

Illingworth Research Group Limited (“Illingworth,” “we,” “our,” “us”) is committed to protecting your privacy and has implemented the measures below to protect the personal data we process about you when you use our Patient Concierge Services, including our PatientGO® application.

In connection with clinical trials, clinical trial sponsors or their appointed third-party providers (such as Contract Research Organisations) engage Illingworth to provide certain services described below. Specifically, the services that Illingworth is engaged to provide to our clients and to the voluntary participants of their clinical trials, may include arranging for the travel and accommodations of such participants, and the reimbursement of the expenses of the participants that are reasonably incurred when participating in the clinical trials (“Services”). These Services are provided by Illingworth through our PatientGO® application.

This privacy statement, which may be amended from time to time, details how Illingworth may process your personal data when the PatientGO® websites and applications are used to provide the Services. Please note that how your personal data is processed in the clinical trial by the trial sponsor or the trial site, is set out in the study documentation that they provide to you and is not addressed in this privacy statement.

## I. Information we collect

We collect information about you when the PatientGO® application is used in the following ways:

- Directly from you;
- From third-party sources such as Investigators conducting the clinical trial in which you are a participant;
- Through the use of cookies (*i.e.*, a data file that is stored on your computer or device when you visit a website) on the Illingworth website; and
- Through the use of the PatientGO® application.

### [A] Information you provide to us

The types of personal information that we collect directly from you will depend on the particular Services that are provided to you and may include:

- Contact details, such as your name, email address, home address and phone number;
- Contact details for your caregiver(s), where applicable, such as name, email address, home address and phone number. We may also collect the nationality of you and your caregiver(s), if needed for international travel and visa requirements.



- Account login credentials, such as usernames and passwords, password hints and similar security information;
- Other account registration and profile information, including your date of birth, height and weight, and emergency contact information;
- Information about travel reservations and bookings such as, time and date of travel, collection location and destination, cost, transportation mode, and meal, seating and accommodation preferences or requirements;
- Payment information for reimbursement purposes, such as invoices, receipts and proof of payment, and applicable banking information (bank account details only, Illingworth does not collect credit card details);
- Government-issued ID numbers, which may include passport, visa and/or driver's licence information;
- Information that you may communicate to us, such as questions or information you send to customer support;  
and/or  
Communication preferences, such as your preferred language and the frequency, type, and format of the alerts that you sign up to receive concerning the Services to be provided.

## **[B] Information obtained from third-party sources**

We may obtain information about you from the institution/site or the Investigator conducting the clinical trial in which you are a participant, including:

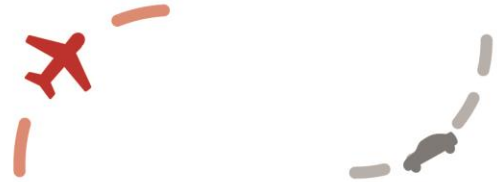
- Contact details, such as your name, home address, email address, and phone number; and
- Other account registration information, such as an assigned clinical trial participation number.

## **[C] Device and usage data**

The PatientGO® application or website may automatically collect information about you such as:

- Your computer and/or mobile device and connection information, such as IP address, browser type and version, operating system, unique device identifier and other technical identifiers, error reports and performance data;
- Usage data, such as the features you used, the settings you selected, URL click stream data, including date and time stamp and referring and exit pages, and webpages you visited; and
- For location-based services, the physical location of your device and country-specific requirements such as language.





We collect the above-referenced data through our servers and the use of cookies and other technologies. You can control cookies through your browser's settings and other tools. However, if you choose to block certain cookies, you may not be able to register, login, or access certain parts or make full use of the Service. For more details, visit the cookie notice at <https://illingworthresearch.com/privacy-policy/#cookies>.

## [D] Other information collected through our PatientGO® application

If you choose to use the PatientGO® application, we may also collect the following information:

- *Geolocation Information.* We may request access or permission to track location-based information
- *Mobile Device Access.* We may request access or permission to certain features from your mobile device, including your mobile device's calendar, reminders, and other features.
- *Push Notifications.* We may request to send you push notifications regarding your account and Services provided or certain features of the PatientGO® application.

The above-referenced information is needed primarily to maintain the security and operation of the PatientGO® application, for troubleshooting and for our internal analytics and reporting purposes.

If you wish to opt out of receiving these types of communications, you may turn them off in your device's settings.

## II. How we use your information

We are committed to delivering a relevant and useful experience to you in the provision of the Services. Depending on how you interact with us and/or the PatientGO® application, we use your personal information to:

- Provide, activate, facilitate and manage your access to and use of the Services provided via the PatientGO® application in relation to the clinical trial in which you are a participant;
- Notify you about changes, updates and other announcements related to bookings for travel and/or accommodation;
- Review, evaluate and respond to your requests, inquiries, comments or concerns regarding the PatientGO® application or the Services;
- Enhance and improve the Services, such as adding new content or features to the PatientGO® application; and
- Provide technical, product and other support and help to keep the PatientGO® application working, safe and secure.





We will only communicate with you to send you Service-related emails that are necessary for the administration and use of your account, to respond to Service requests, or for other non-marketing purposes.

### III. Special Categories of Data

Illingworth's Patient Concierge Services team may process "special" categories of personal data, including your health data. Such health data may include data concerning your mobility when processing such data is necessary to provide the Services. Specifically, this data may be required to facilitate your travel or accommodations, and may include data relating to wheelchair accessibility, visual impairments, conditions requiring medical clearance on aircraft, transportation of medical equipment or dietary requirements, and any other data that may identify your need for boarding or transit assistance. The processing of such data will only take place with your consent for the limited purposes of making travel and/or accommodation arrangements on your behalf.

### IV. Sharing of your information

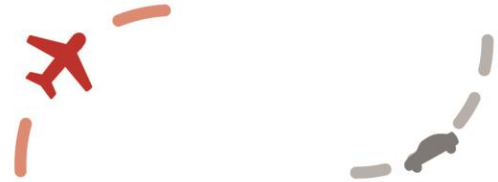
To provide the Services, we may share your personal information with our:

- Affiliates within the Illingworth group of companies and certain companies that provide technology, customer service and other shared services functions to enable Illingworth to provide the Services; and/or
- Suppliers and third-party service providers, including, payment processors, travel agencies, airlines, bus, ambulance and/or taxi services, translation and interpretation specialists, reimbursement providers and logistics partners, and hotels, all to facilitate travel, accommodation, and reimbursements.

We also will disclose your personal information where such disclosure is necessary to:

- Meet any applicable law, regulation, legal process or other legal obligations;
- Detect, investigate and help prevent fraud, security or technical issues;
- Protect the rights, property or safety of Illingworth, our users, employees, or others; and
- As part of a corporate transaction, such as a transfer of assets to or an acquisition by or merger with another company.





## V. Data retention

We retain your personal information for as long as necessary to provide the Services and fulfil the transactions you have requested, or for other essential purposes such as complying with our legal obligations, maintaining business and financial records, resolving disputes, maintaining security, detecting, and preventing fraud and abuse, and enforcing our agreements.

## VI. International Data Transfers

We take precautions to safeguard your personal information against loss, theft and misuse and unauthorized access, disclosure, alteration, and destruction through the use of appropriate technical and organizational measures including encryption technologies for data in transit and data at rest.

Your personal information may be stored and processed in your region or another country where Illingworth companies and their service providers maintain servers and facilities. We take steps, including through contracts (such as the EU Commission approved Standard Contractual Clauses), to ensure that the information continues to be protected wherever it is located, in a manner consistent with the standards of protection required under applicable law.

The jurisdictions in which Illingworth companies and their service providers maintain servers and facilities may not have data protection or other similar laws as comprehensive as those in your country. Illingworth will, however, take all necessary measures to protect your personal information in accordance with this privacy notice and applicable law.

## VII. Grounds for processing

When we process any personal information, we do so within the scope of applicable privacy and data protection laws. We will only process your personal information:

- When necessary to provide the Services, fulfil a transaction to perform a contract entered into with you, or at your request prior to entering into a contract;
- When necessary for our compliance with applicable law or other legal obligations;
- When necessary for the performance of a task carried out in the public interest;
- When applicable, with your consent; and/or
- As necessary to operate our business, protect the security of our systems, customers and users, detect or prevent fraud, or fulfil our other legitimate interests as described in the sections above, except where our interests are overridden by your privacy rights.





## VIII. Your rights

You have the right under certain privacy and data protection laws, as may be applicable, to request, free of charge:

- Access to and correction and deletion of your personal information; and
- The restriction of our processing of your personal information, or to object to our processing; and/or portability of your personal information.

Where we rely on your consent to process personal information, you have the right to withdraw your consent at any time, and where we rely on legitimate interests, you may have the right to object to our processing.

Withdrawal of consent at any time will not affect the lawfulness of any processing carried out before you withdrew your consent. If you withdraw your consent, we may not be able to provide certain products or Services to you. We will advise you in this regard at the time you withdraw your consent.

If you wish to exercise any of your data protection rights, please contact us using the contact information set out at the end of this document. We will respond to your request consistent with applicable laws. To protect your privacy and security, we may require you to verify your identity. You may designate an authorized agent to make a request on your behalf subject to proof of identity and authorization.

If you are a California resident, you have specific [rights described here](#).

## IX. Accessing and updating your information

You can customize and manage your communication preferences and other settings when using the PatientGO® application by updating your account features and preferences, by using the “opt-in/out” or subscribe/unsubscribe mechanisms, or other means provided within the communications that you receive from us or by contacting us. We reserve the right to notify you of changes or updates to the Services whenever necessary.

The PatientGO® application may allow users to directly access their account information and/or request corrections or updates at any time, which will be made outside of the application by the Patient Concierge Services team. Users may also close their account directly through the PatientGO® application or by contacting the Patient Concierge Services team at [patientgo@illingworthresearch.com](mailto:patientgo@illingworthresearch.com).

We will update this privacy statement from time to time. Any changes will be posted on this page with an updated revision date.





## X. Contact

If you have any questions, comments, complaints or requests regarding this privacy statement or our processing of your information, please contact:

To: Illingworth Research Group Limited

By post at: Hazelwood House, Tytherington Business Park, Larkwood Way, Macclesfield, SK10 2XR

By email at: [support@patientgo.com](mailto:support@patientgo.com)

You may also contact our Data Protection Officer at [data.privacy@syneoshealth.com](mailto:data.privacy@syneoshealth.com)

If you are located in certain jurisdictions, such as the European Union, you also have the right to raise a complaint about the collection or use of your Personal Data to your local regulator. For residents of the European Union, you may access the contact information for the Supervisory Authority for the Member State in which you reside by clicking [here](#).

The data protection representative for our businesses that are processing personal data within the scope of European Union and Swiss data protection laws and established outside of the European Economic Area and Switzerland is Syneos Health BV the Netherlands. The data protection representative for our businesses that are processing personal data within the scope of United Kingdom data protection laws and established outside of the United Kingdom is Illingworth Research Group Limited at the address above.