

Privacy Policy

Effective date: 14th August 2026

Who this applies to. This Privacy Policy explains how Barkscribe Pty Ltd (Barkscribe, Truth Hero, we, us or our) handles personal information when you use the Truth Hero add-on, website, support channels and related services (Services).

1. Our Privacy Commitment

Truth Hero is designed to help users assess the reliability of documents and claims. We aim to handle personal information openly, fairly and securely, and in accordance with applicable privacy laws, including the Privacy Act 1988 (Cth) where it applies. This policy is intended to be read with our Terms of Use and any customer agreement or data processing agreement that applies to an organisation account.

2. What Information We Collect

The information we collect depends on how you use the Services and on the configuration chosen by your organisation. It may include:

- Account and contact information, such as your name, email address, organisation, role and account or subscription identifiers.
- Customer Content: documents, text, prompts, claims, URLs, attachments, comments and other content you submit for analysis; the content may contain personal, confidential, commercially sensitive or other regulated information.
- Service outputs and feedback, including Truth Scores, assessment results, source references, provenance or audit records where enabled, user corrections, ratings and support communications.
- Technical and usage information, such as IP address, device and browser information, log data, timestamps, error data and interaction events.
- Billing and transaction information where you purchase a paid service. Payment card details should be handled by the payment provider and not stored by Truth Hero, unless expressly stated otherwise.

3. How We Collect Information

We collect information directly from you, from your organisation administrator, through your use of the Services, and from connected platforms where you choose to authorise a connection. If Truth Hero is accessed through another third-party platform, that platform's own terms and privacy policy also apply to information it collects and processes. Truth Hero only receives information that is made available to it through the relevant integration or that you provide to it.

4. How We Use Information

We use personal information only where reasonably necessary to:

- provide, operate, secure, support and improve the Services, including processing Customer Content to produce an assessment, relevant source references, provenance or audit records where enabled, and a Truth Score;
- authenticate users, administer accounts, process subscriptions and communicate service notices;
- prevent misuse, fraud, security incidents and breaches of these Terms of Use;
- respond to enquiries, exercise legal rights and comply with legal obligations; and
- send marketing communications only where permitted by law, with an available unsubscribe option.

5. Our Legal Bases

Where applicable, we process personal information to perform our contract with you or your organisation, comply with legal obligations, pursue legitimate interests in operating and protecting the Services where those interests are not overridden by your rights, or with your consent where consent is required. We collect sensitive information only where permitted by law and necessary for the stated purpose, or with the required consent.

6. How We Disclose Information

We may disclose personal information on a need-to-know basis to:

- service providers that host, secure, support or operate the Services, including authorised model, verification-data, identity, analytics and payment providers;
- your organisation administrator where the Services are supplied through an organisation account;
- professional advisers, insurers and prospective purchasers in connection with a corporate transaction; and
- government agencies, regulators, courts, law enforcement or other parties where required or permitted by law, or to protect rights, safety or security.

We require service providers to handle information only for authorised purposes and with appropriate safeguards.

7. International Transfers

The Services may use providers, infrastructure or support personnel located outside Australia. Where personal information is disclosed overseas, we will take reasonable steps to ensure it is handled in accordance with applicable privacy law, including through contractual or other recognised safeguards where required.

8. Security

We use reasonable technical and organisational safeguards designed to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. These safeguards may include access controls, encryption in transit and at rest where applicable, logging, monitoring, staff confidentiality obligations and supplier due diligence. No system is completely secure; you should use sound access controls and avoid submitting information unless you are authorised to do so.

9. Retention and Deletion

We retain personal information only for as long as needed to provide the Services, meet legal or contractual obligations, resolve disputes, enforce agreements and maintain security. The operative retention periods are: Customer Content 60 days; Account Records 12 months after account closure; Security Logs 12 months; and Backups 35 days after primary deletion. After the applicable period, we will delete or de-identify the information, subject to lawful retention requirements and backup-cycle limitations.

10. Your Rights and Choices

Subject to applicable law, you may request access to, correction of, deletion of, restriction of or objection to our handling of your personal information, or request a portable copy. You may opt out of direct marketing at any time. To make a request, contact privacy@truthhero.ai. We may need to verify your identity and may decline or limit a request where permitted by law.

11. Complaints

Please send privacy complaints to [privacy email] with enough detail for us to investigate. We will acknowledge and investigate your complaint and aim to respond within 30 days. If you are not satisfied, you may complain to the Office of the Australian Information Commissioner or another relevant privacy regulator.

12. Children and Sensitive Use Cases

The Services are not intended for children under 26 unless they are accessed through an approved education arrangement and the school or parent/guardian has obtained all required permissions. Do not submit health, biometric, financial, government identifier, criminal-record, classified or other highly sensitive information unless you are authorised to do so and the applicable Truth Hero service plan expressly supports that use case.

13. Changes and Contact

We may update this Privacy Policy from time to time. Material changes will be notified through the Services or by other reasonable means. The current version will be published at www.truthhero.ai. For privacy questions, contact: privacy@truthhero.ai