Trenthos IME

Service description for agencies.

What the service is and how it runs today, in plain language.

1. What the service does.

Trenthos IME reads the referral brief, builds a chronology in date order with a page reference on each entry, labels the entries that have no date, and flags what an examiner should check.

The export carries the same page references and the same flags. A disclosure annexure records the product's AI use for your report.

2. What it never does.

- It will not write or suggest your opinion.
- It will not send your files to any outside AI service.
- It will not count the same file twice. Re-uploads within 12 months and reprocessing are free.
- It will not charge for pages over your allowance without asking you first.
- It will not lock you out or delete anything in the first 14 days after a failed payment.

3. Who may use it.

Four roles: Admin, Examiner, Support and Reviewer. Admin, Examiner and Support may upload to a matter and run it.

Two-factor sign-in (TOTP) is required before any matter, page or chronology can be opened.

Within Trenthos, access to records is limited to personnel authorised by Trenthos Pty Ltd for that purpose, and only to provide or support the service. At present that is a single operator account.

4. Where data is stored and processed.

All storage and processing of the documents you supply happens in Australia, on computers Trenthos controls.

Briefs and chronologies stay in Australia. Three service providers hold some account information outside Australia, and Trenthos sends none of them records or chronology content.

Provider	What it does	What it receives	Where
Resend	Sends account and service emails, such as email verification, password resets, invitations, billing notices and "your chronology is ready"	Your name, email address and the content of those emails, which never contain records or chronology content and never name a claimant	A United States company, sending from its Japan (Tokyo) region
Mailgun	Receives emails you send to support@trenthos.com	Whatever you write or attach	United States
Stripe	Takes payment for plans and briefs	Your name, email address, billing details and card details. You enter your card on Stripe's page, and Trenthos never sees or stores your full card number	Outside Australia, including the United States and India

5. Deletion.

Free trial matters

What	When it is deleted
The identified original of the brief	Within 7 days of delivery
Everything else: the redacted copy, the chronology and any processing records	30 days after delivery, or 30 days after your last upload if a chronology is never delivered
Backup copies	Within 21 days after the live deletion above

Paid matters

A paid matter, or a whole account, is deleted on request after a typed confirmation and an undo window of up to 6 days. When a paid service ends, its matters are deleted after 90 days, with a warning 14 days before. Backup copies may persist for a limited time. Published deletion times currently cover free trial matters only.

6. Support.

Your examiners can book a 20-minute walkthrough, and a doctor answers support.

Documentation is at trenthos.com/ime/docs/. If anything is unclear, ask before you rely on it: support@trenthos.com. We aim to reply within one business day.

7. Prices.

Practice and agency pricing is by quote. For individual examiners, the Solo and Solo Plus launch price is held for 12 months for anyone who starts by 30 June 2027.

Prices in Australian dollars, GST included.

- Pay as you go: A$99 per brief. Up to 500 pages; A$79 for each further 500 pages or part.
- Solo: A$119 a month. 2,000 pages a month. Launch price for your first 12 months, then A$149.
- Solo Plus: A$249 a month. 5,000 pages a month. Launch price for your first 12 months, then A$299.

8. Ending the arrangement.

Subscriptions can be cancelled online at any time, with no fee. Access runs to the end of the month you have paid for.

9. Where responsibility sits.

Trenthos IME does	The examiner does
Reads the brief and builds a chronology in date order with a page reference on every extracted entry.	Reads the records and checks every entry used in the report against its page.
Flags a quote it cannot find on the page.	Checks a flagged entry against its page before relying on it.
Lists the pages it detects as not read in full. The list is not complete.	Reads those pages in the documents.
Records its own AI use in a disclosure annexure.	Follows the rules that apply to the matter, including any disclosure of the tool's use they require.
Never writes, suggests or pre-selects an opinion.	Forms the opinion and writes the report.

The Terms of Service in the app set out responsibility and liability in full. This table is a plain-language summary of them.

10. When something goes wrong.

- If you think an entry is wrong, open the page it cites. If the page does not support it, tell us at support@trenthos.com.
- Pages the product detects as not read in full are listed with the chronology. The list is not complete.
- If we become aware of a data breach affecting your documents, we will tell you without undue delay, as the Terms of Service state.
- Every opening of a matter, document or page in the app is recorded in the audit log.

Explaining Trenthos IME to someone who does not use it

Examiners may adapt this for a referrer or an examinee.

The examiner used software called Trenthos IME to put the medical records in date order and to note a page reference for each entry. The software does not examine anyone, does not form an opinion and does not write the report. The records were processed on computers in Australia and were not sent to any outside AI service. The examiner read the records and is responsible for the report.