

Privacy notice

Unsigned copy for review. Version 2026-09-06. This document has not been executed and creates no obligation until it is.

Petrarch, Inc. operates Lindo. This notice covers two different kinds of personal data, and keeping them apart is the whole of it: data about you as a user of the product, and personal data that happens to be inside a document you upload.

1. Data about you as a user

- Your email address, name and organisation, from the invitation that created your account.
- A session record, and the address the request came from.
- An audit trail of what you did in your workspace: uploads, runs, configuration changes, releases, and the documents you opened.
- The record of which agreements you accepted, at which version, and - for the non-disclosure agreement - the name, title and legal entity you signed with.

We hold it to operate the product, to answer your own questions about who did what, and to be able to show that an agreement was made. The audit log survives the closure of a workspace, deliberately: it is the only evidence you have about our own access, at exactly the moment you are most likely to want it.

2. Personal data inside your documents

We are a processor of it and you are the controller. We handle it on your instructions, to de-identify it and to prepare a sample you have asked us to prepare, and for no other purpose.

We delete the text extracted from your documents 7 days after the corpus that holds them is certified, and a sweep inside the database carries out that deletion. Until certification is recorded the text is retained. The files you uploaded stay in your workspace until you delete them. Nothing you upload is used to train models. It is not sent to a third-party model provider, and processing happens inside our own cloud account.

Your de-identified output stays in your workspace while your account is active, so you can come back and retrieve what you ran. It is what you reviewed and certified. Closing your workspace deletes it.

3. Who else sees it

Petrarch staff have no standing access to your workspace. Access requires a live, time-limited grant with a written reason, and both the grant and every document read under it are written into your audit log. A read that cannot be recorded is refused.

Where a sample is shown to a prospective buyer, it is shown for evaluation and review only, under written use restrictions - by default a non-disclosure agreement. Our subprocessors are listed on the trust pages.

4. Your rights

You can export everything your workspace holds from the workspace page, and close the workspace from the same place. For anything else - access, correction, erasure, a complaint to a supervisory authority - write to us and we will answer.