

PRIVACY POLICY (Self Service Hearing Test)

Effective Date: 19 January 2026

Service Provider / Data Controller: Self Service Hearing Test – Doğuş Medikal Tic. ve San. Ltd. Şti. (“Self Service Hearing Test”, “we”, “us”, “our”)

Contact: support@loreca.com

Self Service Hearing Test recognizes the importance of your personal information. This Privacy Policy (“Policy”) explains how we collect, use, store, share, and protect information when you use our mobile applications and related services, including **Self Service Hearing Test** and its related app services (“Services”). It also explains how you can manage your information and make informed choices.

We respect and protect the privacy of all users. We process information only in accordance with this Policy and applicable laws. Except as described in this Policy, we do not share your personal information with third parties without your consent.

If we need to use your information for purposes not stated in this Policy, we will update this Policy and notify you through reasonable means (such as in-app pop-up notices or prompts). Where required, we will obtain your consent again.

By using the Services, you acknowledge that certain information processing is necessary for providing hearing test features and related support functions.

1. Scope of Application

This Policy applies to all products and services provided by **Self Service Hearing Test** that reference this Policy.

This Policy does not apply to services provided by third parties (such as app stores, operating system providers, payment providers, or external websites). Those services are governed by their own privacy policies.

2. Information We Collect

We follow the principles of data minimization and purpose limitation, meaning we only collect information necessary to provide and improve the Services.

2.1 Information You Provide

Depending on how you use the app, you may provide:

- **Name / nickname** (optional)
- **Contact information** such as phone number or email (optional unless needed for support)

- **Audiogram data** (if you upload or input it)
- **Support requests and feedback**

If you choose not to provide optional data, you can still access many functions, but some features (such as support features) may be limited.

2.2 Information Collected Automatically (Device & App Information)

To ensure stable and secure operation, we may collect:

- App version
- Device model/manufacturer
- Operating system version
- Language and country/region code
- Network status and connection information
- Diagnostic logs, crash reports, and performance data

2.3 Hearing Test & Result Data (Where Applicable)

When you take a hearing test or use related functions, we may process:

- Test settings and responses (app interaction during test)
- Test output/results generated by the app
- Audiogram records created in-app (if you save them)

Note: The app is designed to operate without collecting unnecessary personal data. Where possible, data may be stored locally on your device unless you choose to upload/share it for support.

3. How We Use Your Information

We use the collected information to:

1. Provide core application functions (hearing test and related features)
2. Generate hearing test results and audiograms (where applicable)
3. Provide user support (if you contact us)
4. Improve product quality and user experience
5. Diagnose crashes, errors, and performance issues
6. Maintain system security and prevent fraud/abuse

4. Third-Party SDKs and Services

To ensure stable performance and provide specific features, the app may integrate third-party SDKs (Software Development Kits) or tools that are not owned or developed by Self Service Hearing Test.

We only use third-party SDKs for lawful, necessary, and specific purposes required for service delivery. We perform security and compliance reviews and require partners to protect user information.

Third-party SDKs may collect the following categories of data:

a) Analytics / Crash Diagnostics

- Logs and crash information
- Device identifiers (e.g., Android ID, MAC where applicable)
- OS version, device manufacturer
- Network information

Purpose: diagnosing crashes and improving stability.

b) Optional Support Features (When Enabled)

If the app includes optional support features, relevant SDKs may require:

- Network status
- Microphone and/or camera access (only with your permission)

Purpose: provide support functionality when you choose to use it.

Self Service Hearing Test does not allow third-party SDK partners to use personal information for their own purposes beyond providing the SDK function.

5. App Permissions

Depending on your device and feature usage, the app may request:

- **Microphone Permission:** hearing test functionality (and optional support features if enabled)
- **Camera Permission:** only if a feature requires it (optional and permission-based)
- **Location / Nearby Devices Permission:** required on Android for Bluetooth scanning (only if your version includes Bluetooth-related functions)
- **File & Media Permission:** saving or exporting audiograms/results (where supported)
- **Network Access:** enabling online services (e.g., updates, diagnostics, support)

You may manage these permissions anytime in your device settings. Refusing certain permissions may prevent related features from functioning.

6. Sharing of Information

We do not sell your personal data.

We may share information only in the following cases:

- With service providers strictly necessary to operate the app (e.g., crash reporting tools)
- To comply with legal obligations or lawful requests by authorities
- To protect rights, safety, and security of users and our Services

Where possible, shared data is minimized and/or anonymized.

7. Data Security

We apply reasonable technical and organizational measures aligned with industry standards to protect information from unauthorized access, use, modification, disclosure, loss, or destruction.

Security Incident Handling

If a security incident occurs, we will:

- activate emergency response procedures,
- take measures to minimize harm,
- notify users and regulators as required by law.

8. Data Retention

We retain information only for as long as needed to:

- provide the Services,
- meet legal and regulatory requirements,
- resolve disputes, enforce agreements, or ensure security.

After the retention period, data will be deleted or anonymized securely.

9. Your Rights and Choices

Depending on your jurisdiction, you may have rights to:

- access your personal information,
- correct or update information,
- request deletion of certain information,
- withdraw consent for optional processing,
- manage app permissions via your device settings.

To exercise your rights, contact us at support@loreca.com

10. Changes to This Policy

We may update this Policy at any time. Updated versions are effective immediately upon publication in-app or on our platform. We encourage you to review this Policy periodically.

If material changes are made, we may notify you via in-app notice or other means.

11. Contact Us

For any questions about this Policy, please contact:

support@loreca.com