

Privacy policy

Revision 1 dated 20.06.2026

This English text is a translation of the Russian original and is provided for convenience. In the event of any discrepancy between the English and the Russian version, the Russian version prevails.

1. Introduction

This policy describes how we collect, use, store and protect your personal data when you use our Service (hereinafter — the "**Service**"), in accordance with Federal Law No. 152-FZ of 27 July 2006 "On Personal Data" and other applicable law of the Russian Federation.

We take privacy and transparency seriously. If you have any questions, contact us through the support form.

2. Definitions

- **Personal data** — any information relating to you as a natural person
 - **Processing** — the collection, use, storage, transfer or deletion of personal data
 - **Personal data operator (the Operator)** — the company that independently organises and carries out the processing of personal data and determines its purposes and means (that is us)
 - **User** — you, when you use the Service
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3. What data do we collect?

3.1 Account data

When registering, you provide:

- A username, or your first and last name
- An email address
- A password (in protected form)
- Profile information (if you add any)

3.2 Payment data

When you purchase coins or pay for services, we receive:

- Payment information (amount, date, payment method)
- Country and region (for tax calculation)
- The transaction ID

Important: Bank card details (number, CVV, expiry date) are **not stored** by us. They are transmitted directly to the payment providers (Robokassa, CloudPayments).

3.3 Service usage data

We automatically collect:

- Information about your API requests (time, request type, model)
- Results and responses from neural network models (if you save them)
- Information about feature usage (which tools you use)
- Information about errors and failures

- Time spent in the Service

3.4 Technical data

When you use the Service, we collect:

- IP address
- Browser type and version
- Operating system
- Language and region
- Data from cookies and similar technologies
- Access times

3.5 Data you provide to us

This includes:

- The content of your correspondence with support
 - Feedback and comments
 - Any files or documents you upload
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4. How do we use your data?

4.1 Providing the services

We use your data to:

- Create and manage your account
- Process payments and issue invoices
- Provide access to the API and to features
- Execute requests to neural network models
- Send confirmations (payments, registration)

4.2 Security and fraud prevention

We use your data to:

- Protect against unauthorised access
- Detect and prevent fraud
- Log access and activity
- Comply with payment security requirements

4.3 Improving the Service

We use anonymised and aggregated data to:

- Analyse the performance of the Service
- Identify and fix errors
- Understand how features are used
- Plan new features
- Optimise and scale the infrastructure

4.4 Communication

We may send you:

- Important notices about security and changes to the services
- Responses to your questions and support requests

- Information about your account and payments
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5. On what grounds do we process your data?

In accordance with Art. 6 of Federal Law No. 152-FZ "On Personal Data", we process your data on the following grounds:

Performance of the contract — your data is necessary in order to:

- Create an account
- Provide the services
- Process payments

Compliance with the law — we are required to:

- Collect tax information
- Comply with security requirements
- Retain payment records

The Operator's legitimate interests — we use the data to:

- Protect against fraud
- Improve the Service
- Ensure security
- Perform the contract with you

Your consent — for certain types of processing we ask for separate consent (for example, marketing communications).

6. Transfer of data to third parties

6.1 AI model providers

In order to generate responses to your requests, the content of the request (text, uploaded files) is transferred to the third-party AI model provider whose technology is used by the Service. The transfer is made solely to the extent necessary to process the request and deliver the result to you. Processing of the data on the model provider's side is governed by that provider's own data processing policy.

6.2 Payment providers

We pass payment information to:

- **Robokassa, CloudPayments** — for payment processing and fraud prevention

They process the data in accordance with their own privacy policies.

6.3 Service providers

We may transfer data to:

- **Hosting providers** — for storage and server maintenance
- **Analytics providers** — for analysis of Service usage
- **Communication services** — for sending email (where used)

All providers undertake to process the data confidentially and in accordance with our requirements.

6.4 Where required by law

We may disclose your data:

- At the request of law enforcement authorities or the courts
- In order to comply with the law
- In order to protect our rights

6.5 Without your consent we do NOT transfer data to:

- Advertising networks
- Companies for marketing and sales purposes
- Any party for the purpose of training models (other than in the cases set out in clause 6.1 and section 10)

6.6 Cross-border data transfer

At present, users' personal data is collected and stored on servers located within the territory of the Russian Federation (hosting provider Timeweb). Should a cross-border transfer of personal data become necessary in the future (for example, in connection with the expansion of the Service into other jurisdictions), we will carry it out in compliance with the requirements of Art. 12 of Federal Law No. 152-FZ, including any necessary notification of the authorised body and/or obtaining your consent, and we will update this policy in advance.

7. Data storage and security

7.1 Where is your data stored?

- **Primary storage** — secure servers of our infrastructure within the territory of the Russian Federation (hosting provider Timeweb)
- **Backups** — for recovery in the event of a failure
- **Logging** — temporary activity logs for security purposes

7.2 Data protection

We use:

- **HTTPS encryption** — for the transfer of data between you and us
- **Encryption at rest** — for the storage of sensitive data
- **Access control** — only authorised personnel have access
- **Two-factor authentication** — to protect accounts
- **Regular security audits** — to identify vulnerabilities

7.3 Retention periods

- **Active accounts** — data is stored for as long as your account is active
 - **After account deletion** — data is deleted within 90 days (other than data required by law)
 - **Financial records** — retained for the period required by law for tax purposes
 - **Security logs** — retained for up to 30 days, or longer where necessary for an investigation
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8. Your rights

You have the right to:

- **Access** — request a copy of all of your personal data
- **Rectification** — update or correct inaccurate information
- **Erasure** — delete your account and the associated data
- **Restriction of processing** — ask us to restrict the use of your data
- **Portability** — receive your data in a structured format
- **Withdrawal of consent** — withdraw at any time a consent previously given to the processing of your data, where the processing was based on consent

8.1 How to exercise your rights

Deleting your account:

- Open Settings → Account → Delete account
- Follow the confirmation instructions

Requests for access, rectification or restriction:

- Use the support form
 - State your email address and the type of request
 - We will respond within **30 days**
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9. Data minimisation

We follow the principle of data minimisation:

- We collect only the data necessary to provide the services
 - We do not ask for information that is not required
 - We delete data that is no longer needed
 - We regularly check that the data collected remains relevant
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10. Use of data for model training

For our part, we do not use the content of your requests to train or improve any artificial intelligence models of our own, and we do not build training datasets from it.

The processing of your requests by the third-party AI model provider referred to in clause 6.1 is carried out in accordance with that provider's own data processing policy. We require the provider to keep the transferred data confidential under the contract concluded with it; however, we cannot independently guarantee the conditions under which the data is processed on its side, and we recommend that you review its policy separately.

11. Cookies and similar technologies

We use cookies in accordance with our **Cookie Policy**. It describes all types of cookies, how to manage them and how to disable them.

12. Links to other sites

The Service may contain links to other websites. We are not responsible for their privacy policies. We recommend that you review their policies before providing any personal data.

13. Children

The Service is not intended for persons under 18. We do not knowingly collect data from children. If we learn that we have collected data from a person under 18, we will delete it.

14. Changes to this policy

We may update this policy at any time. We will notify you of material changes through the Service or by email

at least 7 days before the changes take effect. Updates will be posted on this page.

Continued use of the Service after the changes take effect constitutes acceptance of the updated policy.

Company details

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