Privacy Policy

Last Updated: 28/7/2026

This Privacy Policy explains how Antchain Technology Pte. Ltd, a Singapore registered entity, and its Affiliates (together, "**Company**", "**we**", "**us**", or "**our**") collect, use, disclose, protect and store ("**process**") personal data in connection with our Service. We are committed to protecting the privacy of all Users of our Service.

The Service enables Users to access and interact with AI models ("**Models**") provided by multiple AI service providers through a unified interface.

Capitalised terms used but not defined in this Service Privacy Policy shall have the meanings given to them in the Terms of Service (as may be amended from time to time), available at https://maas-global.oss-ap-southeast-1.aliyuncs.com/Terms%20of%20Service.pdf.

1. Scope of this Privacy Policy

This Privacy Policy applies to personal data processed in connection with the following activities:

- access to and use of the Service, including creation and management of User Accounts;
- purchase, issuance, management, redemption and consumption of Service tokens or Credits used to access Models and other services made available through the Service;
- submission of prompts, instructions, files, data or other Inputs to Models made available through the Service;
- generation and delivery of responses, completions, summaries, analyses, recommendations or other Outputs generated by or through Models and services made available through the Service;
- billing, payment processing and User Account administration;
- communications and interactions between you and us, including customer support and administrative communications; and
- integrations and ancillary services made available through the Service.

2. Our Role

Depending on the circumstances, we may act as a data controller (where we determine the purposes and means of processing personal data) and/or as a data processor (where we process personal data on behalf of another party and in accordance with its instructions).

We generally act as a data controller in respect of personal data processed to provide, operate, administer, secure, support and improve the Service, including User Account creation and management, identity verification, token purchases and billing, customer support, fraud prevention, Service administration, analytics and compliance with legal and regulatory obligations.

Where Users submit Inputs or other personal data through the Service for processing by Models or other services made available through our Service, we may process such data to facilitate access to and use of the relevant Service, including the transmission of Inputs to, and receipt of Outputs from, one or more selected service providers, and the provision of related Service features and functionality. In certain circumstances, including where Organisation Users determine the purposes for which such data is processed, we may act as a data processor in respect of such personal data.

The relevant Models and Third Party Resources service provider may also process Inputs, Outputs and other personal data in accordance with its own terms, privacy policy and data handling practices. Users should

review the applicable terms and privacy disclosures of the selected Models and Third Party Resources service provider before use.

3. Types of Personal Data Processed

Information you provide directly

We may process personal data you voluntarily provide to us, including:

- name, username, telephone number, email address;
- profile information, such as display name, avatar, or descriptive information you choose to provide;
- organisation name (for Organisation Users);
- billing contact details;
- User Account credentials and authentication information;
- communications with us, including enquiries, Feedback, support requests, complaints, or reports; and
- any personal data of another individual which you provide to us. In such case, please ensure you have notified the relevant individual of our data privacy policy and have obtained necessary consent for our processing of such third-party's personal data.

Where an Organisation User permits its employees, contractors or other personnel to use the Service, we may process personal data relating to those individuals in connection with providing services to that Organisation User.

Inputs, Outputs, and Service content

When you use the Service, we may process:

- Inputs submitted through the Service, including prompts, instructions, requests, files, text, data, materials or other content;
- Outputs generated by or through Models or other services made available through the Service;
- usage history, model or service selection history, consumption records and related metadata;
- Feedback, ratings or other information provided regarding the performance or quality of services available through the Service; and
- other data or content submitted, uploaded, transmitted, stored, configured or otherwise processed through the Service.

Transaction, billing and usage data

We may collect or generate:

- records relating to your use of the Service and access to Models and other services made available through the Service, including token purchases, token or Credit balances, consumption records, billing records, payment confirmations, invoices, subscriptions and transaction history;
- payment card, bank account, digital wallet or other payment information if you choose to provide it directly to us, or payment-related metadata where payment processing is handled by a third-party payment service provider; and

- Service usage logs, token consumption records, model or service selection history, usage metrics, timestamps, session identifiers, feature usage information, API calls, request and response metadata, User Account activity, resource utilisation and customer support interactions.

Technical data

We may automatically collect certain technical data, including:

- IP address;
- device identifiers, operating system, browser type, and version; and
- cookie identifiers and analytics data (where enabled).

Third-party and integration data

We may collect:

- information received from third-party payment service providers, identity verification providers, cloud infrastructure providers, Model service providers, analytics providers, fraud prevention providers, or customer support providers engaged by us in connection with the Service; and
- where enabled and directed by you, data exchanged with third-party systems, applications, APIs, integrations or other services connected to, or made available through, the Service.

Depending on the nature of the Inputs or other data submitted through the Service, the Service and the selected Model or other Third Party Resources service provider may process personal data that is more sensitive in nature, such as information relating to an individual's health, finances, communications, employment, identifiers, account credentials or other personal affairs. The Service does not require the submission of such data, and you remain responsible for assessing the necessity and appropriateness of submitting any such data and for ensuring that you are authorised to do so.

To provide the Service and facilitate access to Models, Third Party Resources and other services made available through the Service, it is obligatory for you to provide certain categories of personal data identified by us from time to time. If you do not provide mandatory personal data, we may not be able to provide the Service, enable access to certain services or features, process payments or transactions, or otherwise provide the requested functionality to you.

4. Purposes of Use

The Service is primarily hosted using cloud-based infrastructure located in Singapore. Depending on the Models or other services selected or used through the Service, and the Third Party Resources service providers or infrastructure providers engaged by us from time to time, personal data may also be processed in other jurisdictions.

We process personal data only for purposes that are lawful and directly related to the functions and operation of the Service, including:

(a) verifying the identity of a User and associated User Accounts;

(b) assessing eligibility for access to the Service;

(c) providing, hosting, operating, maintaining, troubleshooting and administering the Service;

(d) processing Inputs submitted by Users, and facilitating access to and use of Models and other services made available through the Service, including the transmission, routing and processing of such Inputs;

(e) processing Inputs and Outputs in real time to enable and facilitate AI interaction, translation, transcription, image analysis and related functionality made available through the Service (including via third-party AI service providers);

(f) facilitating the receipt, generation, processing, storage, transmission and delivery of Outputs, results and other content or functionality generated by or through Models and services made available through the Service;

(g) facilitating User onboarding, User Account registration, authentication, User Account management and access to Model services available through the Service;

(h) facilitating token purchases, token management, billing, payment processing, invoicing, Credit issuance and transaction administration;

(i) providing customer support and handling enquiries or complaints;

(j) ensuring security and proper functioning of the Service, preventing fraud or abuse, and managing technical and operational risk;

(k) complying with legal and regulatory obligations;

(l) analysing Service usage, monitoring performance, conducting diagnostics and improving the Service and related services;

(m) where enabled by us and directed by you, facilitating integrations and interactions with third-party systems, applications, APIs, Models service providers or other ancillary functionality made available through the Service; and

(n) offering features that improve your User experience; and

(o) investigating compliance with and enforcing the terms and policies applicable to our Service and Applicable Law.

We may use AI technology or automated means to compare, combine or otherwise process personal data obtained from different sources, systems, datasets or interactions (whether collected at different times or for different operational functions) for our processing purposes. The outcome of such processing may be used, where appropriate and proportionate, to:

- verify or determine a User identity or User Account registration;
- approve, restrict, suspend or terminate access to the Service;
- trigger additional verification, monitoring or safeguards; or
- take any other action that may affect a User's rights, interests, benefits or obligations in relation to our Service.

If required under applicable data privacy law, we will conduct such processing only with your consent.

We may also use your personal data for additional purposes with your consent. We may also aggregate and/or de-identify, pseudonymise and/or anonymise information collected through the Service. We may use and disclose anonymised data, being data that has been treated in such a way that it is no longer practicable to identify a living individual (whether directly or indirectly), for any lawful purpose.

5. Model Training and Improvement

We may use limited data to develop, test, and improve the reliability, safety, and performance of the Service and its underlying systems.

Where such use involves information derived from Service usage, it will be limited to aggregated, anonymised, or de-identified data, and is not intended to identify any individual.

We do not use personal data that directly identifies individuals, or the content of Inputs or Outputs submitted through the Service, to train or fine-tune any Models operated by us, except where we have provided appropriate notice and to the extent permitted by Applicable Law.

For the avoidance of doubt, the Service provides access to Models which may be operated by third-party service providers. Inputs, Outputs and other personal data submitted to or generated through those Models may be processed by the relevant Models service provider in accordance with its own terms, privacy policy and data handling practices. Such processing is outside our control and Users should review the applicable privacy notices and terms of the relevant Models service providers before use.

6. Direct Communications and Updates

We may use your contact information (such as your email address, your phone number or your instant messaging account) to send you Service-related communications, including User Account notifications, technical notices, security alerts, and updates about changes or improvements to the Service.

7. Data Transfers

The Service relies on third-party cloud infrastructure, payment service providers and third-party Models service providers, and we may engage such providers as service providers or subprocessors to process personal data on our behalf as necessary to provide, operate and support the Service. Inputs, Outputs and related data may be transmitted to the Model service provider selected by you and to other Third Party Resource service providers involved in the delivery of the Service. Such providers may be located outside your home jurisdiction, and their processing of personal data may be subject to their own terms, privacy policies and data handling practices.

Inputs are generally transmitted only to the Model service provider selected by you, unless the Service expressly indicates that a particular feature uses multiple models, providers or other AI services.

We may also transfer or disclose your personal data to the following parties which may be located outside of your home jurisdiction:

(a) our consultants and Affiliates who need access to such information to carry out work or perform services on our behalf, such as those that provide technology support and services, customer service, analytics and fraud prevention;

(b) our service providers and vendors, such as identity verification and authentication, payment service providers, cloud hosting, infrastructure, security, or support service providers;

(c) Model service providers, third-party AI service providers, third-party systems, APIs, applications, external integrations or other third-party functionality that you choose to access, interact with, or direct the Service to use;

(d) professional advisers, including legal and compliance advisers; and

(e) regulators, law-enforcement agencies, or courts, where required or permitted by Applicable Law.

8. Minimum Age and Minors

Our Service is not directed at, and shall not be used by, minors. Additionally, all Users are strictly prohibited from uploading, transmitting, emailing, or otherwise making personal data from minors in the relevant jurisdiction where User is located to us or other Users or using them on the Service. If you believe that we have collected personal data from or about a minor under the minimum age, please contact us at support@computrix.ai.

9. Data Retention

We retain personal data only for as long as reasonably necessary to fulfil the purposes described in this Privacy Policy, unless a longer retention period is required or permitted by Applicable Law.

10. Cookies and Tracking Technologies

We may use cookies or similar technologies to:

- enable core Service functionality;
- remember User preferences; and
- analyse usage patterns and performance (where analytics are enabled).

We may use the following types of cookies:

(a) **Strictly Necessary Cookies**, which are required for the operation and security of the Service, including for session management (such as login session tokens with limited validity periods), authentication, security verification and anti-abuse measures (including protection against replay attacks and cross-site request forgery);

(b) **Functional Cookies**, which are used to remember User preferences and settings, such as language selection, visual themes, and dashboard layout configurations; and

(c) **Analytics Cookies**, which are used, where enabled, for performance monitoring, error tracking, diagnostics, and analysis of usage patterns, and which may correspond to the collection of Technical Data as described in this Privacy Policy.

Cookies and similar technologies may be managed through browser or device settings. If cookies are disabled or restricted, certain features or functions of the Service may be unavailable or may not operate as intended.

11. Security

We implement reasonable technical and organisational measures to protect personal data against unauthorised access, loss, misuse, or alteration, including encryption, access controls, and security monitoring.

12. Data Access and Correction Rights

You have the right to request access to and correction of your personal data, and, where we rely on your consent to process your personal data, to withdraw your consent at any time. To exercise your rights, or if you have any queries regarding our privacy practices and policies, please contact our privacy officer by sending an email to us at: Support@computrix.ai with the subject “PRIVACY REQUEST”, and we will respond to your request in accordance with the requirements of Applicable Laws. We may require reasonable information to verify your identity before responding.

13. Changes to Our Privacy Policy

We may update this Privacy Policy at any time by posting the amended version on the Service including the effective date of the amended version, so please check frequently to see if there are any updates and changes. For material changes to this Privacy Policy, we may also provide notice through the Service, email or other appropriate means. Your continued access to or use of the Service constitutes your acknowledgment and acceptance of such changes to this Privacy Policy.