

NATURALSOFT LTD. PRIVACY POLICY

Effective Date: July 25th, 2026

NaturalSoft Ltd. provides NaturalReader AI Text to Speech - Personal Version, NaturalReader EDU, NaturalReader AI Voice Generator - Commercial Version, related websites, web applications, iOS and Android applications, the Chrome extension, support services, and legacy license services.

This Privacy Policy explains how we collect, use, disclose, retain, and protect personal information.

Where a school, company, government agency, or other organization provides the Service and controls user information, NaturalSoft may process that information on the organization's behalf under a Data Processing Addendum.

1. Information We Collect

1.1 Account Information

We may collect:

- email address;
- name;
- organization or school;
- role;
- account type;
- account identifiers;
- subscription status;
- team or classroom membership;
- preferences; and
- information provided through Google or Apple sign-in.

Email and password authentication is provided through AWS Cognito.

We do not receive a user's Google or Apple password.

1.2 Customer Content

Depending on the product and features used, we process:

- text typed or pasted;
- documents;
- PDFs;

- images;
- webpages;
- OCR content;
- scripts;
- prompts;
- translations;
- summaries;
- quizzes;
- questions and answers;
- podcast content;
- audio
- music
- sound effect
- generated audio
- project files;
- annotations;
- pronunciation settings;
- voice recordings;
- authorized voice samples;
- cloned-voice configurations;
- generated audio; and
- downloadable files.

Customer Content may contain information about other people. Users are responsible for having the rights and permissions needed to upload it.

1.3 Device and Usage Information

We may collect:

- IP address;
- browser;
- device type;
- operating system;
- app version;
- language;
- features and voices used;
- character and credit usage;
- storage and conversion activity;
- timestamps;
- diagnostic events;
- crash information;

- security events;
- cookies and similar identifiers; and
- approximate location inferred from IP address.

1.4 Billing Information

Direct web payments are processed by Stripe.

NaturalSoft may receive:

- payment status;
- subscription plan;
- transaction amount;
- billing date;
- billing country;
- tax information; and
- limited payment-method information.

NaturalSoft does not store full payment-card numbers.

Apple and Google process applicable mobile purchases under their own policies.

1.5 Support and Communications

We collect information submitted through:

- support chat;
- email;
- forms;
- sales inquiries;
- surveys;
- accessibility reports;
- security reports; and
- procurement questionnaires.

2. How We Use Information

We use personal information to:

- create and authenticate accounts;
- provide text-to-speech and document-reading services;
- perform OCR;
- provide AI assistance;
- generate and store audio;
- provide authorized voice cloning;
- synchronize content;

- manage projects;
- manage subscriptions and credits;
- process billing;
- administer teams and EDU accounts;
- provide support;
- remember settings;
- monitor performance;
- troubleshoot errors;
- secure accounts;
- prevent fraud and abuse;
- enforce agreements;
- communicate service notices;
- send marketing where legally permitted;
- comply with law;
- protect users and the Services; and
- create aggregated or de-identified statistics.

3. AI Training

NaturalSoft does not use customer-provided content or generated output to train NaturalSoft or third-party AI models.

This includes:

- documents;
- text;
- scripts;
- prompts;
- voice recordings;
- voice samples;
- cloned voices; and
- generated audio.

Information is sent to an AI or speech provider only when needed to provide the feature selected by the user.

4. Legal Bases

Where a legal basis is required, we rely on:

- performance of a contract;
- legitimate interests in operating and securing the Services;
- consent;
- compliance with law;

- protection of legal rights; or
- protection of vital interests where applicable.

Consent may be withdrawn where processing depends on consent.

5. Disclosure of Information

NaturalSoft does not sell personal information for monetary consideration.

We disclose limited information to:

- cloud hosting and storage providers;
- authentication providers;
- AI and speech providers;
- payment processors;
- mobile app stores;
- analytics providers;
- support and communications providers;
- Customer account administrators;
- regulators and authorities where legally required;

Our current providers are listed in the Subprocessor List.

6. Cookies and Analytics

We use cookies, local storage, software development kits, and similar technologies for:

- authentication;
- security;
- session continuity;
- preferences;
- product functionality;
- analytics;
- performance; and
- marketing where legally permitted.

Google Analytics may process browser, device, usage, cookie, and approximate-location information.

Users may control some technologies through browser, device, operating-system, or cookie settings.

Blocking necessary technologies may prevent the Services from functioning properly.

7. Retention

Our current standard periods are:

Information	Retention
Personal Version documents	Up to two years unless deleted earlier
Commercial Version project files	Up to two years unless deleted earlier
Operational logs	Generally 30 days
Login information after account deletion	Deleted from active systems immediately
Other active account data after account deletion	Deleted within 24 hours, subject to exceptions
Unregistered uploads	Up to 36 hours
Generated downloadable audio	360 days
Billing and tax records	As legally and operationally required
Encrypted backups	360 days

Users may delete supported documents and projects at any time.

Deleted content is removed from active systems promptly. Residual copies may remain temporarily in:

- encrypted backups;
- security records;
- fraud-prevention records;
- legal holds; or
- legally required records.

8. International Processing

Primary NaturalSoft production systems are hosted in an AWS region in the United States.

Information may also be processed in Canada and in countries where authorized providers operate.

Where required, we use contractual or other legal transfer safeguards, which may include the European Commission's Standard Contractual Clauses and the United Kingdom transfer addendum.

9. Security

Security measures include:

- HTTPS using TLS 1.2 or higher;
- AES-256 or provider-managed encryption at rest;

- private cloud storage;
- AWS Cognito authentication;
- access controls;
- logging;
- monitoring; and
- incident-response procedures.

No system can guarantee complete security.

End-user multi-factor authentication is not currently available.

Users should:

- choose a strong, unique password;
- secure their email account;
- secure their Google or Apple account where used; and
- report suspected unauthorized access.

10. Privacy Rights

Depending on location, individuals may have rights to:

- access information;
- know whether information is processed;
- correct information;
- delete information;
- withdraw consent;
- object to processing;
- restrict processing;
- receive portable information;
- opt out of certain sales, sharing, profiling, or targeted advertising;
- appeal a denied request; and
- complain to a privacy regulator.

Requests may be submitted to:

Privacy Email: privacy@naturalreaders.com

NaturalSoft may verify the requester's identity and authority.

NaturalSoft will not discriminate against a person for exercising a privacy right.

11. Children and Education

NaturalReader is used by individuals, families, schools, and educational institutions.

For institution-managed accounts, the institution generally determines:

- eligibility;
- account creation;
- available features;
- shared content;
- retention instructions; and
- required notices and consent.

NaturalSoft processes institution-controlled student information under the institution's instructions.

NaturalSoft does not use student Customer Content for:

- targeted advertising; or
- AI model training.

A child should not create a direct consumer account or submit personal information without parent, guardian, or institutional authorization where required.

If NaturalSoft learns that information was collected without required authorization, NaturalSoft will take reasonable steps to delete it.

NaturalSoft's Services are intended to support Customer obligations under applicable education and children's privacy laws. A separate agreement may be required for a particular jurisdiction.

12. Voice Information

Voice recordings and samples may be considered biometric, sensitive, personality, or publicity-related information under some laws.

NaturalSoft processes voice samples to:

- create the requested voice;
- provide speech-generation features;
- secure the Service;
- prevent abuse; and
- comply with law.

Users must not provide another person's voice without valid rights and authorization.

13. Organization-Managed Accounts

An organization administrator may:

- create or remove users;
- view account and usage information;
- manage shared content;
- configure features; and

- request deletion.

Users should contact their organization regarding the organization's own privacy practices.

14. Canadian Privacy Accountability

NaturalSoft is based in British Columbia, Canada.

Our privacy program is intended to address principles concerning:

- accountability;
- identified purposes;
- consent;
- limited collection;
- limited use and retention;
- accuracy;
- safeguards;
- openness;
- access and correction; and
- complaint handling.

15. Changes

NaturalSoft may update this Privacy Policy as Services, providers, and legal requirements change.

Material changes will be identified by an updated date and additional notice where required.

16. Contact

NaturalSoft Ltd.

Email: privacy@naturalreaders.com

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