

Privacy Policy

Effective Date: 10/13/26

This Privacy Policy applies to our websites, applications, services, and other offerings that link to this policy (collectively, the “**Services**”). It explains how Palatial Platforms Inc. (“**Palatial**,” “**we**,” “**our**,” or “**us**”) collects, uses, and protects your personal data. In this Privacy Policy, “**Personal Data**” means information that identifies or reasonably can be linked to a particular individual. By using our Services, you accept the practices described in this Privacy Policy.

This Privacy Policy covers only Personal Data that Palatial collects and controls for its own purposes: information about visitors to our website, prospective customers, the individuals who administer and use our business customers’ accounts, purchasers from our asset library, and people who contact us or send us a legal notice.

It does not cover the material our business customers submit to the Services, such as text prompts, reference images, engineering and CAD models, and data sheets, or the assets and scenes generated from that material. The Services are not designed to process Personal Data, and our customers are instructed not to submit it. Where we handle anything on a business customer’s behalf, we do so under our agreement with that customer, including our [Data Processing Agreement](#), and that customer decides how the data is used. If you are an employee or end user of one of our business customers and have questions about data submitted through the Services, please contact that organization directly. This Privacy Policy also does not cover information that is not Personal Data, or the practices of companies we do not own or control.

Personal Data We Collect

This chart details the categories of Personal Data that we collect and have collected over the past 12 months:

Category of Personal Data	Examples of Personal Data We Collect
Identity and Profile Information	First and last name Email address Name of employer or company
Account and Organization Data	User and organization account identifiers Administrator and role assignments Authentication credentials User preferences and settings
API Credentials	Records of which individual created, used, or revoked an API key, and when
Usage Records	Records of generations, downloads, and other platform activity, to the extent associated with an individual user account Timestamps and the account identifier associated

	with the activity
Billing and Transaction Data	Name and contact details of billing and administrative contacts Purchases an individual makes from our asset library Payment information collected and processed by our payment provider
Marketing Data	Lead information Campaign engagement associated with an identifiable individual
Web Analytics	Website usage and behavior associated with an identifiable individual, browser, or device
Device IP/Data	IP address Type of device, operating system, and browser used to access the Services Approximate location derived from IP address
Cookies	Cookie identifiers set by our website and content delivery provider
Support and Communications Data	Support inquiries and correspondence Messages exchanged with us by email or in shared collaboration channels
Copyright and Legal Notice Data	Name, address, and contact details of a person submitting a copyright or other legal notice The contents of the notice and any counter-notice
Other Identifying Information that You Voluntarily Choose to Provide	Identifying information submitted by you in emails, messages, survey responses, or other content you share with us

Where We Get Your Data

We collect Personal Data directly from you (when you create an account, use the Services, submit a form, or contact us), automatically through your use of the Services (including via Cookies), and from the service providers we use to run our website, authenticate users, process payments, and handle support.

How We Use Your Data

Providing, Customizing and Improving the Services. Creating and managing your account, processing orders and billing, providing support, improving the Services through research and analytics, personalizing content and communications, and fraud prevention and security.

Advertising and Marketing. Promoting and selling the Services.

Corresponding with You. Responding to your inquiries, contacting you when necessary, and sending communications according to your preferences.

Meeting Legal Requirements. Fulfilling legal obligations, protecting the rights and safety of you and others, enforcing our agreements, responding to third-party claims, and resolving disputes.

We will not use your Personal Data for materially different or unrelated purposes without providing you notice.

How We Share Your Personal Data

We disclose your Personal Data to the categories of parties listed in this section. We do not sell your Personal Data, and we do not share it for cross-context behavioral advertising, as those terms are defined under U.S. state privacy laws.

Service Providers. These parties help us provide the Services or perform business functions on our behalf, including hosting and infrastructure providers, authentication providers, payment processors, security and fraud prevention consultants, and customer service vendors. We require service providers to protect Personal Data and to use it only to provide services to us.

Analytics Providers. These parties provide aggregate analytics on web traffic and usage of the Services, including how visitors found the Services and how they interact with them.

Parties You Authorize. Third parties you authorize, access, or authenticate through the Services.

Legal Obligations. We may share any Personal Data that we collect with third parties in conjunction with any of the activities set forth under Meeting Legal Requirements in the How We Use Your Data section above.

Government and Law Enforcement Requests. We may disclose Personal Data to government authorities or law enforcement in response to valid legal process such as a subpoena, court order, or search warrant.

Business Transfers. Your Personal Data may be transferred to a third party if we undergo a merger, acquisition, bankruptcy, or other transaction in which that third party assumes control of our business (in whole or in part). Should one of these events occur, we will make reasonable efforts to notify you of the transfer.

Aggregated and Anonymous Data. We may create aggregated, de-identified or anonymized data from the Personal Data we collect, including by removing information that makes the data personally identifiable to a particular user. We may use such aggregated, de-identified or anonymized data and share it with third parties for our lawful business purposes, including to analyze, build and improve the Services and promote our business, provided that we will not share such data in a manner that could identify you.

Cookies and Tracking Technologies

Cookies are small text files that a website places on your browser. We use very few of them, and we do not use cookies for advertising.

Type	What It Does	Duration
Strictly necessary	A single security cookie set by our content delivery and security provider to distinguish human visitors from automated traffic and to protect the site from abuse. The Services will not work properly without it.	Up to 12 months
Authentication	Cookies set when you sign in to keep you logged in and maintain your session.	Session, or until you sign out
Analytics	We use a privacy-preserving website analytics tool that measures page views and traffic sources in aggregate. It does not set an advertising identifier, does not follow you across other websites, and does not build a profile of you.	Not applicable

We do not use advertising cookies, retargeting pixels, or social media tracking tags, and we do not permit third parties to place advertising cookies through our Services.

You can block or delete cookies through your browser settings, and most browsers let you refuse cookies from specific sites. Blocking strictly necessary or authentication cookies will prevent parts of the Services from working. Because we do not track you across other websites, we do not respond to browser “Do Not Track” signals.

AI and Machine Learning

Palatial uses artificial intelligence and machine learning technologies to power certain features of the Services. We do not use Personal Data to train, fine-tune, or otherwise develop machine learning models, and we do not disclose Personal Data to any third-party model or inference provider for that purpose.

Data Retention and Deletion

This section explains how long we retain your Personal Data and the factors that determine retention periods.

We retain Personal Data only for as long as necessary to fulfill the purposes for which it was collected, provide our Services, comply with legal obligations, resolve disputes, and enforce our agreements.

Data Category	Retention Period	Rationale
Active Account Data	Duration of account + 90	To provide the Services and allow a

	days	reasonable account recovery period
Account and Billing Information	7 years after account closure	Tax, accounting, and legal compliance requirements
Usage Records	7 years after the activity	Usage records are the basis for metering and invoicing, and must be available to resolve a billing dispute
Copyright and Legal Notice Data	7 years after the notice is resolved	Managing repeat-infringer obligations and defending against claims
Marketing Communications Data	Until you opt out or unsubscribe, then indefinitely on our suppression list	Honoring opt-out preferences and managing suppression lists
Support Tickets and Correspondence	24 months after resolution	Customer service quality and dispute resolution
Security Logs and Audit Trails	12 months	Security monitoring and incident investigation
Aggregated and De-identified Data	Indefinitely	No longer identifiable; used for analytics and product improvement

You may request deletion of your Personal Data by contacting privacy@palatial.cloud, except where retention is permitted or required by applicable law.

Data Security

We use commercially reasonable technical and organizational measures to protect your Personal Data. No system is completely secure, and we cannot guarantee the absolute security of your information. In the event of a data breach, we will notify affected parties as required by applicable law.

Age Requirements

Our Services are designed for business use by adults. We do not knowingly collect or solicit Personal Data from individuals under 18. Business customers are responsible for ensuring their authorized users meet age requirements.

Your Privacy Rights

The rights below apply to the Personal Data we collect and control directly, such as account information, usage records, website analytics, and marketing communications. For anything

we handle on a business customer's behalf, that customer decides how the data is used, and requests should go to them.

California Resident Rights

Under California Civil Code Sections 1798.83-1798.84, California residents are entitled to contact us to prevent disclosure of Personal Data to third parties for such third parties' direct marketing purposes. To submit such a request, contact us at privacy@palatial.cloud.

Nevada Resident Rights

If you are a resident of Nevada, you have the right to opt out of the sale of certain Personal Data to third parties. We do not sell Personal Data, but you may submit a request by contacting us at privacy@palatial.cloud with the subject line "Nevada Do Not Sell Request."

Other U.S. State Privacy Rights

If you are a resident of Colorado, Connecticut, Montana, Oregon, Texas, Utah, or Virginia, you may have additional rights under your state's privacy laws, including the right to access, correct, delete, and opt out of certain processing of your Personal Data. To exercise your rights, contact us at privacy@palatial.cloud.

EEA, UK, and Swiss Residents

If you are located in the European Economic Area, the United Kingdom, or Switzerland, additional information applies to you: the legal bases on which we process your Personal Data, how we transfer it internationally and the safeguards we rely on, your rights under the General Data Protection Regulation and equivalent laws, and how to contact us about them. That information is set out in our [International Privacy Notice](#), which supplements this Privacy Policy.

Changes and Contact Information

We may update this Privacy Policy from time to time and will notify you of material changes by posting a notice on palatial.cloud or sending you an email. Your continued use of the Services after changes are posted means you accept the updated Privacy Policy.

If you have any questions about this Privacy Policy or how we handle your data, contact us at privacy@palatial.cloud or write to us at:

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