

Privacy policy

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Auddi.ai is built around a simple idea: your cube should know it is you, but we should not need to know everything about you. This document explains exactly what we store, why we store it, how long we keep it, and how you can take it back.

What we store

We only collect what is needed to run your account, pair your cube, and fulfill your order. We do not sell personal data.

Data type	Examples	Why we store it	How long we keep it
Account profile	Email address, display name, profile photo, sign-in provider (Google/Apple), password hash managed by our cloud auth.	To identify you, secure your account, and send order/shipping updates.	Kept while your account is active. Deleted within 30 days of account closure, except where legal/tax records require longer.
Cube devices	Device serial number, nickname, paired status, plan tier, last-seen timestamp, public key fingerprint.	To pair your cube to your account, enforce device limits, and show device status.	Kept while the device is paired. Unpaired/revoked devices are removed after 90 days.
Biometric templates	Mathematical fingerprint templates created during enrollment. Stored only inside the cube's secure enclave, never on our servers.	To let the cube verify that it is you touching the scanner.	Stored locally on the cube. Factory reset or revoke erases the templates immediately.
Verification events	Success/fail status, timestamp, device serial, and profile used. No image or raw biometric data is stored.	To let you review recent access activity in your account.	Rolling 90-day history. Older events are deleted automatically.
Orders & reservations	Product handle, quantity, price, reservation deposit, shipping destination, order status.	To fulfill your order and provide customer support.	Kept for 7 years to meet tax and accounting requirements, then purged.
Support tickets	Name, email, message content, and any attachments you send us.	To answer questions and resolve issues.	Kept for 2 years after the ticket is closed, then deleted.
Cookies & analytics	Essential session cookie, privacy-friendly aggregate page analytics, PWA service-worker cache.	To keep you signed in and understand site usage without identifying individuals.	Session cookies expire at sign-out. Analytics retained 26 months in aggregate.

What we never store

- We do not store raw fingerprint images or scans. The scanner creates a local mathematical template inside the cube's secure enclave.
- We do not store the contents of your screen, your files, your conversations, or the tasks you run on your cube.
- We do not store full payment card details. Card processing is handled by our payment provider using industry-standard encryption.
- We do not share personal data with advertisers or data brokers.

Retention schedule

Active account Profile, device pairing, and active support data are kept while your account remains open.	After you delete your account Personal data is erased within 30 days. Order and tax records are kept for 7 years as required by law.
Unpaired cubes Device records are removed 90 days after the cube is unpaired or revoked.	Verification logs Access activity is stored on a rolling 90-day window, then deleted automatically.

How to request deletion

You can ask us to delete your account and personal data at any time. Follow these steps and we will handle the rest.

- 1 Sign in and go to your Account page.
- 2 Unpair or revoke any cube you no longer use.
- 3 Factory reset the cube to erase local fingerprint templates.
- 4 Email privacy@auddi.ai from your registered address with the subject 'Delete my data'.
- 5 We confirm your request within 48 hours and complete deletion within 30 days.

If you are not the account owner, you cannot request deletion on someone else's behalf. We will verify your identity before processing any deletion request.

Questions?

If anything here is unclear, contact us at privacy@auddi.ai or open a support request at auddi.ai/support. A real human will reply.