Privacy Policy

Timeweb AI Mobile Application

Revision dated September 15, 2026

Effective date: September 15, 2026

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1. Introduction

This Privacy Policy explains how TIMEWEB.CLOUD LLC (“we”, “us”, “our”, “Controller”) collects, uses, shares, and protects personal data when you use the Timeweb AI mobile application (the “App”).

Controller details:

TIMEWEB.CLOUD LLC

TIN: 7810945525

Address: 420500, Republic of Tatarstan, Innopolis, Universitetskaya St., 7, office 605

Email: law@timeweb.cloud / info@timeweb.cloud

Phone: 8 800 700-32-92

By using the App you acknowledge that you have read this Policy. Important: simply having this Policy is not enough under Apple App Store Guidelines. The App also shows an in-app disclosure and requests your explicit permission before any personal data is sent to third-party AI services.

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2. What Personal Data We Collect

2.1 Data you provide

- Account information (if you sign in with a Timeweb Cloud account): name, email address, phone number.
- Content you actively submit to AI models:

- text of your messages / prompts;

- full conversation / chat history when needed for context;

- files, images, documents or any other materials you upload and attach to a request.

2.2 Data collected automatically

- Device information (model, operating system version, App version);
- IP address;
- technical logs and diagnostic data;
- information collected by metric / analytics tools used to improve the App.

We do not intentionally collect special categories of personal data (health, biometrics, racial origin, political opinions, etc.). You are solely responsible for the content you choose to send to AI models.

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3. How We Use Your Data

We use the data for the following purposes:

- to provide the core functionality of the App (sending your requests to AI models and returning responses);
- to authenticate you and manage your account;
- to maintain security, prevent abuse and enforce our terms;
- to improve the App and user experience;
- to respond to support requests;
- to comply with legal obligations.

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4. Sharing Data with Third-Party AI Services (Critical Disclosure)

4.1 What data is sent

When you send a message or attach content in the App, the following data is transmitted to the third-party AI model provider you (or the App) selected:

- the text of your current message / prompt;
- previous messages in the same conversation (chat history) when required for context;
- any files, images or other attachments you have uploaded and attached to the request;
- technical parameters needed for the request (model name, temperature, maximum tokens, etc.).

We do not send your account credentials, full name, email address or phone number to third-party AI providers.

4.2 Who the data is sent to

Data is sent only to the AI provider corresponding to the model you choose. The App currently supports models from the following third-party providers (the list may be updated as new models become available):

- OpenAI
- Anthropic
- Google (including Google AI Studio)
- xAI
- DeepSeek
- Alibaba / DashScope
- Moonshot
- Black Forest Labs
- Yandex
- Z.AI
- Other OpenAI-compatible providers (including Together AI, vLLM-based endpoints and similar services)

The specific provider used for each request depends on the model selected in the App interface.

4.3 Purpose of sharing

The data is sent solely to generate an AI response to your request. The third-party AI provider processes the data in order to produce the text (or other output) that is returned to you in the App.

4.4 When data is sent / User permission

Data is sent to a third-party AI service only after you actively initiate a request (by typing and sending a message or attaching content).

Before the first time any of your content is sent to a third-party AI service, the App displays a clear in-app disclosure that:

- explains what data will be sent,
- identifies the categories of third-party AI providers,
- asks for your explicit permission.

You can decline. If you decline, the AI features that require third-party processing will not be available.

By sending a message after seeing the disclosure (or after granting permission), you give explicit permission for that specific content to be transmitted to the selected third-party AI provider.

4.5 Protection provided by third parties

Each third-party AI provider processes the received data under its own privacy policy and terms of service. We require that these providers apply appropriate technical and organizational measures to protect the data. Users are encouraged to review the privacy policies of the specific providers whose models they choose to use. We confirm that any third party with whom we share user data is expected to provide the same or equal protection of user data as stated in this Policy.

4.6 Cross-border transfer

Many of the listed third-party AI providers are located outside the Russian Federation (including in the United States and other countries). In addition, we may transfer personal data to Timeweb LLP (BIN 221140016700, Republic of Kazakhstan) for the purpose of operating the service.

4.7 Other transfers

We may disclose personal data to government authorities when required by applicable law.

We do not sell your personal data.

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5. Data Retention

- Account data is retained for as long as your account is active and thereafter for the periods required by law.
- Chat history and content you submitted is retained for as long as needed to provide the service or until you delete it.
- Technical and diagnostic logs are retained no longer than necessary (normally up to 12 months).

You may request deletion of your data at any time (see Section 7).

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6. Data Security

We implement appropriate legal, organizational and technical measures to protect personal data against unauthorized or accidental access, destruction, modification, blocking, copying, provision or distribution.

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7. Your Rights

You have the right to:

- obtain information about the processing of your personal data;
- request correction, blocking or deletion of your personal data;
- withdraw consent to processing and to cross-border transfer;
- request deletion of your account and related data;
- lodge a complaint with the competent supervisory authority (Roskomnadzor) or a court.

To exercise these rights, contact us at:

law@timeweb.cloud or info@timeweb.cloud

or by post: 420500, Republic of Tatarstan, Innopolis, Universitetskaya St., 7, office 605.

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8. Children’s Privacy

The App is not directed at children under 18. We do not knowingly collect personal data from minors. If we become aware that we have collected such data, we will delete it.

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9. Changes to This Policy

We may update this Policy from time to time. The current version is always available in the App and on https://timeweb.cloud. Continued use of the App after changes become effective constitutes acceptance of the updated Policy.

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10. Contact

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Important notice required by Apple App Store Guidelines 5.1.1 and 5.1.2

The App shares user-submitted content (prompts, chat history and attachments) with third-party AI model providers solely to generate responses. This sharing occurs only after the user is shown a clear disclosure and gives explicit permission (or actively sends a message after the disclosure). Account identifiers are not shared with AI providers. Third-party providers are required to protect the data to a standard equivalent to this Policy.