

Galaxy Privacy Policy

Effective date: February 2, 2026

This Privacy Policy describes how **Intergalactic Data Labs, Inc.**, doing business as **Galaxy** (“Galaxy,” “we,” “us,” or “our”), collects, uses, and protects personal information in connection with the Galaxy website, applications, APIs, and related services (collectively, the “Service”).

This Privacy Policy applies to information that identifies or relates to an identified or identifiable individual (“Personal Information”). It does not apply to anonymized or aggregated data that cannot reasonably be used to identify an individual.

1. Information We Collect

1.1 Information You Provide

We collect Personal Information you provide directly to us, including:

- Account information (such as name, email address, organization name, role, and login credentials);
- Billing and payment contact information;
- Support communications and inquiries;
- Any Personal Information included in content you submit to the Service.

1.2 Information Collected Automatically

When you use the Service, we may automatically collect certain information, including:

- Device and usage information (such as IP address, browser type, operating system, timestamps, and feature usage);
- Log data, diagnostic data, and performance metrics;
- Cookies or similar technologies used to operate and improve the Service.

1.3 Customer Data

Personal Information contained within User Content is processed solely on behalf of the applicable customer and in accordance with that customer’s instructions.

2. How We Use Information

We use Personal Information to:

- Provide, operate, maintain, and support the Service;
- Authenticate users and manage accounts;

- Process transactions and manage subscriptions;
- Respond to inquiries and provide customer support;
- Monitor, secure, and improve the Service;
- Comply with legal obligations.

Galaxy does **not** use customer data or Personal Information contained in User Content to train or improve generalized or shared machine learning or artificial intelligence models.

3. Data Isolation and Access Controls

Personal Information and User Content are logically isolated to each customer's account or workspace. Access is restricted to authorized users and Galaxy personnel who require access to operate or support the Service and are subject to confidentiality obligations.

4. Cookies and Tracking Technologies

Galaxy uses cookies and similar technologies to:

- Enable core Service functionality;
- Maintain user sessions and preferences;
- Understand how the Service is used and improve performance.

You can control cookies through your browser settings, but disabling cookies may affect Service functionality.

5. Sharing and Disclosure of Information

We do not sell Personal Information.

We may share Personal Information only:

- With service providers and subprocessors who perform services on our behalf and are bound by confidentiality obligations;
 - To comply with applicable law, regulation, or legal process;
 - To protect the rights, security, or integrity of Galaxy, our users, or others;
 - In connection with a corporate transaction such as a merger, acquisition, or sale of assets.
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6. Data Retention and Deletion

We retain Personal Information for as long as reasonably necessary to provide the Service, comply with legal obligations, resolve disputes, enforce agreements, and protect the security and integrity of the Service.

Personal Information associated with an active account is retained for the duration of the account. Upon account termination or upon verified request, Galaxy will delete or anonymize Personal Information within a reasonable period, except to the extent retention is required or permitted by applicable law (including for legal, accounting, or security purposes).

Backup copies and residual data may persist for a limited period in accordance with Galaxy's backup and disaster recovery practices, but will not be used for any active processing and will be deleted or overwritten in the ordinary course.

7. Security

Galaxy implements reasonable administrative, technical, and organizational measures designed to protect Personal Information against unauthorized access, disclosure, alteration, or destruction. No security system is completely secure, and we cannot guarantee absolute security.

8. International Data Transfers

Galaxy is based in the United States. Personal Information may be processed and stored in the United States or other jurisdictions where Galaxy or its service providers operate. We take appropriate measures to protect Personal Information in accordance with this Privacy Policy.

9. Your Rights and Choices

Depending on your location, you may have rights regarding your Personal Information, including the right to:

- Access or receive a copy of your Personal Information;
- Correct inaccurate Personal Information;
- Request deletion of Personal Information;
- Object to or restrict certain processing activities.

Requests may be submitted to the contact information below. We may need to verify your identity before fulfilling a request.

10. Children's Privacy

The Service is not intended for use by individuals under the age of 18. We do not knowingly collect Personal Information from children.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we will provide notice through reasonable means and update the effective date above.

12. Contact Us

If you have questions or requests regarding this Privacy Policy, please contact us at support@getgalaxy.io.

This Privacy Policy is provided for general informational purposes and does not constitute legal advice.