Alden Terms of Service: Consumer

Last updated	November 12, 2026
Type	Terms
Audience	Individual
Language	English

See version history

1. Acceptance of terms

By accessing this site or using Alden, you agree to these Terms & Conditions. If you do not agree, please do not use this site or the app.

2. About Alden

Alden is a personal, voice-first AI assistant under active development. Features, availability and behaviour may change as the product develops, and we will not remove a capability you are paying for without notice. Alden is operated independently from every other Quant Intelligence product, and these terms apply to Alden only.

Synthesised speech

Alden speaks with a synthesised voice. It is generated by software rather than recorded from a person, and it does not imitate any identifiable individual. Alden is not a human being, and you should not represent its output to anyone else as having come from one.

Alden acts as you

When you ask Alden to send a message, open an account or complete a form, it does so using your own logged-in sessions and your own credentials. Those actions are yours, exactly as if you had performed them, and you remain responsible for them.

Alden can be wrong

Alden uses AI models, which can produce incorrect or incomplete results. Check anything consequential before relying on it, particularly where Alden is acting on your behalf inside your own accounts.

Trading

Alden does not make trading decisions and does not place trades. Where it assists with trading-related accounts, it performs administrative tasks only, at your instruction.

System requirements

Alden runs its AI models on your own machine. Installation requires approximately **1 GB**, and on first launch Alden downloads approximately **22 GB** of AI models, for a total of about **23 GB** of disk space. A broadband connection is required for that one-time download.

Your responsibility for how you use it

You are responsible for the material you give Alden and for the actions you ask it to take. Where a file, an account or a recording involves someone other than you, you confirm that you are entitled to use it that way.

You are also responsible for where you run Alden. Laws on recording conversations differ, and in some places every person present must agree. If you enable the diagnostic audio feature described below, and you use Alden where other people can be heard, obtaining their agreement is yours to do. To the extent permitted by law, we are not liable for your use of a microphone in a place or manner that is not permitted where you are.

Troubleshooting audio

Alden can save short audio clips when it cannot understand you, to help diagnose problems. **This is off unless you turn it on**, in Settings → Diagnostics. Because the wake word can be triggered by background sound, these clips may include noise, television, and other voices in the room. They are stored only on your Mac, limited to 512 MB in total, deleted automatically within 14 days, and are never sent anywhere unless you attach one to a bug report yourself.

This section describes a feature; it is not a consent. Accepting these terms does not permit us to record audio. That permission is asked for separately inside the app, and can be withdrawn there at any time.

These clips stay on your Mac. They are not uploaded, and we do not receive them, hold them or have any way to read them. The only way one reaches us is if you attach it to a support request yourself. Before you do that, listen to it, and do not send us a recording containing anyone who has not agreed to it. If you send us a clip, you confirm that you are entitled to.

What a diagnostic report contains

If you send us a diagnostic report, and choose to include diagnostics with it, the report contains:

- which version of Alden and of macOS you are running;
- a log of what Alden decided and when: timings, confidence scores, and which actions ran. It records that a request was handled, not what the request was. **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 ~;
- the identifier of your account, so the report can be matched to you;
- **any saved audio clips you choose to include**, which may contain other voices, as described above.

It does not contain your conversations, the files in your Workspace, your saved credentials, or your voiceprint.

You can see what will be sent before you send it. Nothing leaves your Mac until you choose to send the report, and audio is included only if you select it. If you would rather not send a clip, send the report without one; it is still useful.

If you send us a clip

When you attach a recording to a support request, we receive it and we hold it. We use it only to investigate the problem you reported. We do not use it to train models, we do not use it to improve Alden's speech recognition, and we do not share it with anyone outside the people working on your request.

We delete it within 90 days of your request being resolved, or sooner if you ask. You can ask us to delete it at any time and we will, unless we are required to keep it by law.

Your permission. By attaching a recording to a support request you permit us to receive it, store it, listen to it, and use it for the purpose described above. You also confirm that you were entitled to send it, including in respect of any other person whose voice it contains. That permission lasts until the recording is deleted, and you may withdraw it at any time by asking us to delete the recording.

We do not collect these recordings in any other way. Alden does not upload them automatically, does not include them in crash reports or diagnostics, and does not send them in the background. If we ever want to change that, it is a material change to how your information is handled: we will tell you first and ask for your agreement, as set out in section 14. We will not begin collecting audio because a clause allowed us to.

Recording other people

Use Alden to record only yourself. Do not use it to record anyone else. This applies whenever you use it, not only to any one feature. If you turn on diagnostic audio, you are choosing to capture whatever sound is in the room, and you take responsibility for that choice, so use it somewhere you are not going to capture other people.

The only exception is where every person who can be heard has actually agreed to be recorded *and* recording them is lawful where you are. Both must be true. If you are unsure whether either is true, the rule above applies and you must not record.

Listening is not recording. Alden listens for its wake word continuously, but that listening keeps nothing: sound is examined as it arrives and is not retained, and no recording of it exists. The only feature that creates a stored recording is diagnostic audio, and it is off unless you switch it on. So this section concerns recordings you choose to create; it does not ask you to stop using Alden when another person is present.

Laws on recording differ, and in many places every person present must agree. Whether you may record where you are, and whether the people around you have agreed, is yours to determine, not ours. We do not receive these recordings and cannot make that judgement for you.

If we find that Alden is being used to record people without their agreement, we may suspend or close the account.

Responsibility for claims about recordings you made

(a) What this covers. This section applies in one situation only: you enabled diagnostic audio, a recording was made as a result, and a person whose voice was captured brings a claim against us because of it. It applies to nothing else in these terms.

(b) What you agree to. So far as the law that applies to you permits, you will be responsible for the reasonable and documented costs we incur in defending or settling such a claim, to the extent the claim arises from your breach of "Recording other people" above.

(c) What it does not cover. It does not apply to any loss caused by our own breach of these terms, our negligence, or a defect in Alden. It does not apply to audio captured when you had not enabled the feature, or that you could not reasonably have prevented. It does not apply to any part of a claim we could have avoided by acting reasonably.

(d) If you are a consumer. This section applies to you only so far as the consumer protection law where you live allows. Where that law limits it, it applies only to that extent; where that law prohibits it, it does not apply to you at all. **Nothing in this section affects your statutory rights, and nothing in it is intended to require you to give up a protection the law gives you.**

(e) How it works in practice. If a claim is made we will tell you promptly and in writing, give you the details we are allowed to share, not admit liability or settle without first consulting you, allow you to take part in the defence at your own cost, and take reasonable steps to keep costs down. If we do not do these things, this section does not apply to that claim.

(f) This section stands alone. If any part of this section is found unenforceable, that part is removed and everything else in these terms, including the rest of this section, continues in full force. It is not a condition of any other section and no other section depends on it.

Third-party components

Alden includes third-party software, models and data. The full licence texts are included in the app, under Settings → About → Third-Party Notices.

3. Permissions you grant

Alden only takes actions you've allowed through its Governance Engine. You are responsible for the Always / Ask Every Time / Never rules you configure for authentication, browser automation, and system actions, and for what you place in the Alden Workspace folder or otherwise grant Alden access to.

4. Not professional advice

Alden does not provide financial, legal, medical, tax, or other professional advice, and does not make decisions on your behalf. Where Alden carries out administrative tasks for you, such as signing in to a service, completing a form, or moving a routine process along, it does so strictly at your explicit direction and subject to your approval. Any decision that carries consequences remains yours, and you are responsible for reviewing what Alden has done on your behalf.

5. Sensitive actions

Alden does not complete a payment without your explicit spoken confirmation at the point of payment. Alden pauses and hands control back to you for CAPTCHAs and legal agreements, and will not attempt to bypass or auto-solve these on your behalf.

6. Use of Alden and this site

You agree to use Alden and this website only for lawful purposes, and not to attempt to disrupt them or gain unauthorized access to them or to any systems connected to them.

Your licence

Your subscription grants you a personal, non-transferable, non-exclusive licence to use Alden for your own purposes, for as long as the subscription is active. Subject to the paragraph below, and to the licence of any third-party component included in the Software, you may not copy, sell, rent, lease, sublicense, redistribute or otherwise make Alden available to anyone else, whether on its own or as part of a service you provide, and you may not modify it or create works derived from it.

Reverse engineering

You may not decompile, disassemble or reverse engineer the Software, except: (a) to the extent that restriction is prohibited by applicable law; or (b) to the extent necessary to modify, for your own use, any component licensed under the GNU Lesser General Public License and included in the Software, and to debug such modifications. Components under such licences are identified in the Third-Party Notices supplied with the Software, together with their licence texts. Nothing in these Terms limits any right you have under those licences.

7. Intellectual property

Alden's product, integrations, and branding are the property of Quant Intelligence unless otherwise noted, and may not be reproduced without permission. Alden is built using a combination of proprietary components and open-source software.

8. Third-party services

Alden runs its model on your own device and does not depend on a third-party AI provider to work. Every plan lets you use another company’s AI model or voice service with an API key you get from that company. If you choose to use it, what Alden sends it is shared with that company as the Privacy Policy describes, you agree to that sharing, and that company’s terms apply to everything Alden sends it. Alden also uses browser automation tooling to operate. Your use of Alden is also subject to the terms of any site or service Alden interacts with on your behalf.

9. Disclaimer

Alden and this website are provided "as is," without warranties of any kind, express or implied. As a product under active development, Alden may contain bugs, incomplete features, or behavior that changes without notice.

10. Limitation of liability

To the fullest extent permitted by law, Quant Intelligence is not liable for any indirect, incidental, or consequential damages arising from your use of Alden or this website.

11. Payments and merchant of record

Purchases and subscriptions are sold and processed by **Paddle.com Market Ltd** as the merchant of record, not by us directly. Paddle is the seller for your transaction, handles payment processing and any applicable sales tax or VAT, and appears as the merchant on your statement. Paddle's own terms and privacy policy apply to the payment itself, alongside these terms. Refunds are issued through Paddle under section 13 below.

12. Plans and the free allowance

The Free plan does not expire and does not require a payment method. It allows, on one device and per calendar day: **20 commands**, **20 chat messages** and **20 spoken questions**.

The three allowances are counted separately, so using one does not consume another. All three reset at local midnight. Reaching an allowance pauses that kind of request until the reset; it does not restrict what you have already produced, and nothing you have created becomes inaccessible.

Only completed interactions count against an allowance. A request that fails, is interrupted, or returns nothing usable is not counted, so our own faults are never charged to your daily quota.

Devices

Every plan is sold with a number of devices: one on Free and Plus, three on Pro, and one for each seat on Team. To enforce that, Alden registers an identifier for each machine you sign in on and counts it against your plan.

You can release a device at any time from your account, which frees the seat for another machine, so changing or replacing a computer is something you handle yourself without contacting us.

We also use that identifier to stop one machine holding several free accounts at once, since the daily allowance is granted per device as well as per account.

A paid subscription removes all three allowances. Plans and fees are shown at the point of subscription and are not guaranteed by anything stated elsewhere on this site.

To count these allowances, Alden checks your entitlement with our servers. That check carries your license status only. It does not send your files, your conversations, or anything you ask Alden to do.

We may adjust the free allowance for future users. Where a change reduces what an existing free account already receives, it applies from the date it is published, not retroactively.

13. Refunds

Subscription fees are non-refundable, except as set out in this section or as required by law.

Before subscribing you may evaluate Alden without charge. The Free plan does not expire and does not require a payment method.

Where a defect attributable to us prevents Alden from operating as described, we will remedy that defect, and where we are unable to do so within a reasonable period we will refund the portion of the fees affected. For these purposes a defect means a failure of the product to function, including a failure to install or start, a valid subscription failing to activate, or a capability described on this site not operating on a supported system.

Dissatisfaction with output does not constitute a defect. A response falling short of expectations, a request declined under governance rules you have configured, or an inability to perform a task the product is not described as performing, are not grounds for a refund. Cancelling a subscription returns the account to the Free plan.

If you live in the EU or UK

You have 14 days from your first payment to get a refund. Use the link in your Paddle receipt, or email us.

Nothing in these terms overrides your rights under consumer law, including the legal guarantee that Alden works as described.

Payments are handled by **Paddle.com Market Ltd** as merchant of record. Refunds, where due, are issued by Paddle to the original payment method under Paddle's buyer terms, which apply alongside these. You may cancel at any time to prevent further payments.

14. Changes to these terms

These terms will change as the product and the law develop. They will not change silently, and they will not change retroactively.

Material changes. A change is material if it affects your rights, what you pay, or what we do with your information. We will tell you by email, to the address on your account, **at least 30 days before** it takes effect, and the notice will say what has changed rather than simply pointing at a new document. Where a change is material we will ask you to accept the new terms, and you are not bound by them until you do.

Your right to refuse. You can reject any change by cancelling before it takes effect, at no penalty. Your subscription then runs to the end of the period you have already paid for, under the terms you originally agreed to.

Minor changes — correcting an error, clarifying wording, or adding something that does not affect your rights — take effect when published, and the "Last updated" date changes.

We keep every published version of these terms. If you want to see the version you agreed to, ask us and we will send it.

Nothing here reduces rights you have by law, and no change can take those away.

15. Contact

Questions about these terms can be sent to alden@quantintelligence.co