Trenthos IME

Vendor assessment pack.

The facts a security or procurement review asks for, in one document.

Version 13 November 2026.

Trenthos Pty Ltd
ABN 93 697 995 501
Queensland

support@trenthos.com
We aim to reply within one business day.

At a glance.

TOPIC	IN SHORT	STATUS	DETAIL
Where the data is	Stored and processed in Australia, on computers Trenthos controls.	**Partly** an automated egress test is due before 1 December 2026.	Section 2, page 4
AI models	The AI models run on computers Trenthos controls; nothing from a brief is sent to an outside AI service.	**Partly** an automated egress test is due before 1 December 2026.	Section 3, page 4
Who can access records	Named roles and two-factor sign-in on every account; within Trenthos, access is limited to a single operator account.	**Partly** the access record is not yet offered to the practice.	Section 6, page 7
Deletion	Trial briefs are deleted 30 days after delivery and backup copies within 21 days after that; paid matters are deleted on request.	**Proven** automated tests.	Section 5, page 6
Testing	An independent penetration test by a CREST-accredited Brisbane security firm is scheduled for December 2026.	**Booked** 7 to 11 December 2026.	Section 7, page 8
Incidents	Incidents that affect customers are published in the incident log, each within five business days of the fix.	**Not yet tested** a commitment by Trenthos.	Section 9, page 11
Insurance	Cover for professional indemnity, cyber and general liability has been applied for through a broker. A certificate of currency will be available once the policy is in place.	**Applied for**	On request.

Contents.

Everything here is also published on trenthos.com and checked against the product's tests. Each claim's status is shown in the appendix.

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1. Company.

Trenthos Pty Ltd is a small Queensland company with one product, Trenthos IME. Its founder is a registered medical practitioner; see the About page.

Trenthos Pty Ltd
ABN 93 697 995 501
Queensland

support@trenthos.com
We aim to reply within one business day.

A security questionnaire is available on request.

2. Where briefs and chronologies are kept.

All storage and processing of the documents you supply happens in Australia, on computers Trenthos controls. That covers the application, the database, the store that holds each document, and the AI models that read the pages. The chronologies made from your documents are kept in the same place.

Your browser connects to ime.trenthos.com directly, with no outside host or CDN in between.

Backups also stay in Australia, on equipment Trenthos controls, and are encrypted.

3. AI models run on our own computers.

Text is taken from each page's own text layer, or read by text recognition software (Tesseract) when there is none. The AI models that find entries in that text, and on a free trial find the details to hide, run on Trenthos's own computers. No page, image, text or chronology is sent to an outside AI service.

Your documents are never used to train an AI model.

Each AI call is recorded with the model it used, and the disclosure annexure for a matter is built from those records, so you can say how Trenthos IME was used. Trenthos IME does not write opinions or reports. The examiner forms every opinion and writes the report.

4. What leaves Australia, and why.

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

Because support email passes through Mailgun, please do not attach records or chronologies when you email us.

We do not otherwise disclose personal information overseas. This public website is separate from Trenthos IME: it sends its subscription emails through Resend, as the website Privacy Policy explains.

5. Deletion and retention, by matter type.

“Delivery” is when a trial chronology is first made available to you.

Free trial matters

WHAT	WHEN IT IS DELETED	SOURCE
The identified original of the brief	Within 7 days of delivery	Trial undertaking v2.2, section 2 (Deletion); Privacy Policy section 7
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	Trial undertaking v2.2, section 2 (Deletion); Privacy Policy section 7
Backup copies	Within 21 days after the live deletion above	Trial undertaking v2.2, section 2 (Deletion); Privacy Policy section 7
Any of the above, sooner	On request: email support@trenthos.com	Trial undertaking v2.2, section 2 (Deletion)
Files sent for a trial that the registration check declines	Deleted from the service at once; nothing is prepared from them	Trial undertaking v2.2, section 2 (Registration check); Privacy Policy section 7
The record that you accepted the undertaking (your name, the date and time, the network address and browser, and the document accepted)	Kept for 7 years after the trial is deleted, as evidence of your acceptance, then deleted	Trial undertaking v2.2, section 4; Privacy Policy section 7
A one-way keyed code made from your email address and Ahpra number (not the address or number itself)	Kept after your account is deleted, and used only to prevent a repeat free trial	Trial undertaking v2.2, section 2 (One trial per examiner); Privacy Policy section 7
A coded form of the network address a trial was started from	30 days	Privacy Policy section 2

A trial brief sent under an earlier version of the undertaking is deleted as that version says.

Paid matters

Paid matters are processed as the brief was received, because the examiner needs the names: the documents are not redacted; quotes are kept exactly as printed, names included, and entries refer to the claimant as “the worker”.

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.

Account records

WHAT	HOW LONG IT IS KEPT	SOURCE
Account details, including your specialty and Ahpra registration number	While your account is open	Privacy Policy section 7
Records of sign-ins and actions in the app	Kept with the history they protect	Privacy Policy section 7
Sign-in records keep the network address and browser they came from.	Expired sign-in records are deleted 90 days after they expire or are cancelled.	Privacy Policy sections 2 and 7; Trenthos IME service setting (the 90 days)

6. Security and access.

Encryption. Records are encrypted in transit and at rest.

Two-factor sign-in. Two-factor sign-in (TOTP) is required before any matter, page or chronology can be opened. A new examiner may send the free trial brief first. An idle session locks after 15 minutes and needs your PIN to resume.

Passwords. Your password is stored only in a form that cannot be read back.

Practices kept apart. Each practice's records are kept separate in the database itself: row-level security is turned on and forced on every table that holds clinical records, so an application bug alone cannot read another practice's records from the database.

Audit log. Each time health information is opened, it is recorded in an audit log. The application can only add to that log. It cannot change or delete entries, except to remove a deleted matter's details when the Privacy Policy requires it.

Access within Trenthos. 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. On a free trial, the identified original is held in a restricted holding area that is not copied to any backup, and no person needs to open it for redaction.

Incidents. Incidents that affect customers are listed in the incident log, with what was fixed.

7. Independent testing.

An independent penetration test by a CREST-accredited Brisbane security firm is scheduled for December 2026. The attestation letter will be published here.

8. Common questions.

The product.

Does it write my report?

No. It reads and indexes the brief; it does not examine, diagnose or give an opinion. The examination, the opinion and the report are yours.

What does the chronology contain?

Every dated fact the product found in the records, in date order, each with the document and page it came from and the words it quotes from that page. Undated entries are labelled. Each row is one encounter, report or document event.

What happens if a file cannot be read?

Pages the product detects as not read in full are listed with the chronology. The list is not complete.

What if the records disagree with each other?

Where two documents give different dates for the injury, or different readings for the same measurement on the same day, the topic view shows them side by side with their pages and does not say which is right.

Sources differ: K10. `D7 p.24` : 29 Sept 2025, 23 score. `D6 p.26` : 29 Sept 2025, 24 score.

As shown in the app for a synthetic test matter. No real person.

How do I know an entry is really on the page?

Every entry quotes the words it was drawn from, and the product checks that those words are found on the cited page. If the words are not found there, the entry is marked “Quote not found on page” and kept for you to check. This check does not confirm that the cited page is the correct one: where two pages print the same words, an entry can cite the wrong one and not be flagged.

Which schemes and briefs?

Matters are set up under the Australian workers’ compensation schemes: WorkSafe Victoria, SIRA NSW, WorkCover Queensland, ReturnToWork SA, WorkCover WA, WorkSafe Tasmania, NT WorkSafe, WorkSafe ACT and Comcare. The chronology is built from the records themselves, so it works the same way for an independent medical examination or a file review.

Do we have to change our practice system?

Trenthos IME sits beside your practice system. It does not replace it, does not connect to it, and does not change how briefs reach you. Someone in the examiner’s practice uploads the brief and the examiner receives a chronology. If you stop, nothing has to be moved back.

How do I explain this to a referrer or examinee?

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.

Am I allowed to use AI in a medico-legal report?

We have not found an Australian court, tribunal or scheme regulator that bans it; what they require is disclosure, verification and human accountability. Trenthos IME records its own AI use and exports a disclosure annexure.

Read what the rules actually say

Your data.

Where is my data?

In Australia, on computers Trenthos controls, including the AI models that read the pages. Nothing from a brief is sent to an outside AI service.

Read the trust page, with the source for every statement

Who can see my brief?

Your practice, under the roles you set. 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. Every opening of a matter, document or page through the app is recorded in the audit log.

Is my brief used to train anything?

No. The Terms of Service and Privacy Policy both say your documents are never used to train an AI model.

When is a trial brief deleted?

On a trial, the identified original is deleted within 7 days of delivering the chronology. The chronology and the redacted copy are deleted 30 days after delivery. A trial cannot be turned into a paid matter. For the full chronology, start a paid matter and upload the brief again. Backup copies are cleared within 21 days after the live deletion.

Trial, plans and payment.

What does the trial include?

One brief of up to 50 pages, with no time limit on the trial itself and no card needed. On a trial, identifying details are redacted before the chronology is built. A trial cannot be turned into a paid matter. For the full chronology, start a paid matter and upload the brief again.

Can someone else upload the brief for me?

Yes. Anyone in your practice with the Admin, Examiner or Support role can upload to a matter. For agencies outside your practice, see what agencies get today.

What agencies get today

How are pages counted?

At present every sheet in the file counts as one page, whatever its size. Pages are counted once: reprocessing is free, the same file uploaded again within 12 months is not recounted, and trial pages never count.

What happens if I go over my allowance?

One more brief is allowed, then you top up or move to a larger plan. You are never charged for extra pages without being asked first.

How do I cancel?

Online, at any time, with no fee. Access runs to the end of the month you have paid for.

What if a payment fails?

You keep full use for 14 days and nothing is deleted. Charges made in error, and double charges, are refunded.

Will the launch price change?

The launch price is held for 12 months for anyone who starts by 30 June 2027, with 30 days' email notice before the list price applies. Other price changes come with 30 days' notice.

9. Incident log.

We list every fault that a customer could see, what it did, and what we changed.

Incidents that affect customers are listed here within five business days of the fix. Newest first.

`1 to 11 November 2026`

Entries shown as undated

Fixed

What happened

After a change to date handling, an entry could be shown as Undated although its page printed a date.

Effect

At most 2 entries on one customer matter.

Fix, 11 November

Corrected for new readings. The 2 stored entries stay labelled Undated. The full test suite now blocks every release.

`10 November 2026`

Two stalls, unsaved changes

Fixed

What happened

The service stalled twice, for about four minutes each (15:11 to 15:15 and 16:05 to 16:09 AEST), while one very large chronology was rebuilt after each edit. The watchdog restarted the service both times. Changes saved during the stalls failed without telling the user.

Effect

One customer. 195 save attempts failed and 123 entries were left unsaved. No stored data was lost. We told the customer on 11 November and gave them a list.

Fix, 10 to 11 November

A failed save is now shown and kept on the page; an edit no longer reloads the chronology; the chronology is built off the main service thread.

9 to 10 November 2026

Slow downloads

Fixed

What happened

PDF downloads took 49 to 97 seconds.

Effect

Downloads were slow. No data was affected.

Fix, 10 to 11 November

An unchanged matter now downloads in under 3 seconds.

7 November 2026

Three faults on one day

Fix due before 1 December

What happened

Some scanned documents with very large pages were refused; the service stalled for about two minutes and restarted by itself; one brief was read four times instead of once, which replaced its entries while the examiner was working.

Effect

One customer. No data was lost.

Fix

Very large pages are now read at reduced size and listed as such (8 November). A change that guarantees a single reading is due before 1 December; until then every customer reading is watched.

5 November 2026

Service stopped for about 36 minutes

Fixed

What happened

The files of one brief arrived over a minute and a half. Reading started before the upload was complete, and a “chronology ready” email went out when 8 of 27 files had been read. The second reading stalled the service, and nothing restarted it.

Effect

One customer. No data was lost; every file was read after the restart.

Fix, 5 to 6 November

Reading now waits 5 minutes after the last upload, or until the customer presses “Upload complete: build chronology”. An email reports files added later. A watchdog restarts a stalled service.

Appendix. Claims register.

Register checked against production on 13 November 2026.

Data residency and no external AI.

Partly	All storage and processing happens in Australia, on computers Trenthos controls. The AI models run there, and nothing from a brief is sent to an outside AI service. code review and local models; an automated egress test is due before 1 December 2026.
Proven	Account and service emails are sent through Resend (a US company), and payments are taken by Stripe (United States and India). Neither receives your records. automated tests (legal).
Proven	If you reach the Trenthos IME sign-up page from a link with campaign tags, or from another website, the app records those tags and the name of that website with your account. They are kept in Australia and sent to no other party. automated tests (signup-source, signup, legal).
Proven	Our emails never name a claimant and never contain any of the records. automated tests (emails).

Deletion and retention.

Proven	On a trial, the identified original of the brief is deleted within 7 days of delivering the chronology. automated tests (retention).
Proven	On a trial, everything else is deleted 30 days after delivery (or 30 days after your last upload if no chronology is delivered), and backup copies within 21 days after that. automated tests (backup-retention, deletion-policy, purge, trial-deletion-v21).
Partly	If a trial registration is declined, the files sent are deleted at once and nothing is prepared from them. the deletion is tested; the test is still to be named in the register.
Proven	The record that you accepted the trial undertaking is kept for 7 years after the trial is deleted, as evidence of your acceptance. automated tests (trial-deletion-v21).

Proven	To allow one trial per examiner, a one-way coded value made from your email address and Ahpra number is kept after your account is deleted. It cannot be turned back into either. automated tests (deletion).
Proven	A paid matter, or a whole account, is deleted on request after a typed confirmation and an undo window of up to 6 days. automated tests (deletion).
Proven	Backup copies may persist for a limited time. automated tests (deletion-card, legal).
Proven	When a paid service ends, its matters are deleted after 90 days, with a warning 14 days before. automated tests (deletion).
Proven	Nothing is deleted because a payment failed. After a failed payment you keep full use for 14 days. automated tests (billing).
Partly	Chronologies export one matter at a time, as PDF or Word; there is no export of a whole account at once. the per-matter export is tested (export); a whole-account export is not built (checked 9 Nov 2026).
Proven	Published deletion times currently cover free trial matters only. the paid-matter deletion time promises are switched off in production (checked 9 Nov 2026).
Partly	When a matter or account is deleted, the app keeps a deletion record you can copy; no email confirms that the deletion is complete. Each matter's chronology can be downloaded as PDF or Word before you leave; there is no export of a whole account at once. the deletion record and the per-matter export are tested; there is no completion email and no whole-account export (checked 9 Nov 2026).

Redaction.

Proven	On a trial, identifying details are removed automatically on Trenthos computers before the chronology is prepared. No person reviews the original. automated tests (redaction, trial-auto-release, undertaking-v21).
Partly	On a trial, redaction removes the claimant's names and their variants, date of birth, address, personal phone and email, Medicare, claim, policy, licence, staff and record numbers, family and other private people, and other patients. tested except for policy and licence numbers and another patient's records in the brief.
Proven	On a trial, the names of clinicians, staff and organisations (employers included), document numbers and practice phone numbers are kept, because an examiner needs them. automated tests (document-numbers, redacted-vision-guard, redaction-minimal, redaction-precision, redaction-r15-professional).
Proven	On a trial, a file is used only if every redaction check is clean. A file that cannot be made clean is left out. automated tests (trial-auto-release).
Proven	On a trial, nothing is processed until every file has been redacted or left out. automated tests (quarantine).
Partly	Nothing is prepared from a trial brief until the Ahpra check is approved. the holding of files is tested; a test that no reading job runs before approval is still to come.
Proven	The trial preview hides the claimant's identity, but it is not de-identified: a detail may be missed. automated tests (billing, legal).
Proven	A trial matter's record holds no identifying fields. automated tests (trial-matter).
Proven	Paid matters are processed as the brief was received: the documents are not redacted and names are kept. automated tests (standard-matter-identified).

Security.

Partly	Records are encrypted in transit and at rest. configured and checked by hand; no automated encryption-in-transit check yet.
Partly	On a trial, the identified original is held in a restricted area that is not copied to any backup. Within Trenthos, access is limited to a single operator account. the area is tested; access is limited to the operator account.
Proven	Two-factor sign-in is required before any record can be opened. A new examiner may upload the trial brief first. automated tests (auth, before-mfa-routes, before-mfa).
Proven	An idle session locks after 15 minutes and needs your PIN to resume. Five wrong PINs lock it for 15 minutes. automated tests (auth-lock, pin, pin.service).
Partly	Passwords are stored only as a one-way hash (argon2id). in the code; a test that pins the hash type is still to come.
Proven	Each practice's records are separated in the database itself, by row-level security on every table that holds clinical records. automated tests (api-login-role, billing, disclosure, rls).
Proven	The application can only add to the audit log. It cannot change or delete entries. automated tests (audit-immutable, audit-owner).
Proven	Every opening of a matter, document, page or chronology through the app is recorded in the audit log. automated tests (audit-immutable, download-audit, pipeline).
Proven	The app shows a matter, document, page or chronology only after it has saved the audit entry for that opening. If the entry cannot be saved, the app refuses the view and sends none of the content. automated tests (matter-detail, phi-read-audit, read-audit-refusal).
Not yet tested	A practice cannot yet obtain the audit record for its own matters: the record is kept, but there is no view, export or request route for it. the record is kept but not offered to the practice (checked 9 Nov 2026).

Partly	A practice has four roles: Admin, Examiner, Support and Reviewer. Admin, Examiner and Support may create and upload to a matter and run it. tested for creating matters; a test that a Reviewer is refused on upload is still to come.
Proven	If we become aware of a data breach affecting your documents, we will tell you without undue delay. stated in the Terms of Service; a written breach procedure is the check.
Proven	We do not claim SOC 2 or ISO 27001 certification. no page of this website or the app claims either.
Partly	Named roles and two-factor sign-in apply to every account, and every opening of a matter is recorded, but the record is not yet offered to the practice: there is no view, export or request route for it. roles, two-factor sign-in and the access record are tested; the record is not offered to the practice (checked 9 Nov 2026).
Not yet tested	Incidents that affect customers are published in the incident log. a commitment by Trenthos; each entry within five business days of the fix.

AI use and disclosure.

Proven	Trenthos IME never writes an opinion or a report. Drafting is not available. automated tests (methodology-statement.unit, trial-annexure.unit).
Not yet tested	Your documents are never used to train an AI model. stated in the Terms of Service and Privacy Policy; no training pipeline exists to test.
Proven	Every AI call is logged with the model that answered it. automated tests (ai.service).
Proven	The disclosure annexure is built from the system's own records: the models and versions used, the dates, the settings, automatic redaction on trials, and the pages detected as not fully read. automated tests (annexure-claims.unit, disclosure, methodology-versions, trial-annexure.unit).
Proven	Trenthos IME makes no decisions about people. The only automatic decision it makes is which details to hide on a trial. the same tests as trial redaction (above).

Citations and accuracy.

These counts come from synthetic test briefs built with deliberate traps. Most cases were written at points where the product had already been found wrong. They track fixes on hard cases. They are not an error rate on ordinary pages. Real records are harder to read than our synthetic test briefs, so a real brief can have more entries marked for checking than our test results show.

Proven

Every entry the product extracts carries a reference to a page of its own document.

automated tests (extraction).

> **Known gap:** in tests, some entries cite the page next to the right one. The quote check does not catch all of these: where the cited page prints near-identical wording, the entry passes the check. In tests on 11 November 2026, 5 of 25 cases had an entry citing the page next to the right one; the quote check flagged 1 of the 5.

Partly

Each entry is linked to a page of its source document. Entries without a date are labelled undated.

the page link and the undated label are tested.

> **Known gap:** in tests, some entries take a wrong date, and some are left undated when the page prints a date. In tests on 11 November 2026, 122 of 376 date cases took a wrong date (77) or were left undated (45).

Proven

Software checks that the quoted words of every entry are found on the cited page. A quote that is not found there is kept and flagged “Quote not found on page”.

automated tests (fact-quote-check, fact-quote-wiring, page-check, quote-locator).

Proven

This check does not confirm that the cited page is the correct one: where two pages print the same words, an entry can cite the wrong one and not be flagged.

automated tests (methodology-versions).

Proven

Clicking a reference opens the source page, with the quoted words highlighted.

automated tests (pdf-highlight, source-drawer).

Partly	Pages the product detects as not read in full are listed with the chronology. The list is not complete. the list is tested in the exports. **Known gap:** in tests, some pages with content that no entry reads are not listed. In tests on 11 November 2026, 19 of 37 cases had such a page that was not listed.
Partly	When the same fact appears twice, the entries are merged and every cited page is kept. tests prove that every page the merged entries cited stays on the entry that remains. Only that entry's own quote and wording are shown; the quotes of the merged entries are stored but not shown. If its quote is not on every page it now cites, it is marked for checking. The stored merge step has no test of its own yet.
Partly	Everyone in a practice account sees every matter in that account. the app says so in its Team settings, and the matter list is filtered by account only; no automated test yet.
Partly	Every file in a brief is numbered D1, D2 and so on. visible in every export; no named test.
Proven	Where two documents give different readings of the same measurement on the same day, or different dates for the injury, both readings are shown side by side with their pages, and the product does not say which is right. automated tests (sources-differ, topic-view).
Proven	The 100-page synthetic sample brief took 16 minutes from upload to a ready chronology. handoff MANIFEST, 5 Nov 2026.
Not yet tested	A trial brief usually takes less than half an hour, longer when the server is busy. measured on the sample and the first trials; a queue-age alert is still to come.

Proven	The “Read by AI, not confirmed” mark appears only in the sample, from a test run with AI reading of scanned pages switched on. It is off in the service today. switch off in production, 0 such pages (checked 9 Nov 2026).
Partly	Nothing is deleted or summarised to make the chronology, and no AI model ranks entries. The default view sorts entries into key events, course and routine using stored fields, and folds routine entries and repeated retellings behind one click; search covers every entry. Topics use term matching and show the terms that matched. The practice can merge two entries that record the same event, keeping every cited page. Exports leave out entries a reviewer rejected, and pages that could not be read are listed. each part is tested except merging, whose test is not yet named (checked 9 Nov 2026).

Trial terms.

Partly	The free trial covers one brief of up to 50 pages, with no card needed. the 50-page limit is in the code and the trial has no checkout; a test that pins the 50 is still to come.
Proven	One trial per Ahpra registration, and one per email address. automated tests (trial-abuse, trials).
Not yet tested	A person checks your Ahpra registration on the public register before a trial brief is processed. a manual check, alerted to the operator.
Proven	A trial cannot be turned into a paid matter. For the full chronology, start a paid matter and upload the brief again. automated tests (trial-v21, undertaking-v22, legal).
Proven	The trial preview is not for use in a report or as evidence. stated in the trial undertaking and the Terms of Service.

Pricing and billing.

Proven	Solo is A$119 a month at the launch price and A$149 after 12 months, with 2,000 pages a month. Solo Plus is A$249 a month at the launch price and A$299 after 12 months, with 5,000 pages a month. The launch price is for subscriptions started by 30 June 2027 and is held for 12 months.	automated tests (billing, payg).
Proven	Pay as you go is A$99 a brief for up to 500 pages, and A$79 for each further 500 pages or part.	automated tests (billing, payg).
Proven	Prices are in Australian dollars and include GST. The tax invoice shows our ABN.	automated tests (env, payg, tax-invoice).
Proven	A page is counted once. Reprocessing is free, the same file uploaded again within 12 months is not recounted, and trial pages never count.	automated tests (usage-calculator).
Partly	If you go over your allowance, a brief under way finishes and one more brief is allowed; you are never charged for extra pages without being asked.	tested; the extra-brief test is still to be named in the register.
Not yet tested	Subscriptions can be cancelled online at any time, with no fee; access runs to the end of the month.	set in the payment provider's customer portal; a recorded check is still to come.
Partly	Charges made in error, and double charges, are refunded.	refunds are recorded and confirmed by email; the policy is stated in the Terms.
Proven	You are not charged twice for the same thing.	automated tests (billing).
Partly	Payment is handled by Stripe. Trenthos never sees or stores your full card number.	by design (Stripe hosted checkout, card details never reach Trenthos); no automated test.
Proven	The cost calculator uses only the published prices and allowances.	a build check compares the calculator's prices and allowances with the app's plans data and the plan cards on the page, and works through set examples.

Support and service levels.

Not yet tested	The Ahpra check is usually made within one business day. an alert for a check waiting longer is still to come.
Proven	We do not guarantee availability or a response time. We aim to reply within one business day. stated in the Terms of Service.
Not yet tested	Each examiner can book a 20-minute walkthrough; support at support@trenthos.com is answered by a doctor. given by Trenthos; booked through the contact form.

Legal and identity.

Proven	Trenthos Pty Ltd, ACN 697 995 501, ABN 93 697 995 501, Queensland. Contact the Trenthos Pty Ltd privacy officer at support@trenthos.com. automated tests (tax-invoice).
Proven	The emails we send are service emails, not marketing. automated tests (emails).
Proven	The Terms are governed by Queensland law, and disputes go to Queensland courts. stated in the Terms of Service.
Proven	The trial undertaking you accept is pinned by name and fingerprint, and the acceptance record names the person, the time, the network address, the browser and the file accepted. automated tests (undertaking-v21, undertaking, undertaking.service).
Proven	Trenthos IME gives no clinical advice. stated in the Terms of Service and the website Disclaimer.
Proven	Trenthos was founded by a registered medical practitioner. the founder's registration is on the Ahpra public register (checked 11 Nov 2026).

Research.

Proven	Trenthos Research is at the planning stage: no partner, pilot, dataset or paper exists. stated on the research page; no research has started.
Proven	The vendor questions article links each question to our own answer and to its status on this register. a build check confirms each link reaches a published page and a row of this register, and that the status shown is the row's own.

Product and service.

Proven	Trenthos IME does not connect to or replace a practice management system. no connector exists in the product; files arrive only by upload (checked 9 Nov 2026).
Proven	The two reusable statements on the agencies page contain only sentences listed elsewhere in this register, each with its status. a build check maps every sentence of each statement to a register row, Proven or Partly, and fails on any sentence without one.
Proven	The responsibility table on the service description restates Terms of Service clauses and register rows only. a build check maps each cell to a register row or a Terms of Service clause.
Proven	The vendor assessment pack contains only sentences published elsewhere on this website. a build check finds every sentence of the pack on the site, and a release check fails if a source page changed after the pack was built.
Proven	The brochure contains only sentences published elsewhere on this website. a build check finds every sentence of the brochure on the site, and a release check fails if a source page changed after the brochure was built.

How to ask a question.

If anything is unclear, ask before you rely on it: support@trenthos.com.

A security questionnaire is available on request.

Trenthos Pty Ltd is responsible for the safety and security of Trenthos IME. Contact: support@trenthos.com.