

Last updated: August 21, 2026

At Nuralia Inc. ("Nuralia," "we," "us," or "our"), we respect your privacy and are committed to protecting the personal data and content you share with us. This **Privacy policy** describes how we collect, use, process, and disclose your information when you access or use our websites, applications, software, AI authoring tools, and related services (collectively, the "Services").

By using Nuralia, you acknowledge that you have read and understood this Privacy policy.

1. Geographic scope & eligibility

The Services are offered and available exclusively to individuals residing in the United States.

Nuralia does not intentionally target, market to, or offer Services to individuals located outside the United States, including residents of the European Economic Area (EEA), United Kingdom, Switzerland, or Canada. If you access or use our Services from outside the United States, you do so on your own initiative and are responsible for compliance with local laws. If we learn that we have inadvertently collected personal data from a non-US resident without a legal basis, we will take prompt steps to delete that information.

2. Information we collect

We collect information across all your interactions with our ecosystem, including the Nuralia platform and our website. This data is categorized into three main areas: information you provide directly, information collected automatically, and content processed via our services.

A. Information you provide directly

- **Account data:** Name, email address, password, company name, job title, phone number, and billing details (processed via secure third-party payment providers).
- **Support & communications:** Correspondence, feature requests, and feedback sent to our team.

B. User content & AI inputs

Prompt data & customer content: Text, documents, images, slide outlines, course materials, and other media you upload or enter into the Nuralia platform to generate content.

C. Automatically collected information & telemetry

When you interact with either our platform or our website, we automatically capture performance, diagnostic, and telemetry data from both environments:

- **Usage & telemetry data:** Feature interactions, AI generation metrics, system latency, error logs, workflow events, and performance diagnostics.
- **Device & technical data:** IP address, browser type, operating system, device characteristics, network location (US state/city level), and referring URLs.
- **Cookies & local storage:** Session state management, security validation, and operational analytics.

3. How we use your information

We process your data for the following core business operations:

- **Service provision:** Creating and maintaining your account, executing AI generations, and delivering requested platform features.
- **Billing & account management:** Processing subscription fees, invoicing, and account management.
- **System health & security:** Monitoring platform stability, detecting fraud, preventing misuse, and maintaining cyber defenses.
- **Product optimization:** Analyzing aggregated telemetry to improve platform workflows, UI performance, and system latency.
- **Legal & compliance:** Complying with applicable US federal and state legal obligations, court orders, or enforceable government requests.

4. Artificial intelligence & data usage

Because Nuralia incorporates generative AI features, we maintain clear boundaries regarding how input data and AI outputs are handled.

A. Zero foundation model training on customer data

- **No public model training:** Nuralia does not sell, rent, or use your private User Content, proprietary assets, or custom prompts to train, retrain, or fine-tune public foundation models (e.g., OpenAI, Anthropic, Google Cloud Vertex AI).
- **Enterprise isolation:** Any fine-tuning, contextual memory, or workspace indexing applied within your account is isolated exclusively to your organization's dedicated environment.

B. Processing via AI infrastructure subprocessors

To deliver generative design, course creation, and formatting features, Nuralia transmits temporary prompts and contextual inputs to accredited AI infrastructure providers. These providers process data on our behalf under strict contractual terms that prohibit them from retaining or using your data for their own independent model

training. Please note that certain AI infrastructure providers, including OpenAI, may retain API inputs and outputs for up to 30 days for the sole purpose of abuse and fraud monitoring.

Users are strictly prohibited from inputting sensitive health information (such as PHI) or personally identifiable information (PII) into the Nuralia platform. Our services are not designed to process such data, and you agree not to provide it in your prompts or uploads.

5. Subprocessors and third-party sharing

We do not sell your personal information or share it for cross-context behavioral advertising. We disclose data only to trusted third-party service providers ("Subprocessors") necessary to operate our SaaS ecosystem.

Core subprocessor categories

- **Cloud Infrastructure & Hosting:** AWS, Clerk, Neon, Vercel
- **AI & Inference Providers:** OpenAI
- **Product Analytics & Telemetry:** PostHog, Vercel
- **Payment Processing:** Clerk, Stripe (PCI-DSS compliant billing)

6. Data retention & security

A. Data retention

- **Account data:** Retained for as long as your account is active + 18 months or as necessary to fulfill legal, accounting, and security requirements.
- **User content & AI outputs:** Retained within your workspace until deleted by you or upon account termination. Deleted content is purged from active systems within 30 days and backup archives within 90 days.
- **Telemetry & diagnostic logs:** Retained in raw format for up to 90 days, after which logs are anonymized or aggregated for long-term platform analysis.

B. Data security

We use commercially reasonable technical safeguards, and rely on established infrastructure providers whose platforms are certified under recognized security frameworks, including:

- **Encryption in transit:** HTTPS with TLS 1.2 or higher for all connections to the Nuralia application and between Nuralia and its service providers.
- **Encryption at rest:** Customer data stored in our managed database and file storage is encrypted at rest by our infrastructure providers using AES-256.
- **Access control:** Application data is scoped to the authenticated account that created it. Internal administrative interfaces are restricted to verified Nuralia

staff accounts and are not accessible to customers. Multi-factor authentication is available to all accounts.

7. US state privacy rights

If you are a resident of a US state with comprehensive privacy legislation (e.g., California, Virginia, Colorado, Connecticut, Texas), you may have specific state rights regarding your personal information:

- **Right to know / access:** Request details regarding the categories and specific pieces of personal information we have collected about you.
- **Right to deletion:** Request deletion of personal information collected from you, subject to applicable legal exemptions.
- **Right to correction:** Request correction of inaccurate personal information maintained in our active databases.
- **Right to non-discrimination:** You will not receive discriminatory treatment from us for exercising any of your privacy rights.
- **Notice of "sale" or "sharing":** Nuralia does not sell your personal information or share your personal data for targeted third-party advertising.

To exercise your US state privacy rights, please contact us at legal@nuralia.ai.

8. Updates to this policy

We may update this Privacy policy from time to time to reflect changes in our platform features, legal requirements, or business operations. When material updates occur, we will post the revised policy with an updated "Last updated" date and notify active users through the application or via email.

9. Contact us

If you have questions, concerns, or requests regarding this Privacy policy or our privacy practices, please contact us at:

- **Email:** legal@nuralia.ai
- **Company:** Nuralia Inc.
- **Address:** 1201 Seven Locks Rd, Suite 360, Rockville, MD 20854