

Privacy Policy

Effective October 11, 2026

Article 0 (Scope of Application)

1. This Policy applies to all Services provided by the Provider.
2. Where the Service is provided under a service agreement with an institution, the Provider and the Customer each process the personal information of the Customer and Individual Users as personal information controllers in accordance with this Policy.
3. Where the Service is provided directly to individuals, the Provider alone processes personal information, and the provisions concerning the Customer do not apply. In addition, in such case, an “Individual User” stated in this Policy is deemed to be an “individual” receiving the Service.
4. Registration for and use of the Service are available only to persons aged 14 years or older, and the Provider does not collect the personal information of children under 14 years of age. Where the Provider becomes aware that the personal information of a child under 14 years of age has been collected, the Provider destroys such information without delay.
5. The terms used in this Policy are as prescribed in the Terms of Service.

Article 1 (Purposes of Processing Personal Information)

Mindlogic Inc. (hereinafter referred to as the “Provider”) and the Customer collect, record, store, and use (hereinafter referred to as “process”) the personal information of Individual Users for the following purposes. The Provider and the Customer do not process the personal information of Individual Users for any purpose other than the following purposes, and where a purpose of use changes, they implement measures required by law, including obtaining separate consent in accordance with Article 18 of the Personal Information Protection Act.

1. Confirmation of an intention to apply for registration, identification of an Individual User, confirmation of an intention to withdraw, and confirmation that the Individual User is aged 14 years or older
2. Protection of Individual Users and operation of the Service, including preventing and sanctioning conduct that interferes with the smooth operation of the Service, including violations of the Terms of Service, preventing account theft, delivering notices such as amendments to the Terms of Service, preserving records for dispute resolution, and handling complaints
3. Analysis of Service usage records and access frequency, statistics on Service use, provision of customized services based on Service analysis and statistics, and other purposes
4. Identification of new Service elements and improvement of existing Services, including demographic analysis, analysis of Service visits and usage records, and provision of customized services based on personal information and interests, in addition to the provision of existing Services such as Content
5. Establishment of a Service environment that Individual Users can use with confidence in terms of security, privacy, and safety
6. Processing of other Service-related operations under individual terms and conditions

Article 2 (Items of Personal Information Processed)

The personal information that the Provider and the Customer may collect from Individual Users in connection with registration applications and the provision of the Service is as follows.

1. Registration and management of Individual Users: name, email address, and affiliation
2. Automatically collected items: IP information, MAC information, usage records, access logs, and cookies
3. Payment and Credit purchases: payment method identification information, payment approval and cancellation history, and receipt information

Article 3 (Processing and Retention Period of Personal Information)

The Provider and the Customer retain the collected personal information of Individual Users within the retention and use period for personal information to which the Individual User consented or the retention and use period for personal information prescribed by law and process it according to the relevant purposes. The retention period may vary where permitted or required by law, including in the following cases, and expires immediately when an Individual User withdraws consent to the collection and use of personal information.

1. Records concerning agreements or withdrawal of subscription. Even where an Individual User withdraws consent to the use of personal information, such records are retained for 5 years thereafter in accordance with Article 6 of the Act on Consumer Protection in Electronic Commerce, Etc. and Article 6 of its Enforcement Decree.
2. Records concerning payment and the supply of goods or services. Even where an Individual User withdraws consent to the use of personal information, such records are retained for 5 years thereafter in accordance with Article 6 of the Act on Consumer Protection in Electronic Commerce, Etc. and Article 6 of its Enforcement Decree.
3. Records concerning consumer complaints or dispute resolution. Even where an Individual User withdraws consent to the use of personal information, such records are retained for 3 years thereafter in accordance with Article 6 of the Act on Consumer Protection in Electronic Commerce, Etc. and Article 6 of its Enforcement Decree.
4. Records concerning confirmation of communication facts, including access. Such records are retained for 3 months from the time they are generated in accordance with Article 15-2 of the Protection of Communications Secrets Act and Article 41 of its Enforcement Decree.

Article 4 (Use and Provision of Personal Information to Third Parties)

When collecting the personal information of Individual Users, the Provider and the Customer use it within the scope of the purposes notified to Individual Users and do not use it beyond that scope or disclose or provide it to a third party without the prior consent of the Individual User. However, this does not apply in the following cases.

1. Where the Individual User has consented in advance to provision to a third party
2. Where required by law or where an investigative agency makes a request in accordance with procedures and methods prescribed by law
3. Where it is indispensable for the performance of a service use agreement, including the provision of the Service, and obtaining ordinary consent is substantially difficult for economic or technical reasons
4. Where the personal information is processed and used in a form in which the data subject of such personal information cannot be specified or identified

Article 5 (Entrustment of Personal Information Processing)

The Provider entrusts the processing of personal information as follows for the effective performance of the Service, and an entrustee processes personal information within the minimum scope necessary to perform the entrusted operations. The details of the operations entrusted for personal information processing and the entrustees are as follows.

[Payment Processing]

1. Entrustee : Payple Inc.
2. Details of entrusted operations : provision of electronic payment services, processing of payment approvals and cancellations, identity verification, payment-related customer support, and transaction record management
3. Personal information processed : payment method identification information, email address, payment approval and cancellation history, receipt information, and other information necessary for payment processing
4. Retention and use period : until the entrustment agreement terminates or for the period necessary to perform the entrusted operations
5. Contact information : 1522-5013, help@payple.kr

[Operation and Management of Cloud Infrastructure]

1. Entrustees and details of entrusted operations
① MegazoneCloud Corp.

- Operation and monitoring of cloud systems, technical support and incident response, and agency services for usage-fee settlement
- ② Amazon Web Services, Inc. or its subsidiary
- Operation of cloud infrastructure (servers, databases, and storage) for the provision of the Service and storage and retention of personal information
- ③ AhnLab CloudMate Inc.
- Establishment and operation of cloud systems, monitoring, technical support and incident response, and agency services for usage-fee settlement
- ④ NAVER Cloud Corp.
- Operation of cloud infrastructure (servers, databases, and storage) for the provision of the Service and storage and retention of personal information
- 2. Personal information processed : items collected as stated in Article 2
- 3. Retention and use period : until the entrustment agreement terminates or for the period necessary to perform the entrusted operations
- 4. Data storage location : Republic of Korea
- (①② AWS Asia Pacific (Seoul) Region / ③④ NAVER Cloud Platform Korea (KR) Region)
- 5. Contact information :
- ① MegazoneCloud Corp., Chief Privacy Officer Yang Jae-seung / 1644-2243 / irm@mz.co.kr
- ② aws-korea-privacy@amazon.com
- ③ AhnLab CloudMate Inc., Chief Privacy Officer Won Nam-ho / 02-2069-1980
- ④ NAVER Cloud Corp. Customer Center 1544-5876 / Chief Privacy Officer Park Han-yong

When entering into an entrustment agreement, the Provider specifies in the agreement or another document matters concerning responsibilities, including the prohibition of personal information processing for any purpose other than the performance of entrusted operations, technical and administrative safeguards, restrictions on re-entrustment, management and supervision of the entrustee, and compensation for damages, in accordance with Article 26 of the Personal Information Protection Act, and supervises whether the entrustee processes personal information securely. Where the details of the entrusted operations or the entrustee change, the Provider discloses the change through this Policy without delay.

Article 6 (Cross-Border Transfer of Personal Information)

The Provider may transfer the data of Individual Users across borders as follows to provide smooth AI response generation services.

1. Transferees
 - United States: OpenAI, L.L.C. / Anthropic PBC / Google LLC / xAI Corp. / Perplexity AI, Inc. / Features and Labels, Inc.(fal.ai) / Replicate, LLC.
 - Singapore: Alibaba Cloud (Singapore) Private Limited / BytePlus Pte. Ltd. / MOONSHOT AI PTE. LTD. / JINGSHENG HENGXING TECHNOLOGY PTE. LTD.(Z.ai)
- ※ The names and contact information of each business operator are set forth in [Appendix 1].
 - Items transferred: content of queries and attached files entered by an Individual User and the conversation context
 - Destination country: the country in which each business operator above is located
 - Time and method of transfer: transmitted through encrypted API communications (HTTPS) when an Individual User selects the relevant model and makes a request
 - Purpose of transfer: generation of responses such as generative-AI-based text, images, video, and audio
 - Retention and use period: destroyed upon completion of response generation. However, a transferee may retain the data for up to 55 days under its own policy to prevent misuse and comply with laws and regulations, and in exceptional cases, including where a violation of a usage policy is suspected, the retention period may be extended in accordance with the policies of each business operator and applicable laws and regulations.
2. The latest list of models provided by each transferee is disclosed at all times on the “Model List” screen within the Service.
3. The following models are processed only within the Republic of Korea and are not transferred across borders.
 - Mindlogic SAIT 3 Pro, LG AI Research K-EXAONE, Upstage Solar

4. An Individual User may refuse the cross-border transfer of personal information. However, in such case, only the domestically processed models above may be used, and the provision of the Service using other models is restricted.
5. Restrictions on the scope of processing by transferees: a transferee processes personal information solely within the scope of the purpose of transfer and shall not use it to train, develop, improve, or reuse its artificial intelligence models. The Provider has confirmed the foregoing through agreements entered into with each transferee and, where it becomes aware of a violation thereof, takes necessary measures, including requesting corrective action from the relevant transferee and suspending the provision of data.
Email : contact@mindlogic.ai
Customer Center : 070-5102-6560

[Data Processing Principles]

The Provider gives top priority to the privacy of Individual Users. The Service processes data according to the following principles.

1. Because global LLM API calls are made in the name of Mindlogic Inc., the Provider does not transmit an Individual User's account information (name, email address, and affiliation) together with such calls.
2. Where an Individual User enters personally identifiable information (resident registration number, telephone number, passport number, etc.), and where the institutional Customer or Individual User has configured the relevant feature for use, the input is blocked or masked before being transmitted to the LLM.

Article 7 (Procedures and Methods for Destruction of Personal Information)

In principle, after the retention period expires, including upon achievement of the purposes of collecting and using personal information, the Provider and the Customer destroy the relevant information without delay in accordance with the following procedures and methods.

1. Destruction procedure: when the retention period expires, all personal information provided by an Individual User is automatically selected for destruction and destroyed in accordance with internal policies and applicable laws and regulations.
2. Destruction method: personal information retained in electronic file form is permanently deleted using a technical method that prevents the records from being reproduced. Personal information retained by the Provider in printed form, including paper, is permanently destroyed by shredding or incineration.

Article 8 (Measures to Ensure the Security of Personal Information)

The Provider and the Customer take the following security measures to protect the personal information of Individual Users.

1. Establishment and implementation of internal regulations and guidelines
Relevant rules, including internal regulations and guidelines such as information security regulations, are established and implemented, and the security of the personal information of all Individual Users is emphasized.
2. Management of access authority
Access authority to the personal information of Individual Users is granted on a differentiated basis according to the duties and positions of each officer and employee, and access to the personal information of all Individual Users is monitored.
3. Password management
Passwords are managed by storing them using one-way encryption.
4. Access control for unauthorized persons
Controls are implemented to prevent persons without access authority from accessing the personal information database of Individual Users.
5. Encryption of personal information
The personal information of each Individual User is stored in encrypted form.
6. Retention of access records and prevention of alteration and falsification
Login records (date and time, actor, IP, etc.) of officers and employees who access the computer

system are retained and backed up on a separate device to prevent alteration and falsification.

Article 9 (Chief Privacy Officer)

An Individual User may submit an inquiry or complaint concerning the protection of the Individual User's personal information to the Chief Privacy Officer below.

[Provider]

Name: Jang Yuri

Position: Senior Manager

Contact information: 070-5102-6560 / contact@mindlogic.ai

[Appendix 1] Status of Transferees of Personal Information Across Borders

(As of September 8, 2026)

Transferee	Country	Model Group Provided	Contact Information	Retention Period	Original Policy
OpenAI, L.L.C.	United States	GPT series, GPT Image, Sora	Exercise of data subject rights: dsar@openai.com	Up to 30 days	[View]
Anthropic PBC	United States	Claude series	privacy@anthropic.com (Data Protection Officer: dpo@anthropic.com)	Within 30 days	[View]
Google LLC	United States	Gemini, Gemma, Imagen, Nano Banana, Veo	Personal information inquiry form (Domestic representative Note 1)	Up to 55 days	[View]
xAI Corp.	United States	Grok series	privacy@x.ai	30 days	[View]
Perplexity AI, Inc.	United States	Sonar series (web-search-based responses)	privacy@perplexity.ai	Not retained	[View]
Features and Labels, Inc. (fal.ai)	United States	Intermediation of image and video generation models (Note 2)	support@fal.ai	Request/response records 30 days / Generated media per configuration	[View]
Replicate, LLC.	United States	Intermediation of image and video generation models (Note 3)	privacy@replicate.com	1 hour	[View]
Alibaba Cloud (Singapore) Private Limited	Singapore	Qwen series	DPO_Intl@alibabacloud.com	Not specified	[View]
BytePlus Pte. Ltd.	Singapore	Seed, Seedream, Seedance series	privacy@byteplus.com	Not specified	[View]
MOONSHOT AI PTE. LTD.	Singapore	Kimi series	api-service@moonshot.ai	Not specified	[View]
JINGSHENG HENGXING TECHNOLOGY PTE. LTD. (Z.ai)	Singapore	GLM series	user_feedback@z.ai	Not specified	[View]

Note 1) Domestic representative of Google LLC: Google Korea LLC (Representative: Nancy Mable Walker Bhuma) / data-access-requests@google.com / +82-2-531-9000 / 22nd Floor, 152 Teheran-ro, Gangnam-gu, Seoul, Republic of Korea

Note 2) Models provided through fal.ai : Recraft, Ideogram, Kling, Vidu, Luma, Grok Imagine, etc.

Note 3) Models provided through Replicate : FLUX, SDXL, Runway, Kling, Hailuo, Pixverse, etc.

※ The items transferred, destination country, time and method of transfer, and purpose of transfer are as set forth in Article 6, subparagraph 1.

※ Where a business operator above entrusts processing to or retransfers personal information to its affiliate or a model developer, the Privacy Policy and data processing agreement of the relevant business operator apply.

※ The “Retention Period” was confirmed based on the policies published by each business operator as of August 26, 2026 and may vary according to changes in the business operator’s policies. The longest standard retention period currently confirmed is 55 days.

※ In exceptional cases, including where a violation of a usage policy is suspected, the retention period may be extended in accordance with the policies of each business operator and applicable laws and regulations.

※ The following models are processed only within the Republic of Korea and are not transferred across borders. — Mindlogic SAIT 3 Pro / LG AI Research K-EXAONE / Upstage Solar series

※ “View” links to the documents concerning data retention and processing published by each business operator. The addresses are as follows.

1. OpenAI, L.L.C. — <https://developers.openai.com/api/docs/guides/your-data>
2. Anthropic PBC — <https://privacy.claude.com/en/articles/7996866-how-long-do-you-store-personal-data>
3. Google LLC — <https://ai.google.dev/gemini-api/docs/logs-policy>
4. xAI Corp. — <https://docs.x.ai/developers/faq/security>

5. Perplexity AI, Inc. — <https://docs.perplexity.ai/docs/resources/privacy-security>
6. Features and Labels, Inc.(fal.ai) — <https://fal.ai/docs/documentation/model-apis/media-expiration>
7. Replicate, LLC. — <https://replicate.com/docs/topics/predictions/output-files>
8. Alibaba Cloud (Singapore) Private Limited — <https://www.alibabacloud.com/help/en/model-studio/privacy-notice>
9. BytePlus Pte. Ltd. — https://docs.byteplus.com/api/docs/ModelArk/BytePlus_ModelArk_Data_Processing
10. MOONSHOT AI PTE. LTD. — <https://platform.kimi.ai/docs/guide/faq>
11. JINGSHENG HENGXING TECHNOLOGY PTE. LTD. (Z.ai) — <https://docs.z.ai/legal-agreement/privacy-policy>

[Governing language]

This document is an English translation of the Korean original. In the event of any discrepancy between this translation and the Korean original, the Korean original prevails.

[Revision history]

The revision history and previous versions of this Privacy Policy are available below.

Revision history and previous versions: <https://factchat-public.s3.ap-northeast-2.amazonaws.com/public/legal/mindlogic-terms-privacy-revision-history.html>