

LEGAL

Privacy policy

LAST UPDATED · 16 SEP 2026

Radiant Science UG (“we”, “us”, “our”) is committed to protecting your privacy and ensuring the secure handling of your personal data. This Privacy Notice explains how we collect, use, store, and share your information when you use our services (“Services”), and outlines your rights under the UK and EU General Data Protection Regulation (GDPR).

If you have any questions, please contact us at info@radiantscience.io

Who We Are

Radiant Science UG Registered Address: Floningweg 16, 12107 Berlin, DE

Contact: support@radiantscience.io

We act as 1) a Data Processor on behalf of healthcare providers (Data Controllers) or 2) a Sub-Processor on behalf of Data Processors working on behalf of healthcare providers (Data Controllers), in accordance with UK and EU GDPR.

What Information Do We Collect

We collect and process the following categories of personal data to operate effectively, improve service quality, and meet legal and security obligations:

- Personal Information
 - Contact details (phone number, email address)
 - Identifiers (name, gender, usernames, encrypted passwords)
 - Preferences and job titles
 - Chat interactions or disclosures through our systems
 - Voice recordings, transcriptions, and summaries of calls made through our Services.

- System Information
 - Device, browser, and operating system details
 - Language, time zone, approximate location, IP address
 - Usage logs (features accessed, duration of actions)
- Healthcare Information
 - Health, genetic, and biometric data provided by your healthcare provider or disclosed by you
- Social Login Data
 - Optional social logins (e.g., Gmail). We do not share medical data with these providers.
- Other Sources
 - Public and partner databases, clinics, or platforms, as required for service delivery

HOW DO WE USE YOUR INFORMATION?

We process your data for the following purposes, always in accordance with our role as data processor under UK/EU GDPR:

- Providing and managing our Services
- Communicating with you on behalf of your care team
- Ensuring legal and security compliance
- Improving and personalising our Services
- Protecting vital interests (e.g., threats to safety)
- Our Services use AI to answer, record, and transcribe patient calls. No automated decisions with medical or legal effect are made without human oversight by your healthcare provider. Callers are informed at the start of each call that the call is recorded and handled by an AI agent.

Legal Bases for Processing

We process your personal data based on one or more of the following legal grounds:

- Performance of a contract with your healthcare provider or Data Processor working on behalf of your healthcare provider
- Compliance with legal obligations
- Protection of vital interests
- Legitimate interests of your care team or as required for service delivery
- Your explicit consent (where required, e.g., for certain health data processing)

WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

We share personal data only with authorised sub-processors who comply with GDPR and uphold high data security standards. Where data is transferred outside the UK or EEA, we rely on an appropriate transfer mechanism under the UK GDPR and EU GDPR, such as an adequacy decision, Standard Contractual Clauses, or the UK International Data Transfer Addendum. See ANNEX I for SUBPROCESSORS LIST.

HOW DO WE HANDLE SOCIAL LOGINS?

If you register or log in using a third-party provider (e.g., Google), we access only basic profile information (such as name and email address). We do not share your medical data with these providers. Please refer to their respective privacy policies for more information.

International Data Transfers

Where your personal data is transferred outside the UK or EEA, we ensure that such transfers are subject to an appropriate transfer mechanism under applicable law, such as an adequacy decision, Standard Contractual Clauses, or the UK International Data Transfer Addendum.

HOW LONG DO WE KEEP YOUR INFORMATION?

Identifiable call content — audio, transcripts and the call record — is deleted 30 days after the record is acknowledged by the receiving system, or 30 days after the call ends, whichever comes first. Personal data is otherwise retained for a maximum of 30 days after the conclusion of the service agreement with the Customer, unless a longer retention period is required by law. Where immediate deletion is not possible (e.g., backups), your data is encrypted and isolated until it can be securely deleted; database backups roll on a 7-day cycle.

HOW DO WE KEEP YOUR INFORMATION SAFE?

We implement modern technical and organisational security measures, including:

- Data minimisation and purpose limitation
- Encrypted communication and storage
- Pseudonymisation and anonymisation when feasible
- Secure system architecture with two-factor authentication (2FA)
- Continuous security monitoring

Despite our best efforts, no system is completely secure. In the event of a data breach that threatens your data integrity or rights, we will promptly inform affected users and relevant authorities as required by law.

Children

Our dashboard and Services are intended for individuals aged 18 or older. However, as our software serves clinics, we may process personal data relating to patients of all ages, including children, in the course of delivering our Services. Such data is handled in accordance with UK GDPR and our Data Processing Agreement with each clinic. The clinic, as Data Controller, is responsible for ensuring appropriate consent and lawful basis for processing patient data including that of minors.

WHAT ARE YOUR PRIVACY RIGHTS?

Under UK and EU GDPR, you have the following rights:

- Access your personal data
- Correct or update your data
- Request erasure (“right to be forgotten”)
- Restrict or object to processing
- Data portability
- Withdraw consent at any time (where processing is based on consent)

To exercise your rights, please contact us at info@radiantscience.io. We will respond in accordance with legal requirements. You may also lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk.

Controls for Do-not-track Features

Currently, we do not respond to Do-Not-Track browser signals, as standards are not yet finalised.

Updates to This Notice

We may revise this Privacy Notice from time to time. The “Last updated” date at the top of the page will always be updated. Material changes will be clearly communicated through our Services or via email.

Contact US

If you have any privacy-related questions, concerns, or requests to review, update, or delete your data, please contact us at:

Felix Geilert Email: support@radiantscience.io

We will respond in compliance with legal requirements and privacy standards.

Website Privacy Policy

At Radiant Science UG ("we," "our," or "us"), we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website <https://www.radiantscience.io/>, use our services, or interact with us online. By accessing or using our website, you consent to the practices described in this Privacy Policy.

Information We Collect

We may collect the following types of information:

- 1 . Personal Information: When you visit our website or use our services, we may collect personal information that can be used to identify you, such as: (a) Name, (b) Email address, (c) Phone number, (d) Mailing address.
- 2 . Non-Personal Information: We may also collect non-personal information that does not identify you directly, such as: (a) Browser type and version, (b) IP address, (c) Operating system, (d) Referring website, (e) Pages visited and time spent on our site, (f) Device type (e.g., desktop, mobile)

How We Use Your Information

We use the information we collect to: (a) Provide, operate, and maintain our website and services, (b) Improve your user experience, (c) Process transactions and send you related information, (d) Send you technical notices, updates, security alerts, and support messages, (e) Communicate with you, including responding to your inquiries and providing customer support, (f) Analyze website traffic and user trends to improve our site, and (g) Comply with legal obligations.

Retention

We retain your personal data only as long as necessary to fulfil the purposes for which it was collected, including for legal, accounting, or reporting requirements. When data is no longer needed, we will securely delete or anonymise it.

Legal Basis for Processing (eu/eea Users)

If you are located in the European Economic Area (EEA), we process your personal information under the following legal bases: (a) Consent: For sending marketing communications or placing cookies, (b) Contract: When processing is necessary to fulfill a contract with you (e.g., sending requested information), (c) Legal obligation: When required to comply with the law, (d) Legitimate interests: For improving our services, analyzing traffic, and securing our website.

Cookies and Tracking

1. We use cookies and similar technologies to collect and store information about your interaction with our website. Cookies allow us to: (a) customise your experience, (b) analyse site traffic and performance, (c) understand user behaviour to improve functionality. We do not use cookies to serve targeted advertisements and we do not operate any advertising-technology trackers on this website.
2. Types of cookies we use: (a) Essential cookies: required for website functionality; (b) Analytics cookies: help us understand how users interact with our site. Our analytics processor is PostHog, running on PostHog EU Cloud, so website analytics data is processed in the European Union. Analytics are off until you accept them, and if you decline we collect no analytics at all. We do not use marketing or advertising cookies.
3. You can manage your cookie preferences through your browser settings or opt out using our cookie consent banner. Disabling cookies may impact your experience on the website.

Sharing Your Information

We may share your information with third parties in the following ways:

1. Service Providers: We may share your information with trusted third-party service providers who assist us in operating our website, conducting business, or providing services to you (e.g., payment processors, hosting services, analytics providers).
2. Legal Requirements: We may disclose your information if required by law or if we believe such action is necessary to: (a) Comply with a legal obligation, (b) Protect and defend our rights or property, (c) Prevent or investigate possible wrongdoing related to the website, or (d) Protect the personal safety of users or the public.
3. Business Transfers: In the event of a merger, acquisition, or sale of all or a portion of our business, your information may be transferred as part of that transaction.

International Data Transfers

Some of the third-party service providers we use may process your personal data outside of your country of residence, including in the United States. Where applicable, we ensure that an appropriate transfer mechanism is in place (such as an adequacy decision, Standard Contractual Clauses, or the UK International Data Transfer Addendum) to protect your data during international transfers.

Data Security

We take reasonable measures to protect your information from unauthorised access, alteration, disclosure, or destruction. However, please understand that no method of data transmission over the internet or method of electronic storage is 100% secure, and we cannot guarantee absolute security. Please see ANNEX II for technical and organisational measures.

Your Rights

You have the following rights regarding your personal information:

- Access: You can request access to the personal information we hold about you.
- Correction: You may request corrections to your personal information if it is inaccurate or incomplete.
- Deletion: You may request the deletion of your personal information, subject to certain exceptions.
- Objection or Restriction: You may object to or request restriction of the processing of your personal information.
- Data Portability: You can request a copy of your personal data in a commonly used format.
- Lodge Complaint: If you are located in the European Economic Area (EEA), you also have the right to lodge a complaint with your local data protection authority regarding our collection and use of your personal information.

To exercise any of these rights, please contact us at info@radiantscience.io

Third Party Links

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices of these external sites, and we encourage you to review their privacy policies before providing any personal information.

Children's Policy

Our website is not intended for use by individuals under the age of 18. We do not knowingly collect personal information from children under 13.

Changes to Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with the "Last Updated" date, and, where appropriate, we will notify you via email or other means. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

Contact US

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at: info@radiantscience.io

Floningweg 16, 12107 Berlin, Germany

Annex I

A full list of subprocessors can be found at SUBPROCESSORS LIST:

www.radiantscience.io/subprocessors

Annex li

You can find our data security safeguards in our TECHNICAL AND ORGANISATIONAL MEASURES document: www.radiantscience.io/tom