and your rights

We keep your data while your account is active and delete or de-identify it within 90 days after your account closes, unless your customer agreement provides otherwise. We may keep backups until they are overwritten in the ordinary course, and we may preserve audit records, security logs, and material we are legally required to retain, as needed to comply with law, maintain the security and integrity of TrialON, resolve disputes, or enforce agreements. You can ask to access, correct, return, or delete your data, and we will respond within 30 days. Where we process information on behalf of a customer organization, we may refer your request to that organization.

08 Legal requests

Apart from the service providers described in section 04, we disclose data to government authorities or other third parties only in response to valid legal process. We notify the affected customer organization where the law allows and notice is reasonably practical, unless notice would create a risk of harm, compromise the security or integrity of TrialON, or interfere with a lawful request.

09 Changes and contact

We will announce material changes to this Notice by email, in our platform, or on our website at least 30 days before they take effect, unless a change is required sooner by law. Questions about this Notice can be sent to contact@trialontechnology.com.