Alden Privacy Policy

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Type	Policy
Audience	Individual
Language	English

See version history

1. Overview

This Privacy Policy explains how Quant Intelligence ("we," "us," "our") handles information in connection with Alden, our voice-first desktop assistant. Alden is operated independently from every other Quant Intelligence product, each under its own policy, and this policy covers Alden only. Browsing this site does not require an account; creating one, and your use of the product, are governed by this policy.

2. Information Alden processes

- **Voice input**, processed to enable real-time speech interaction with Alden, including wake-word activation and speech-to-speech conversation.
- **Workspace content**, files you deliberately place in the **AldenWorkspace** folder that Alden creates on your Desktop during setup, or otherwise grant Alden access to, so it can read or edit them as part of a task. Alden reads what is in that folder; it does not go looking elsewhere on your Mac.
- **Governance and permission settings**, the Always / Ask Every Time / Never rules you configure for authentication, browser automation, and system actions, and the approval decisions you make when Alden asks.
- **Memory**, Alden is built around a Memory Operating System concept that separates working memory, project memory, and personal preference memory. What is retained, for how long, and at what level of detail is shaped by the governance settings you configure.

- **Account and contact information**, information you provide when signing up or signing in.
- **A device identifier**, a salted hash generated for each machine you sign in on. It is never a raw hardware identifier, and it is sent only at three moments: activation, subscription changes, and refunds. It is not sent continuously and it is not telemetry. We use it to count devices against the number your plan includes, and to stop one machine holding several free accounts at once. It identifies the machine, not you, and it is not used for advertising, profiling, or tracking you across other software or websites. Releasing a device from your account removes it.

3. How we use information

- To operate Alden and carry out the actions you request or approve.
- To maintain the memory and governance settings you configure.
- To respond to inquiries you send us directly.
- To understand aggregate usage and improve reliability and performance.

4. Third-party processing

Every plan lets you use another company's AI model or voice service with an API key you get from that company. If you add a key and choose to use that model or service, everything Alden sends it to carry out your request is shared with that company: what you type or say, any files, memory or web page content the request uses, and the replies it returns, including the text Alden speaks back to you. That company also receives the technical details of each request, such as your API key and your IP address. It processes all of this under *your* agreement with them, and their retention and training terms apply, not ours. Some companies' free API tiers let them use what you send to train their models and have people read it, so check their terms before you add a key.

By accepting our terms and this policy, you agree that if you add a key and choose to use that company's model or service, what Alden sends it is shared with that company as described above. Nothing is shared with that company while you use Alden's own model and voice. We do not receive or store what you send them.

If we begin supplying that access ourselves, so that chats are sent under a Quant Intelligence account rather than yours, we will update this policy to name the providers involved, the categories of content sent, how long they retain it, and where they process it, **before** that change ships. We will not make that change silently.

If you include a diagnostic report with a bug report, the attachment is a log of Alden's decisions: timings, scores, and which actions ran. What you said is replaced by its length, the details of any action, such as who

a message was addressed to, are removed, and your Mac's username is replaced with ~. Audio is included only if you select it separately.

Payments are handled by **Paddle.com Market Ltd** as merchant of record. Paddle is the seller for your purchase, processes the payment, handles any applicable sales tax or VAT, and appears on your statement. Your card details are held by Paddle and never reach us. Our account and website hosting is provided by contracted infrastructure providers, listed by role in the sub-processors section below.

Alden also uses browser automation tooling to carry out tasks on sites you direct it to, which involves interacting with those third-party sites directly.

Two Google services are loaded on the pages of this site: **Google Translate**, which powers the language switcher, and **Google Fonts**, which serves the typefaces. When your browser loads them, Google receives your IP address, browser and device information, and the address of the page you are viewing, and may set its own cookies. If you select a machine-translated language, the page's text is sent to Google to be translated. This is processing carried out by Google under its own privacy policy, not by us. Full detail is in the cookie policy.

5. Sub-processors

If you use Alden for work, the material you give it can contain personal data belonging to other people, a client's document, a colleague's email address. In that situation you are the controller of that data, we act as your processor, and the companies listed below act as our sub-processors. You are entitled to know who they are before you decide to trust us with anything.

Model providers are not on this list, for the reason set out in the section above: today you supply your own API key, which makes you their customer rather than us. If we begin supplying that access ourselves they become our sub-processors and will be listed here, with retention and processing location, before that change ships.

The providers below support the account and the website rather than the assistant itself, and apply on every plan. Companies whose code runs in your browser, or who appear on your payment statement, are named. Infrastructure providers are identified by the role they perform: business customers evaluating Alden can request the named list, which we provide alongside a data processing agreement.

PROVIDER	PURPOSE	PRIMARY PROCESSING LOCATION
Paddle.com Market Ltd	Merchant of record: payment processing, invoicing, sales tax and VAT	United Kingdom and European Union

PROVIDER	PURPOSE	PRIMARY PROCESSING LOCATION
Infrastructure provider	Hosting for our account and licensing services	European Union
Hosting provider	Serving this website	United States, global edge network
Google (Translate, Fonts)	Language switching and web fonts on this website only	United States and other Google regions

The providers above process data outside Saudi Arabia. Where that happens we rely on the transfer conditions permitted under the Personal Data Protection Law and on the contractual terms we hold with each provider. What Alden sends to another company's AI model or voice service using your own API key is transferred under your agreement with that company, not ours.

Changes to this list. We will update this section before a new sub-processor begins processing, not after. If you have a written agreement with us that requires notice of changes, that notice period applies in addition to this section.

Business customers who need a data processing agreement before deploying Alden can request one at alden@quantintelligence.co or by opening a ticket.

6. Governance and your control

You control what Alden is allowed to do. Authentication, browser automation, and system actions are each governed by rules you set, Always, Ask Every Time, or Never, and Alden only has access to files and folders you've explicitly granted it, primarily through the Alden Workspace folder concept.

7. Legal basis for processing

Quant Intelligence relies on your consent as the basis for processing your personal data in connection with your use of Alden, consistent with Saudi Arabia's Personal Data Protection Law (PDPL), overseen by the Saudi Data & AI Authority (SDAIA). Where applicable, we may also rely on other legal bases recognized under the law, such as performing a contractual obligation.

8. Data retention

We retain information only as long as necessary for the purposes described above. Memory-related data is additionally shaped by your own governance settings, which let you control what Alden keeps and for how long. We may also retain information as required by law.

9. Cross-border data transfers

Your requests and the content they use leave your device for an AI company only if you have added an API key from that company and chosen to use its model or voice service, in which case they go to that company under your agreement with them. Account and billing data is processed by the service providers listed in the sub-processors section below, some of them outside Saudi Arabia. Any transfer of personal data outside the Kingdom is subject to the restrictions and safeguards imposed by the Saudi PDPL, and any such transfer will only be made in accordance with those requirements.

10. Data breach notification

In the event of a security breach affecting personal data that is likely to result in serious harm to data subjects, Quant Intelligence intends to notify SDAIA within the legally required window, 72 hours of becoming aware of the breach, and to notify affected individuals where required.

11. Your rights

Under the Saudi PDPL and other applicable law in your jurisdiction, you may have the right to: access your personal data, correct it, request its deletion, and request its portability to another party. To exercise any of these rights, contact us at alden@quantintelligence.co

12. SDAIA registration

Quant Intelligence intends to register with SDAIA as a data controller, as required under the Saudi PDPL. This section is a statement of intent and does not represent confirmation that registration has been completed or that full compliance certification has been obtained.

13. Changes to this policy

This policy will change as the product develops. It will not change silently.

Material changes. If we begin collecting something new, use information for a new purpose, or send it to a recipient not listed here, we will tell you by email, to the address on your account, **before** that change takes

effect, and the notice will say what has changed. Where the law requires your consent for the new processing, we will ask for it, and we will not rely on your silence.

Minor changes — clearer wording, a corrected detail, a new section that does not change what we do — take effect when published, and the "Last updated" date changes.

We keep every published version. If you want to see the version that applied on a particular date, ask us and we will send it.

14. Alden in Chrome (browser extension)

What it does. Alden in Chrome lets the Alden app on your Mac read and act in the Chrome tab you're working in, when you ask it to, from Chrome's side panel. It only works with the Alden app installed and open on your Mac.

What it handles, and why.

- **The page you ask about:** the tab's address and title, the page's content, and screenshots of it. These go to the Alden app on your Mac so Alden can answer and act. The Alden app treats them like anything else you ask it: it may send them to the AI model you chose in Alden's Settings.
- **What you type or say in the panel:** your requests go to the Alden app on your Mac. Recordings from the panel's microphone are turned into text on your Mac and are not kept.
- **Your Alden account:** if you log in to the extension, it connects to alden.chat to sign you in and keep you signed in. It receives your account's email, name and account ID, and passes the email and ID to the Alden app on your Mac, so it only works with the same account as the app. alden.chat keeps a record of this sign-in (the device name, IP address, country and time), which you can see and end under Signed-in devices.

What it keeps, and where. In Chrome's own storage on your computer: your panel settings, your shortcuts, the sites you chose "Always allow" for, and your sign-in. Nothing else is stored by the extension.

Who it talks to. Only the Alden app on your Mac and, for signing in, alden.chat. The extension has no other server and sends nothing anywhere else.

Keeping you safe. Alden only acts on websites when you ask it to, in the panel or in the Alden app. While it works, it always stops and asks you before it pays for anything, downloads a file, types sensitive information into a page, or grants a permission. It also asks before signing in or sending a message for you, unless you've chosen to always allow that on a particular website. If you'd rather approve each new website yourself, choose Manually approve in the panel. To keep Alden away from harmful sites, the Alden app downloads public lists of adult, pirated-software, malware, phishing and banking sites and checks sites against them on your Mac. Which sites you visit is never sent to anyone for this check.

Your controls. You can revoke any site, or disconnect every browser, in Alden's Settings. You can log out in the extension's settings, or end its sign-in under Signed-in devices on alden.chat. Removing the extension deletes everything it stored.

What we don't do. We don't sell this information, use it for advertising, or use it for anything other than doing what you asked.

15. Contact

Questions about this policy can be sent to alden@quantintelligence.co