



LEGAL DOCUMENTATION

Privacy Policy

Entity: XStack Technologies L.L.C. **Jurisdiction:** Dubai, United Arab Emirates **Last Updated:** August 2026
Website: www.xstack.ae

XStack Technologies L.L.C. ("XStack", "we", "us", or "our"), registered in the Emirate of Dubai, United Arab Emirates (registered office at WO-RK Coworking Spaces, Burjuman Metro Station, Bur Dubai, Dubai, UAE), is committed to protecting the privacy, confidentiality, and integrity of data entrusted to us. This Privacy Policy details how we collect, process, secure, and manage personal and enterprise data across our website, cloud platforms, AI inference systems, and enterprise software services.

Zero Unauthorized Data Training

Your private enterprise records, documents, and telemetry are never used to train public foundation AI models.

Enterprise Grade Security

All data in transit is encrypted using TLS 1.3 and stored at rest using military-grade AES-256 encryption.

Strict Tenant Isolation

Multi-tenant architecture with segregated database schemas and UAE local data center residency options.

UAE & International Compliance

Engineered in full alignment with UAE Federal Decree-Law No. 45 of 2021 (PDPL) and EU GDPR standards.

1. Overview & Who We Are

We build mission-critical enterprise systems designed to transform operational efficiency. We hold data confidentiality, security, and regional legal compliance at the core of every architectural decision.

2. Data Controller vs. Data Processor Roles

Depending on your relationship with XStack, our legal role is defined as follows:

XStack as Data Controller

Applies when you visit our website, schedule meetings, submit sales inquiries, or communicate directly with our team. We determine the processing purpose and means. Data Controller mandates privacy and security requirements to the Data Processor

XStack as Data Processor

Applies when enterprise clients deploy our software platforms and services to process operational workflows, documents, business records, and customer communications. The client is the Controller.

3. Privacy by Design & Default Principles

XStack embeds the globally recognized **Privacy by Design (PbD)** framework (Article 25 GDPR / UAE PDPL) into the core engineering lifecycle of all software platforms and AI systems:

1 Proactive not Reactive; Preventative not Remedial

Mandatory Data Protection Impact Assessments (DPIAs), threat modeling, and continuous automated code scanning eliminate privacy vulnerabilities prior to deployment.

2 Privacy as the Default Setting (Privacy by Default)

Systems deliver maximum privacy out-of-the-box: strict data minimization, shortest viable retention periods, least-privilege RBAC, and zero mandatory telemetry.

3 Privacy Embedded into Architecture & Engineering

Organic architectural isolation: tenant-segregated database schemas, isolated container execution, ephemeral in-memory processing for OCR and LLM inference, and segregated customer data streams across all platforms.

4 Full Functionality — Positive-Sum, not Zero-Sum

Uncompromised enterprise capabilities: high-throughput operational intelligence, automated document OCR, and real-time conversational processing without sacrificing privacy.

5 End-to-End Security — Full Lifecycle Protection

Continuous protection from encrypted TLS 1.3 transit, AES-256 storage at rest, to cryptographically verified purge upon retention window expiration.

6 Visibility and Transparency — Keep it Open

Auditable operational logging, transparent sub-processor rosters, clear Enterprise DPAs, and verifiable compliance documentation.

7 Respect for User Privacy — Keep it User-Centric

User-first agency: granular administrative controls, self-service data management, and swift statutory data subject rights execution.

4. Information We Collect

- **Inquiries & Contact Data:** Name, business email, phone number, company name, and job title provided when requesting demos or contacting support.
- **Platform Credentials & Authentication:** User identifiers, work emails, employee badge IDs/PINs, SSO tokens, and role-based permissions.
- **Technical & Operational Telemetry:** Anonymized browser metadata, device diagnostics, session timestamps, and error logs for platform reliability.

5. AI & Machine Learning Processing Policy

As an enterprise AI solutions provider, we adhere to strict ethical and architectural boundaries:

- **No Customer Data Training:** Proprietary documents, production telemetry, and conversations are never fed into training sets for public foundation models.
- **Enterprise Zero-Retention APIs:** Inference requests are routed through enterprise agreements where inputs and outputs are not retained or logged by AI providers.
- **Ephemeral In-Memory Inference:** Data payloads processed for OCR or NLP parsing are handled in memory and discarded immediately upon response generation.

6. Purpose of Data Processing

Data collected is processed strictly for legitimate operational purposes:

- Provisioning, maintaining, and scaling enterprise platform infrastructure.
- Executing automated workflows, document parsing, and scheduling as instructed by clients.
- Detecting vulnerabilities, preventing cyber threats, and ensuring system availability.
- Fulfilling legal and regulatory obligations under UAE laws.

XStack does not sell, rent, lease, or monetize personal or enterprise data to third-party advertisers or data brokers under any circumstances.

7. Third-Party Sub-Processors & Sharing

We work only with vetted sub-processors operating under strict Data Processing Agreements (DPAs):

Category	Purpose	Safeguards & Location
Cloud Infrastructure	Server compute, databases & encrypted storage	UAE / Global regions; ISO 27001 & SOC 2 certified
AI Inference Endpoints	OCR document extraction & LLM parsing	Enterprise zero-data-retention (ZDR) APIs
Communication & Scheduling	Calendly scheduling & messaging communication APIs	TLS 1.3 encrypted transport & authenticated tokens
Performance Analytics	Vercel performance & web vital telemetry	Privacy-first, cookie-less and anonymized

8. Security, Hosting & Data Retention

AES-256

At-Rest Encryption

Database & object storage

TLS 1.3

In-Transit Encryption

All API and web traffic

UAE Local

Data Residency

UAE data center options

Retention & Sanitization: Client enterprise records are retained only for the active agreement duration or according to client-defined policies. Upon contract conclusion, all tenant data is securely purged or exported per DPA terms.

9. Data Subject Rights

Under UAE Federal Decree-Law No. 45 of 2021 (PDPL) and EU GDPR, individuals possess the following rights:

Right of Access

Obtain confirmation and copies of your processed personal data.

Right to Rectification

Request correction of inaccurate or incomplete records.

Right to Erasure

Request deletion of personal data when processing is no longer required.

Right to Restrict / Object

Object to specific processing activities or withdraw prior consent.

To exercise your rights, email us at support@xstack.ae. We verify and respond within 30 days.

10. Cookies & Performance Analytics

Our website uses strictly necessary technical cookies (e.g. for theme preferences) and privacy-first web vitals monitoring. We do not deploy cross-site tracking cookies or intrusive marketing pixels.

11. Contact Our Privacy Team

For questions regarding this policy, data protection inquiries, or to execute an enterprise DPA, contact our team:

XStack Technologies L.L.C.

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