

PHYSISENS PRIVACY POLICY

Last Updated: February 16, 2026

1. INTRODUCTION

This Privacy Policy explains how **PhysiSens LLC** (“**PhysiSens**,” “**we**,” “**us**,” or “**our**”) collects, uses, discloses, and protects information when you use the **PhysiSens mobile application** (“**Application**”), the **PhysiSens SmartSleeve hardware device** (“**Hardware**”), the **PhysiSens website** (“**Site**”), and all related software, analytics, and services (collectively, the “**Service**”).

By accessing or using the Service, you agree to the practices described in this Privacy Policy. If you do not agree, you may not use the Service.

2. SCOPE

This Privacy Policy applies to all users of the Service, including **Therapists** and **Patients**, and covers information collected:

- Through the Application
- Through the Hardware
- Through the Site
- Through customer support interactions
- Through syncing or pairing the Hardware with the Application

This Policy supplements the PhysiSens Terms & Conditions.

3. DEFINITIONS

- **Personal Information** — Information that identifies or can reasonably be associated with an identifiable individual.

- **De-identified / Aggregated Data** — Data that has been processed to remove identifiers and cannot reasonably be used to identify an individual.
- **Therapist** — A licensed physical therapist or other professional using the Service to view patient data or assign exercises.
- **Patient** — An individual whose sensor data, activity metrics, or profile information is collected or displayed through the Service.
- **Service Providers** — Third-party vendors who process data on our behalf.

4. INFORMATION WE COLLECT

We collect the following categories of information:

4.1 Account and Identity Information

Examples include:

- Full name
- Email address
- Phone number
- Organization or clinic
- User role (Therapist or Patient)
- UserID
- ProfilePictureURL
- Date of birth
- Billing contact information

4.2 Sensor and Health-Adjacent Data

When you use the SmartSleeve and sync it with the Application, we collect sensor-derived metrics such as:

- Muscle activation
- Muscle usage / utilization
- Muscle fatigue
- Muscle output
- Joint range of motion
- Range of motion

- 3D biomechanical models
- IMU-based motion data
- Exercise form accuracy estimates
- Activity levels
- User-reported pain or discomfort levels
- Data quality indicators and related analytics

These measurements are **estimates only** and are not intended for medical or diagnostic use.

4.3 Device, Technical, and Usage Information

Examples include:

- Device identifiers
- Operating system and version
- Application version
- IP address
- Bluetooth pairing metadata
- Crash logs
- Firebase analytics identifiers
- Interaction and usage patterns within the Application

4.4 Communications and User Content

Examples include:

- In-app messages between Therapists and Patients
- Notes, comments, or profile content
- Files or media you upload
- Customer support communications

4.5 Payment and Billing Information

If you purchase a subscription or pay an invoice, we may collect:

- Billing contact information

- Payment method details (for invoiced payments we do not store full card numbers)

4.6 Information from Third Parties

We may receive information from:

- Service providers
- Organizations that create accounts for their staff or patients
- Public sources
- Third-party login or authentication services (if used)

4.7 De-Identified and Aggregated Data

We may collect, use, and retain de-identified or aggregated data for:

- Analytics
- Research
- Product improvement
- Machine learning model development

This data **cannot reasonably be used to identify you.**

5. HOW WE COLLECT INFORMATION

We collect information:

- Directly from you when you create an account or use the Service
- Automatically through the Application, Hardware, and Site
- Through Firebase analytics and crash reporting
- From Therapists or organizations who manage accounts
- From third-party service providers
- When you sync the SmartSleeve with the Application

6. HOW WE USE INFORMATION

We use Personal Information to:

- Provide, operate, and maintain the Service
- Sync Hardware and generate analytics
- Enable Therapist access to Patient profiles
- Deliver features such as dashboards, exercise assignments, and form-accuracy indicators
- Improve and develop the Service, including ML models
- Communicate account notices, updates, and support responses
- Process payments and manage subscriptions
- Detect, prevent, and respond to fraud or security incidents
- Comply with legal obligations

7. HOW WE SHARE INFORMATION

We do **not** sell Personal Information.

We may share information as follows:

7.1 With Therapists and Organizations

Patient sensor data, profile information, and user-reported inputs are shared with the Patient's connected Therapist or organization.

7.2 With Service Providers

We share data with vendors who perform services on our behalf, such as:

- Cloud hosting
- Firebase analytics and crash reporting
- Email and communication services
- Customer support tools
- Payment processors (if applicable)

These providers are contractually required to use data only to provide services to PhysiSens.

7.3 For Legal and Safety Reasons

We may disclose information to:

- Comply with laws or legal processes
- Respond to lawful requests
- Protect rights, safety, or property

7.4 Business Transfers

If PhysiSens undergoes a merger, acquisition, or asset transfer, Personal Information may be transferred as part of the transaction.

7.5 De-Identified and Aggregated Data

We may share de-identified or aggregated data for research, analytics, or product improvement.

8. COOKIES AND TRACKING TECHNOLOGIES

We use cookies and similar technologies to:

- Operate the Service
- Analyze usage
- Improve performance

You may disable cookies through your browser or device settings, but some features may not function properly.

We do not currently respond to “Do Not Track” signals.

9. DATA RETENTION

We retain Personal Information as long as necessary to:

- Provide the Service
- Fulfill contractual obligations
- Comply with legal requirements
- Resolve disputes
- Maintain business records

De-identified or aggregated data may be retained indefinitely.

10. YOUR RIGHTS AND CHOICES

Depending on your jurisdiction, you may have rights to:

- Access your Personal Information
- Correct inaccurate information
- Request deletion (subject to legal and contractual obligations)
- Opt out of promotional communications
- Request information about data practices

To exercise rights, contact: winstondemartini@physisens.com

11. SECURITY

We implement administrative, technical, and physical safeguards to protect Personal Information, including:

- Encryption in transit
- Access controls
- Vendor security assessments
- Monitoring and incident response procedures

No system is perfectly secure. If a security incident occurs, we will notify affected users as required by law.

12. INTERNATIONAL TRANSFERS

Personal Information may be stored or processed in the United States or other countries where we or our service providers operate. We use appropriate safeguards for international transfers.

13. CHILDREN

The Service is intended for users **18 years of age or older**.

We do not knowingly collect Personal Information from children under 13.

If we learn that we have collected such information, we will delete it promptly.

14. HIPAA NOTICE

PhysiSens is **not** a HIPAA-covered entity and does **not** represent that it is HIPAA-compliant.

Therapists and organizations are responsible for ensuring their own compliance with applicable healthcare laws.

15. MACHINE LEARNING AND ANALYTICS

We may use de-identified or aggregated data to train and improve machine learning models.

We do not use identifiable Personal Information for model training without consent where required by law.

16. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time.

Material changes will be posted on the Site with an updated effective date.

17. CONTACT INFORMATION

If you have questions or requests regarding this Privacy Policy, contact:

PhysiSens LLC

3 Hewlett Rd

Greenvale, NY 11548

USA

Email: winstondemartini@phisens.com