

COGNOLITE

Cognolite Pilot Privacy Notice

Version 1.4 - 17 June 2026

1. Who we are and how to contact us

Cognolite Limited is the data controller for the pilot. Contact: contact@cognolite.com.

2. Information we use

- Your name, telephone number, optional email address, preferred call times and scheduling details.
- Demographic information provided through the pilot registration form, including your age group, gender and UK region.
- Background and preferences you choose to provide, including interests, routines, relationships and topics you do not want Amy to raise.
- Call audio, transcripts, dates, duration, prompts and technical logs.
- Summaries, non-diagnostic wellbeing assessments, patterns, confidence ratings and safeguarding notes created from the calls.
- Feedback and any health, wellbeing or other special-category information you share or that may be inferred from the calls.

3. Why we use it and our lawful basis

We use the information to:

- enrol you, schedule calls and provide and personalise the pilot;
- understand who is taking part and evaluate participation and representation across the pilot;
- record, transcribe and analyse calls and create summaries and non-diagnostic wellbeing assessments;
- check quality and safety, investigate technical problems and evaluate the pilot; and
- train, test and improve the AI systems used by Cognolite and its specialist technology providers, including through authorised human review.

Lawful basis: your consent under Article 6(1)(a) UK GDPR. For health, wellbeing and other special-category information, we also rely on your explicit consent under Article 9(2)(a) UK GDPR.

4. Who receives the information

- Authorised Cognolite personnel and contractors who need it to operate, support or evaluate the pilot.
- Providers of cloud storage and administration, voice AI and calling, transcription and analysis, hosting, security and technical support.
- A relevant external pilot partner where limited identifiable information is necessary to resolve a technical issue; and a nominated contact, safeguarding service, healthcare professional or emergency service where agreed or necessary and lawful to address a serious safety concern.

5. Processing outside the United Kingdom

Some providers or their subprocessors may process information outside the United Kingdom. Where required, international transfers are protected through the safeguards provided in our agreements with them.

6. How long we keep the information

Information	Maximum period
Registration, demographic, contact and scheduling details	12 months after the pilot ends
Identifiable audio, transcripts, summaries, assessments and feedback	12 months after the pilot ends
Consent and withdrawal records	12 months after the pilot ends
Irreversibly anonymised information	No fixed period

7. Your rights and withdrawing consent

You may withdraw consent at any time by emailing contact@cognolite.com. We will stop future calls and future processing covered by consent. Withdrawal does not affect processing carried out before withdrawal.

You may also ask us to access, correct, erase or restrict your personal information, or provide it in a portable format where that right applies.

8. Complaints

You can contact us at contact@cognolite.com. You also have the right to complain to the Information Commissioner's Office at ico.org.uk.