



Alpha X AI™ Privacy Policy

Effective Date: October 30, 2026

Last Updated: October 30, 2026

Overview

This Privacy Policy explains how the applicable Alpha X AI™ legal entity (“Alpha X AI™,” “we,” “us,” or “our”) may collect, use, disclose, retain, and otherwise process personal information in connection with our websites, business operations, communications, software, models, APIs, agentic workflows, automation systems, analytics, platforms, and related products and services (collectively, the “Services”). Alpha X AI™ is a subsidiary of Platinum. Platinum and its other subsidiaries or affiliates are separate legal entities; this Policy does not mean that every Platinum entity collects, receives, or controls the same information. Any reference to Alpha X AI™ includes its services and platforms.

The legal entity responsible for a particular Service may be identified in the applicable order form, statement of work, subscription terms, or other written agreement. If a Service-specific privacy notice or executed data-processing agreement (“DPA”) applies, that document supplements this Policy and controls to the extent of a conflict concerning the specific processing it governs.

This Policy is a general notice and does not itself establish project-specific processing instructions, retention periods, security specifications, or data residency commitments. Alpha X AI™ must confirm this draft against its actual practices, applicable legal entity, and applicable law before publication.

Information We May Collect

Depending on the Service, relationship, configuration, and applicable law, Alpha X AI™ may collect or receive the following categories of information:

- Contact and business information, such as name, business email address, telephone number, organization, job title, account details, and communications with us;



- Account and authentication information, such as usernames, access credentials or tokens in protected form, user roles, permissions, and account status;
- Customer Data and submitted content, such as prompts, inputs, documents, files, datasets, instructions, configurations, and other content that a customer or authorized user submits to or connects with a Service;
- AI interactions and outputs, such as requests, generated responses, summaries, classifications, recommendations, workflow results, feedback, and records needed to operate or troubleshoot AI-enabled features;
- Technical, usage, and diagnostic information, such as IP address, device and browser details, timestamps, logs, performance metrics, error reports, feature usage, API calls, security events, and configuration information;
- Transaction and relationship information, such as subscription, billing, invoicing, purchase, support, service delivery, contract, and customer-success records; and
- Information provided for recruitment, supplier, partner, or other business interactions, where relevant to the relationship.

Please do not submit sensitive personal information, protected health information, payment-card data, government identifiers, credentials, children's information, classified information, or other regulated data unless the applicable Service expressly supports that data type and Alpha X AI™ has approved the processing in a signed writing or other documented authorization. Do not include personal information in prompts or uploads unless you have the necessary rights, authority, notices, and permissions.

How We Obtain Information

We may obtain information directly from you or your organization; from devices and systems used to access the Services; from customer-controlled integrations and connected systems; from service providers and business partners; from publicly available sources; or through the operation, security, support, and administration of the Services. The information available to us depends on the Service, permissions granted, configuration, and your organization's instructions.



How We May Use Information

Subject to applicable law, contractual commitments, and the configuration of the relevant Service, we may use information to:

- provide, operate, configure, maintain, and support the Services;
- create and administer accounts, authenticate users, manage permissions, and perform requested transactions;
- process Customer Data and generate AI outputs or workflow results in accordance with customer instructions and applicable agreements;
- monitor service health, diagnose errors, investigate incidents, protect systems, detect misuse, and enforce contractual terms and policies;
- respond to inquiries, provide notices, communicate about contracts or service changes, and deliver customer support;
- evaluate, improve, test, and develop Services, including reliability, safety, security, and performance, subject to applicable agreements, settings, and law;
- comply with legal obligations, enforce our rights, resolve disputes, and protect Alpha X AI™, customers, users, and others; and
- perform other purposes disclosed at the time information is collected or otherwise permitted by law.

Whether Customer Data may be used to train, fine-tune, or improve models depends on the applicable agreement, privacy notice, Service settings, and any required customer authorization. This Policy does not independently authorize model training or fine-tuning on Customer Data where another agreement or applicable law prohibits it.

AI Systems and Automated Processing

Some Services use artificial intelligence, machine learning, models, agents, automated workflows, or related technologies to process prompts, data, and other inputs and produce outputs. Depending on the Service, those systems may analyze, classify, summarize, retrieve, transform, or generate information. AI outputs may be inaccurate, incomplete, biased, or misleading and should be reviewed before being relied upon.



Alpha X AI™ does not represent that every AI-enabled feature makes decisions about individuals or is used for profiling. If a Service is configured to make or support decisions that have legal or similarly significant effects on individuals, the customer and Alpha X AI™ must determine and document their respective roles, safeguards, notices, and obligations under applicable law before that use begins.

How We May Disclose Information

We may disclose information, as permitted by law and subject to applicable contractual restrictions, to:

- service providers, hosting and infrastructure providers, security providers, analytics providers, customer-support providers, and other vendors that assist with operating or supporting the Services;
- third-party AI model providers, API providers, integration partners, or other technology providers where needed for the requested Service or authorized configuration;
- the customer organization that administers the account or directs the processing, including its authorized users and administrators;
- professional advisers, auditors, insurers, or financial and business counterparties subject to appropriate confidentiality duties where applicable;
- government authorities, regulators, courts, law enforcement, or other parties when required by law or when reasonably necessary to protect rights, safety, security, or the integrity of the Services; and
- a successor, acquirer, investor, or transaction participant in connection with an actual or proposed merger, financing, restructuring, sale, or transfer of all or part of the business, subject to applicable law.

We may disclose aggregated or de-identified information that is not reasonably intended to identify an individual, where permitted by law. We do not treat information as de-identified merely because direct identifiers have been removed if the information can reasonably be linked to an individual.



Service Providers and Subprocessors

Third-party providers may process information on Alpha X AI™'s behalf or in connection with a Service. Their access should be limited to what is reasonably necessary for the applicable function and governed by appropriate contractual terms where required. The providers used, data they receive, locations of processing, and applicable safeguards may vary by Service and configuration. Alpha X AI™ will not represent that a specific provider, hosting location, certification, or control applies unless confirmed for the relevant Service in writing or in a current applicable notice.

Data Retention

We retain information for the period reasonably necessary for the purposes described in this Policy, subject to the applicable agreement, legal obligations, dispute-resolution needs, security requirements, and legitimate business needs. Retention may vary by information type, Service, configuration, customer instructions, backup and recovery practices, and applicable law. Unless expressly stated in an applicable written agreement, Alpha X AI™ does not promise a universal retention period or fixed deletion deadline.

Where a customer controls the account or submits Customer Data, the customer may need to request deletion, configure retention settings, or instruct Alpha X AI™ in accordance with the applicable agreement. Copies may remain in backups, logs, legal holds, or records required for security or compliance for a limited period, where permitted by law and subject to applicable contractual commitments.

Security

Alpha X AI™ emphasizes security, governance, and protection across AI systems and infrastructure. Actual controls may vary by Service, deployment, customer configuration, and contract. We use or require security measures appropriate to the relevant processing and risks, as specified in applicable agreements and service documentation, but no system or method of transmission or storage can be guaranteed to be completely secure.

Customers are responsible for securing their own systems, devices, credentials, networks, integrations, and user permissions, and for determining whether a Service is appropriate for the information they submit. Specific security



commitments, incident-notification procedures, certifications, audit rights, recovery objectives, and technical standards apply only where stated in an applicable executed agreement or addendum.

Privacy Rights and Choices

Depending on your location and the applicable law, you may have rights to request access to, correction of, deletion of, or a copy of personal information; to object to or restrict certain processing; to withdraw consent where processing relies on consent; or to appeal a decision concerning a privacy request. You may also have rights concerning targeted advertising, sale, sharing, or profiling where those concepts apply under local law. These rights are subject to legal exceptions and limitations.

If your information was submitted through an organization that uses Alpha X AI™ Services, contact that organization first when it controls the account or determines the purposes of processing. Alpha X AI™ may refer a request to the relevant customer or ask for information reasonably needed to verify identity and authority. To submit a privacy request directly, contact info@aialphax.com and identify the Service and nature of your request.

Children's Information

Unless a specific Service is expressly designed, approved, and configured for use by children and its applicable terms provide otherwise, the Services are not intended to be used by children independently. Do not knowingly submit children's personal information unless the relevant Service expressly supports it and all required permissions, notices, consents, and contractual safeguards are in place. If you believe personal information has been submitted inappropriately, contact info@aialphax.com.

International Data Transfers

Alpha X AI™ and its service providers may process information in countries other than the country where it was collected, depending on the Service and provider configuration. Where applicable law requires a transfer mechanism or additional safeguards, those requirements must be addressed in the relevant contract, DPA, or other applicable arrangement. Alpha X AI™ does not promise a particular data-



residency location unless it is expressly stated in a written agreement for the relevant Service.

Cookies and Similar Technologies

Our websites or online Services may use cookies, pixels, local storage, logs, or similar technologies for essential operation, security, preference management, analytics, or other purposes. The technologies used and available choices depend on the website or Service. Where required, we will provide additional notice or obtain consent through the relevant interface. You may also be able to control cookies through browser settings, although disabling certain technologies may affect functionality.

Third-Party Websites and Services

The Services may link to, integrate with, or rely on third-party websites, applications, models, APIs, or platforms. Those third parties may collect and process information under their own privacy notices and terms. Alpha X AI™ is not responsible for independent third-party practices except to the extent required by applicable law or an express written agreement. Review the applicable third-party terms before enabling an integration or providing information directly to a third party.

Changes to This Policy

Alpha X AI™ may update this Policy to reflect changes in Services, law, providers, or business practices. The “Last Updated” date identifies the version date. Where required by law, we will provide notice of material changes or obtain consent. Changes do not retroactively override contractual commitments that apply to information already processed.

Contact Us

Questions, privacy requests, or concerns may be directed to info@aialphax.com. This Policy does not designate a statutory privacy representative, data protection officer, or agent unless separately identified in a current applicable notice or written agreement.