Privacy Statement

Effective Date: 12/11/2025

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Introduction

Transluce is an independent research lab building the public tech stack for responsible deployment of AI systems.

We understand that you are aware of and care about your own personal privacy interests, and we take that seriously. This Privacy Notice describes Transluce's policies and practices regarding its collection and use of your personal data, and sets forth your privacy rights. We recognize that information privacy is an ongoing responsibility, and so we will from time to time update this Privacy Notice as we undertake new personal data practices or adopt new privacy policies.

How we collect and use (process) your personal information

Transluce collects personal information about its website visitors and service users. The information we collect depends on how you interact with us.

- Website Visitors: We collect standard log data described in "Use of the Transluce Website" below.
- Service Users: When you create an account or use our hosted services, we collect the information described in "Use of Transluce Services" below.
- Job Applicants: If you apply for a position at Transluce, we collect the information you provide in your application, such as your name, contact information, resume, and any other materials you submit.

We do not sell personal information to anyone and only share it with third parties who are facilitating the delivery of our services.

Use of the Transluce Website

As is true of most other websites, Transluce's website collects certain information automatically and stores it in log files. The information may include internet protocol (IP) addresses, the region or general location where your computer or device is accessing the internet, browser type, operating system and other usage information about the use of Transluce's website, including a history of the pages you view. We use this information to help us design our site to better suit our users' needs. We may also use your IP address to help diagnose problems with our server and to administer our website, analyze trends, track visitor movements, and gather broad demographic information that assists us in identifying visitor preferences.

Transluce has a legitimate interest in understanding how users and potential users use its website. This assists Transluce with providing more relevant products and services.

Use of Transluce Services

When you use our hosted services, we may collect:

- Account Information: Email address and authentication credentials to manage your account. Passwords are stored securely hashed.
- Service Data: Content you upload or create within our services, such as AI system outputs, conversation transcripts, analysis results, and configuration preferences. You are responsible for ensuring you have the rights to upload this content and that it complies with applicable laws.
- User-Provided Credentials: API keys for third-party services (such as LLM providers) that you choose to store. These are encrypted at rest and used solely to provide functionality you request.
- Usage Data: Information about how you interact with our services, including feature usage and, with your consent, session recordings to help us improve the user experience. You can manage your consent preferences in your account settings.
- Technical Data: Browser type, device information, and IP address for security and service operation.

We use this information to provide and operate our services, analyze and display insights based on your data, improve our products based on usage patterns, provide customer support, and ensure security and prevent fraud.

Cookies and tracking technologies

We use cookies and similar technologies on our website and within our services to understand usage patterns and improve your experience. For details on the cookies we use and how to manage your preferences, see our cookie notice.

Sharing information with third parties

The personal information Transluce collects from you is stored in one or more databases hosted by third parties located in the United States. These third parties do not use or have access to your personal information for any purpose other than cloud storage and retrieval.

A list of our third party sub processors can be found in our trust center. https://trust.transluce.org/subprocessors

We do not otherwise reveal your personal data to non-Transluce persons or businesses for their independent use unless: (1) you request or authorize it; (2) the information is provided to comply with the law (for example, compelled by law enforcement to comply with a search warrant, subpoena, or court order), enforce an agreement we have with you, or to protect our rights, property or safety, or the rights, property or safety of our employees or others; (3) the information is provided to our agents, vendors or service providers who perform functions on our behalf; (4) to address emergencies or acts of God; or (5) to address disputes, claims, or to persons demonstrating legal authority to act on your behalf. We may also gather aggregated data about our services and website visitors and disclose the results of such aggregated (but not personally identifiable) information to our partners, service provider, and/or other third parties for marketing or promotional purposes.

The Transluce website connects with third party services such as LinkedIn, Twitter, and others. If you choose to share information from the Transluce website through these services, you should review the privacy policy of that service. If you are a member of a third party service, the aforementioned connections may allow that service to connect your visit to our site to your personal data.

Transferring personal data to the U.S.

Transluce has its headquarters in the United States. Information we collect about you will be processed in the United States. By using Transluce's services, you acknowledge that your personal information will be processed in the United States. The United States has not sought nor received a finding of "adequacy" from the European Union under Article 45 of the GDPR. Pursuant to Article 46 of the GDPR, Transluce is providing for appropriate safeguards by entering binding, standard data protection clauses, enforceable by data subjects in the EEA and the UK. We use the European Commission's Standard Contractual Clauses for transfers to third countries.

Depending on the circumstance, Transluce also collects and transfers to the U.S. personal data with consent; to perform a contract with you; or to fulfill a compelling legitimate interest of Transluce in a manner that does not outweigh your rights and freedoms. Transluce endeavors to apply suitable safeguards to protect the privacy and security of your personal data and to use it only consistent with your relationship with Transluce and the practices described in this Privacy Statement. Transluce also enters into data processing agreements and model clauses with its vendors whenever feasible and appropriate. Since it was founded, Transluce has received zero government requests for information.

For more information or if you have any questions, please contact us at info@transluce.org

Data Subject rights

The European Union's General Data Protection Regulation (GDPR) and other countries' privacy laws provide certain rights for data subjects. Data Subject rights under GDPR include the following:

- Right to be informed
- Right of access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right of data portability
- Right to object
- Rights related to automated decision making including profiling

This Privacy Notice is intended to provide you with information about what personal data Transluce collects about you and how it is used.

If you wish to confirm that Transluce is processing your personal data, or to have access to the personal data Transluce may have about you, please contact us.

You may also request information about: the purpose of the processing; the categories of personal data concerned; who else outside Transluce might have received the data from Transluce; what the source of the information was (if you didn't provide it directly to Transluce); and how long it will be stored. You have a right to correct (rectify) the record of your personal data maintained by Transluce if it is inaccurate. You may request that Transluce erase that data or cease processing it, subject to certain exceptions. In many countries, you have a right to lodge a complaint with the appropriate data protection authority if you have concerns about how Transluce processes your personal data. When technically feasible, Transluce will—at your request—provide your personal data to you.

Reasonable access to your personal data will be provided at no cost. If access cannot be provided within a reasonable time frame, Transluce will provide you with a date when the information will be provided. If for some reason access is denied, Transluce will provide an explanation as to why access has been denied.

For questions or complaints concerning the processing of your personal data, you can email us at info@transluce.org. Alternatively, if you are located in the European Union, you can lodge a complaint with your national data protection authority.

Data storage and retention

Your personal data is stored by Transluce on its servers, and on the servers of the cloud-based database management services Transluce engages, located in the United States. Transluce retains service data for the duration of the customer's business relationship with Transluce and for a period of time thereafter, to analyze the data for Transluce's own operations, and for historical and archiving purposes associated with Transluce's services. All personal data that Transluce controls may be deleted upon verified request from Data Subjects or their authorized agents. For more information on where and how long your personal data is stored, and for more information on your rights of erasure and portability, please contact us at: info@transluce.org

Children's data

We do not knowingly attempt to solicit or receive information from children.

Questions, concerns or complaints

If you have questions, concerns, complaints, or would like to exercise your rights, please contact us at:

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